

Communiqué

Fall 2019



From the President



by Ann Wicklund, President

Seems we always have the weather to talk about living in Wisconsin. Strangers will often open up to one another to simply talk about the current weather conditions. “Cold enough for you?”

“Sure is a hot one today.” You all know the routine.

Volunteers show up in all types of weather. Aspirus is blessed to have dedicated, committed individuals that give of their time to serve others. In preparation for writing this column, I googled inspirational quotes about volunteerism. There were quite a few to choose from. Here are a few of my favorites:

“What is the essence of life? To serve others and to do good.” ~ Aristotle

“No act of kindness, no matter how small, is ever wasted.” ~ Aesop

“Too often we underestimate the power of a touch, a smile, a kind word, a listening ear, an honest compliment, or the smallest act of caring, all of which have the potential to turn a life around.” ~ Leo Buscaglia

Enjoy reading this issue of the Communiqué. It is filled with interesting information including upcoming volunteering opportunities, changes to the TB management process, required volunteer annual training, and much more.

You make an incredibly positive difference in the lives of others. Thank you for your kindness ... your smiles ... your acts of caring. It means so much to so many.

Ann



Volunteers Board of Directors

President: Ann Wicklund

Vice President: Bonnie Koelsch

Secretary/Treasurer: Kitty Switlick

Past President: Paul Dobbratz

Public Policy Education: Cindy Hermel

Health Education: Ron Zahrt

Special Projects: Nettie Sosnoski

Aspirus Mission

We heal people, promote health and strengthen communities.



Direct from Yo



The volunteer office received a lovely note from a grateful patient. “Thank you so much for the beautiful prayer shawl – it will always be special to me. How very kind of your volunteers to think of me. I will keep all of you in my prayers.” Thank you to all our dedicated knitters and crocheters for sharing your time and talents.

We also received a message from the Patient Registration staff. “I just wanted to share with you that I had asked the volunteers to make up some packets for admissions...they did an AWESOME job!!! I am so glad that we can all work together and get things done!”

THANK YOU TO ALL ASPIRUS VOLUNTEERS FOR SHARING YOUR GIFTS OF TIME AND TALENT - AND FOR HELPING SO MANY OTHERS.

SNAP Hand Hygiene Campaign

Aspirus Wausau Hospital is embarking on a patient safety improvement effort to increase compliance with hand hygiene and keep our patients safe from harm. The slogan is Scrub Now and Protect, or “SNAP”.

Hand hygiene is monitored by observation of staff and clinicians. All Aspirus employees and volunteers are personally responsible for ensuring they are in full compliance with this initiative.

Opportunities for hand hygiene include:

- Before entering the patient room (crossing the threshold)
- Before a clean, aseptic or sterile procedure
- After body fluid exposure
- After touching the patient or their surroundings
- When leaving the patient room (crossing the threshold)

Alcohol hand disinfectants are provided throughout the hospital along with sinks for washing with soap and water, when deemed appropriate. If you find an area where the tools are not adequate, please let the unit/department leadership know so we can make sure you have the necessary tools to achieve Aspirus’ SNAP goal.



Mission of Aspirus Volunteers

The Aspirus Volunteers is an inclusive organization through which people individually, or as a group, volunteer time, talent, and resources to improve the spiritual and physical health and well-being of the residents of north and central Wisconsin, fostering the mission of Aspirus and its subsidiaries.

Aspirus Family House



A groundbreaking celebration was held on June 25 at the site of the new Aspirus Family House in Wausau. Aspirus leaders were joined by donors who helped make the Family House possible through their gifts to the Aspirus Health Foundation's Give Healing a Home capital campaign.

The Aspirus Volunteers are proud to contribute to this important project through a gift to name the patio area.

The groundbreaking was held at the building Aspirus recently purchased on the corner of 28th Avenue and Westhill Drive, adjacent to Aspirus Wausau Hospital. Renovation is underway and the Family House will begin serving guests in January 2020. When complete, the Family House will include 10 bedrooms with private bathrooms and shared living spaces designed as a home-like environment. Guests of the Family House will be served by dedicated staff and volunteers, and community groups will provide additional support.

We are currently seeking Family House volunteers for the following:

Welcome Desk Volunteer – Supports the front desk by meeting and greeting new families checking into the Aspirus Family House.

House Volunteer – Helps with the day-to-day operations of the Family House to keep it looking fresh and clean, well-stocked and homelike.

Please contact the Volunteer office if you are interested in a volunteer opportunity at the Aspirus Family House.

“The Flame” Dedicated to Aspirus Wausau Hospital Volunteers

Many of you may have missed seeing the sculpture at Entrance A while the front of the hospital was being remodeled. Darrell Lentz, President of Aspirus Wausau Hospital, was with the sculptor as it was being reinstalled. According to Darrell, the sculptor was very particular as to how the statue was positioned. It needed to be turned “just so”.

Did you know that in 2002, the Board of Directors of Aspirus Wausau Hospital, on behalf of all its employees and members of its Medical Staff, dedicated the sculpture titled “The Flame” in acknowledgement of the enduring partnership between healthcare professionals and volunteers to enhance the health and quality of life in the communities of Northern and Central Wisconsin, and to also dedicate this sculpture in celebration of all those who freely contribute their time and talents to provide comfort and caring to those in need.

Check out the sculpture. It stands proudly at Entrance A.



Happenings



1 The Aspirus Volunteers again this year sponsored a Student Talent Art Review (STAR) program for area high school students. Each year, high school students are invited to submit artwork. The Aspirus Aesthetics Committee judges the artwork in early May. Selected items are framed and on display in the hospital for one year with a plaque containing the artist's name and high school. The top three winners receive a cash prize. This year, 15 pieces of artwork were selected from 4 different schools. Congratulations to all!

2 Visitors and staff were greeted with the smell of freshly baked cookies on Friday, June 14th, as the volunteers held a cookie sale. Because it was Flag Day, Uncle Sam also made an appearance.

3 The Aspirus Women's Golf Classic was held Monday, August 5, at the Wausau Country Club. Over 250 golfers, caddies, and volunteers partnered with Aspirus and many businesses and community members for a great cause and fun day. Together, we raised \$87,000! This year's proceeds will be used to help victims of sexual assault and abuse through the Sexual Assault Nurse Examiner (SANE) program at Aspirus Wausau Hospital, to help kids build healthy brains through the Reach Out and Read program at 13 of our Aspirus clinics, and to help families in need of a place to stay during a medical crisis and when traveling for specialty care through the Aspirus Family House. The Aspirus Volunteers' team played 9-holes in the morning. The team included Cindy Hermel, Bonnie Koelsch, Paul Dobbratz (caddy), Ann Wicklund, and Judy Ward.

4 Aspirus Volunteers held a "slightly used" art sale on June 26. Employees and visitors browsed and purchased paintings and pictures that formerly decorated the walls of Aspirus Wausau Hospital. Many were thrilled to have a "bit of history" from Aspirus and were heard commenting "I remember where this was hanging!" Pictured with some of the art pieces are Margy Meyer, Bev Smith, Carolyn Michalski and Sue Landretti.

5 Rainbow's End Day Camps for children with special needs were held July 15-19 and July 22-26. The camp moved this year to a new location at the Samoset Council Boy Scout Camp in Weston. This year's theme was "Music" with crafts and activities reflecting a different music genre each day (disco, country, rock, rap, etc.).

Volunteer Opportunities / Help Wanted

Lifeline – The Aspirus Lifeline program is looking for an additional volunteer to change out batteries and buttons in the homes of Lifeline subscribers. Please call Cheryl or Susan at 715-847-2781 for more information.

In Memorium



Marlene Ptaszynski

volunteered at Aspirus Wausau Hospital for 16 years. She logged more than 1200 hours of service as a PACAR (Pastoral Care Representative) before retiring from volunteering in 2014. Marlene passed away June 4 surrounded by family.

Reminder to all volunteers

As volunteers, you help create an excellent experience for patients, visitors, customers, employees and providers by practicing RELATE and using Words that Work. Thank you!

RELATE – *Is a people-centered communication model for all personal interactions. It stands for:*

Reassure/**E**xplain/**L**isten/**A**nswer/**T**ake Action/**E**xpress Appreciation

Changes to TB Management

Effective July 15, Aspirus Employee Health & Wellness has made significant changes to the tuberculosis (TB) management policy. The changes are based on recommendations by the Centers for Disease Control and Prevention and have been approved by the Employee Health Medical Director and Aspirus Wausau Hospital Infection Prevention team.

Here's what is changing:

- Annual TB testing will no longer be conducted.
- The two-step TB skin test will be eliminated for new volunteers. Instead, new volunteers will have TB testing done via a blood test along with a TB symptom questionnaire and TB risk assessment.
- New volunteers and current volunteers that have a previous positive TB history will complete an annual TB symptom questionnaire.

Annual Training Scheduled

Volunteer Annual Requirements Training will be held October 8 and October 16. Speakers will present information on Infection Control, Confidentiality/HIPAA, Safety, Service Excellence, and Code of Conduct. This is a great chance to network with your peers. Please watch your mail for more details.

If you are unable to attend one of the onsite training sessions, the Annual Requirements quiz is also available in booklet form or online at aspirus.org/volunteertraining.

The deadline for Annual Requirements is October 15. Failure to complete the Annual Requirements may result in your inactivation from the volunteer program until the requirements are complete.

Volunteers in Action - Volunteer Hours

DON'T FORGET - Please turn in your hours every month to keep your records up to date. **Thanks for all you do!**

We recognize and thank these volunteers for reaching these service achievements!

100 Hours

Deb Brushert
Tom Daman
Mary Kay Debroux
Deborah Klocke
Kay Meyer
Vasu Rishi
Marge Snippen

200 Hours

Susan Aho
Shawn Anderson
John Babel
Jayda Baumann
George Brahos
Gracie Gage
Roger Kleinstick
Carolyn Muir
Kitty Switlick
Shelain Yach

300 Hours

Jacob Brodhagen
Kay Bychinski
Larry Gorski
Dennis Hess
Karie McAuliffe
Megan Pothen
Miles Van Slyke

400 Hours

Maureen Cotter
Cynthia Kleinstick
Monica Ley
Jeff Raasch
Laurie Reinhart
Nancy Resch

500 Hours

Mary Ann Bieno
Cathy Burnett
Thomas Gilbreath
Nettie Sosnoski

600 Hours

Roger J Aho
Connie Dobbratz
Benita Flora
Dawn Merriam
Mary Ventzke

700 Hours

Jean Richards

800 Hours

Patricia Loy
Joan Wahlquist

900 Hours

Lois Jarosz
Karen Resch
Donald Roesler

1000 Hours

Marlin Block
Sherry Burnett
Luann Esko
Janice Gresens
Susan Henning
Mary Mcdonell
Gene Nelson
Betty Sadogierski

1500 Hours

Mark Milne

2000 Hours

Bonnie Koelsch

3000 Hours

Ann Brandt
Harold Osland

3500 Hours

Verda Bliese
Gail Jackson
Susan McLaughlin

5000 Hours

Enid Krueger

6000 Hours

Sylvia Erickson
Carol Ruether
Bill Viertel

6500 Hours

Lucille Richter

8000 Hours

Joan Campbell
Shirley Hannemann

9500 Hours

Dolly Feira

11,000 Hours

Patricia Rogalla

16,000 Hours

Cleo Tyskiewicz

17,000 Hours

Lee Borneman

Volunteers

50 Hours

Emma Clifford
Andrew Crispell
Layne Draxler
Bailey Entenmann
Paige Entenmann
Morgan Her
Johanna Hougum
Danni Langseth
Kate Lucareli
Emma Weis

100 Hours

Zoe Anderson
Carly Bandoock
Paige Gavin
Maria Jauch
Karlie Knoll
Kara Krautkramer

150 Hours

Amaya Boman
William Clancy
Justin Reimer



Aspirus Coffee Shop

\$1 off your purchase of \$4.00 or more.

Expires: October 31, 2019



Gift Shop Coupon

30% off one regular-price item

Exclusions include: Cards, candy, balloons, flowers, doTerra, stamps and sale merchandise.



Expires: 10/31/2019

New System Incident Codes

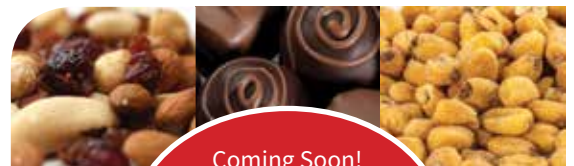


Standardized Emergency Codes for Aspirus

Incident	System Standardized Codes	Incident	System Standardized Codes
COMMUNICATIONS	Attention Staff - Message Alert (message)	EVACUATION	Attention Staff - Evacuation Alert (location being evacuated)
MEDICAL ASSISTANCE (PATIENT)	Attention Staff - Rapid Response (location)	HAZARDOUS MATERIALS SPILL	Attention Staff - Hazardous Material Exposure (location)
MEDICAL ASSISTANCE (VISITOR)	Attention Staff - Code First Aid (location)	DECONTAMINATION	Attention Staff - Code Decontamination
CARDIAC / RESPIRATORY ARREST	Attention Staff - Medical Emergency - Cardiac or Respiratory Arrest (location and identify if patient is adult, pediatric, or infant)	FIRE	Annunciator (leave as is will come over the fire system)
RUPTURED ABDOMINAL AORTIC ANEURYSM (RAAAP)	Attention Staff - RAAAP 1 (location)	BOMB THREAT	Attention Staff - Building Alert Bomb Threat (location if available)
WEAPON / ACTIVE SHOOTER	Attention Staff - Weapon Alert - Active Shooter (provide location) (this code will be when staff run, hide, barricade or fight)	HICS / OPENING INCIDENT COMMAND	Attention Staff - Incident Command Alert (one representative from each location please report to...)
SECURITY THREAT	Attention Staff - Lockdown Alert (internal or external location)	STROKE	Attention Staff Code Stroke (location)
AGGRESSIVE BEHAVIOR	Attention Staff - Security Alert - Aggressive Behavior (location)	STEMI	Attention Staff - Code STEMI (location)
MISSING PERSON / INFANT	Attention Staff - Missing Person / Infant (provide description of missing person and last known location)	TRAUMA	Attention Staff - Code Trauma Level I / II
WEATHER	Attention Staff - Severe Weather Alert Watch / Warning (descriptor)	C-SECTION	Attention Staff - Emergency C-Section (location)

Aspirus is unifying its emergency management codes across the system. Each business unit currently uses a different set of codes with different colors and language.

The new system codes will have a “clear language” that will allow one to travel to and from any Aspirus location and be able to properly identify any incident code. New codes were implemented July 1 at all business units except Wausau Hospital, which will go live August 14.



Coming Soon!
Aspirus Volunteers
Nut & Candy Sale

150 Fine Quality Nuts, Chocolates, Snack Mixes & Candies
The Nutman Company

Thursday, October 24
 10:00am - 4:00pm
Friday, October 25
 8:00am - 2:00pm

Main lobby - Entrance A of the Hospital



Sponsored by the Aspirus Volunteers
 Accepting Visa, Mastercard, Cash & Checks



ASPIRUS®

Passion for excellence.
Compassion for people.

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Communiqué

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Calendar of Events

- October 1-3: Partners of WHA State Meeting**
- October 8: Volunteer Annual Training – Afternoon**
- October 16: Volunteer Annual Training – Afternoon**
- October 24 & 25: Aspirus Volunteers Nut Sale**
- November 5: Volunteer Cookie Sale**
- November 28 & 29: Thanksgiving Holiday (no volunteers)**
- December 3: Volunteer Board of Directors Meeting**
- December 6: Volunteer Linen Sale**
- December 9: Volunteer Cookie Sale**
- December 10: Volunteer Holiday Tea**
- December 25: Christmas Holiday (no volunteers)**
- January 1: New Year’s Day Holiday (no volunteers)**