

Volunteer CONNECTION

WINTER 2023

INSIDE THIS ISSUE

Welcome Hospital President- PG. 1

Volunteer Spotlight- PG. 2

Timely News- PG. 2-3

Health Watch- PG. 3

MHV News- PG. 4-5

Welcome New Volunteers- PG. 6

Patient Experience- PG. 6

Healthcare Advocacy- PG. 7

Safety Matters- PG. 7-8

Volunteer Opportunities- PG. 8

Volunteers in Action- PG. 9-10

Calendar of Events- PG. 10



“Alone we can do so little,
together so much” -Helen Keller

Photo by Suzanne Rose shows
the hands of many volunteers at
Ascension Mercy



Welcome Shane Carter, Hospital President, Ascension NE Wisconsin - Mercy Campus

Shane returned to Ascension Mercy on November 27, 2023, as Hospital President nearly 20 years after serving as a nurse on the intensive care unit.

As a leader for more than two decades at Advocate Aurora Health, he served most recently as Vice President & Chief Nursing Officer at Aurora Medical Center - Oshkosh. There, he improved patient safety and increased patient satisfaction scores, achieved, and maintained high-level associate engagement, guided an Epic electronic health record conversion, and integrated a professional development model, promoting education and professional practice advancement.



Shane earned a Master of Science in Nursing - Family Nurse Practitioner and a Bachelor of Science in Nursing from the University of Wisconsin - Oshkosh. He has worked with medical group operations, Cardiology, Oncology and Women’s Health service lines, and led Imaging and several support services.

Shane is a results-driven leader committed to ensuring high clinical quality and an exceptional patient experience, as well as providing safe, competent care to the communities we serve. He’s focused on creating a culture and environment where associates love coming to work. We look forward to working with him and are happy to see him back in the halls of Mercy.

Volunteer Spotlight — Rama Alsakka

Rama was inspired to volunteer at the hospital resulting from a fond memory volunteering as an Oshkosh North high school student serving Thanksgiving dinner to people in need. Rama reflects, “I enjoy helping people in the community.” She began volunteering at Mercy in December of 2022 and assists in the Emergency room and on Patient Care Unit 2.

Rama enjoys working independently on the PCU2 unit stocking nurse servers with medical supplies. In the Emergency Department, she works with nursing staff helping clean rooms and stock supplies. Rama states, “Volunteering is a better use of my spare time and I also enjoy the friendships I have made along the way.” Rama describes herself as helpful and resilient. She states, “I enjoy a challenge.”

Rama and her family moved to the US in 2015 from Homs, Syria. She reflects the move was difficult initially due to language barriers but now she is a flourishing UW-Oshkosh student studying Biochemical Science. Rama would like to continue to medical school after graduation in 2026. Rama states, “My volunteer experiences have given me exposure to the hospital environment and medical terminology I will need in the future.” In her spare time, Rama is an avid reader, reading a book each week, specifically novels. Also, Rama enjoys spending time with her cousins and nieces swimming and playing tennis.

Laura Hensel, Coordinator Volunteer Services



Timely News

Greetings from the Mercy Gift Shop

It's beginning to look a lot like Christmas in the Gift Shop! We have everything you need for your holiday gift giving needs. The volunteers are more than willing to help you find the perfect item and will even wrap the purchase for you at no extra charge.

Stop in during our open hours:

Mondays 9:00 A.M. - 7:00 P.M.

Tuesdays & Wednesdays 9:00 A.M. - 5:00 P.M. *(every other week open until 7)*

Thursdays & Fridays 9:00 A.M. - 5:00 P.M.

Be sure to watch your emails for more details on upcoming fundraisers and gift shop promotions. Without our amazing coworkers and customers, we would not be able to keep the gift shop running - so thank you for all your support throughout the year!

Kristal Coats, Gift Shop and Fundraising Coordinator



Photo Opportunity and Letters to Santa!

Visit Santa and Mrs. Claus in the Oakwood lobby area where you will find a **life-size photo backdrop** of the merry couple. All are welcome to take a photo with the Christmas couple. A mailbox and letter supplies are located next to the banner for children to create and drop a letter to Santa as well. Santa will reply if a return address is given.

Amy Brownson, Manager Volunteer Services

Wisconsin Caregiver Background Check Law

The following message is from Ascension Human Resource Operations regarding the Wisconsin Caregiver Background Check law. An annual reminder.

WHAT IS THE STATE CAREGIVER BACKGROUND CHECK LAW?

In compliance with the state and federal equal rights laws and the state caregiver background check law, Ascension conducts Caregiver Background checks on existing volunteers every four years. Ascension Wisconsin will consider volunteer criminal arrest and conviction records in complying with statutory requirements. A history of criminal conviction will not automatically eliminate a person from consideration for volunteering with the organization. Ascension Wisconsin will evaluate the conviction record considering the requirements of state and federal laws. In addition to criminal background checks, the organization will conduct other background checks as required by law.

WHAT DO I NEED TO DO? All in-facility volunteers are required to notify the Volunteer Services department regarding changes related to any of the items listed below. The notification must be in writing and forwarded as soon as possible, but no later than the next working day from a criminal arrest, conviction or one of the following events:

- * Convictions of any crime
- * Substantiated findings of abuse, neglect or misappropriation
- * Current investigations related to abuse, neglect or misappropriation
- * Professional credential restrictions, limitations or revocations
- * Program licensure limitations, revocations, or denials
- * Discharged from any branch of the US Armed Forces, including any Reserve component; residency outside the state of Wisconsin

Human Resources



Photo courtesy of Mercy Volunteer Laura Binner

Health Watch — Reducing Financial Stress

Holiday cheer is often followed by post-holiday “jeer” when credit card bills come due. If you are inclined to overindulge in purchases, especially for loved ones, here are a few tips to reduce post-holiday bill shock.

Decide who will get a gift, and who can receive your sentiments in another way. Do not be tempted by shopping deals that excite you to spend more, credit offers, or bulk deals you do not need. When shopping online, enter the keyword of a gift item you are considering and click the “images” tab at the top of your browser. You will discover numerous images of the same item displayed by competitors. Shop by price. This can lead to significant savings. Track holiday spending, to curtail buying on impulse. With these clever changes you will enjoy the holidays more and have learned ways to keep mindful year-round spending habits.

Excerpt from Ascension’s Frontline Employee Assistance Newsletter, December 2022

Discover the Colors of New England Trip

The Mercy Hospital Volunteers (MHV) and CMC Auxiliary are hosting a fall travel package for 2024 thru Collette Travel. Experience the beauty of autumn in historic New England. Trip features 8 days and includes sights in: Boston, Vermont, New Hampshire, and Maine. For a full itinerary, please pick up an information packet in the Volunteer Services office or the Gift Shop.

A travel representative from Collette Travel will be onsite at Mercy Hospital on Tuesday, January 16th, 2024, from 5:30pm – 8pm in the Integrity & Creativity conference rooms. Stop by and learn more details about this amazing trip. Proceeds from this fundraiser will be used to fund hospital and community healthcare programs or student scholarships. For more information or to book your trip, contact Sue Boerschinger, Chair at 920-468-4559 or sboers42@gmail.com.

Kristal Coats



School of Radiology Scholarship

The MHV (Mercy Hospital Volunteer) group has awarded Megan Loper a \$1000 scholarship. Megan is a student in the Marian University Radiologic Technology (RT) Program for the 2023 – 2024 academic years. The scholarship is applied to the cost of tuition. The recipient has demonstrated financial need and excellent academic achievement.

Megan is a first-year college student from Oshkosh, WI. “As an active child who danced for fifteen years, I visited the radiology department frequently for many injuries. Whenever I came to the hospital, I was terrified I would receive shocking news that would end my dancing career. However, the radiologic technicians were always sympathetic and supported me throughout the entire process. I was seen and understood. As a future radiologic technician, I strive to follow in these footsteps by practicing compassion, personalized care grounded in active listening to soothe my patients during uncomfortable times.”



Laura Hensel

From the MHV Chair

This year, the Bakeless Bake sale is transitioning to a Love Lights Fundraiser put on jointly with the Ascension Wisconsin Foundation. Love Lights celebrates our loved ones through the donation of a tribute gift in their memory or honor. You should have received a letter with information on how to donate, or you can pick up information at Volunteer Services or go online at <https://www.giveawf.org/love-lights>.

The Love Lights holiday tree is located inside the main hospital entrance by the gift shop where a list of tribute names is posted. **All proceeds from this appeal will go towards the MHV Fundraisers Fund. This fund supports Mercy hospital and Oshkosh community healthcare programs and scholarships.**

Also, the chart below details how the MHV dispersed dollars in fiscal year 2023 to the betterment of Mercy and the Oshkosh area community. We appreciate your continued generosity giving of your time, talent, and treasure throughout the year. The MHV advisory board could not support hospital programs and scholarships without the support of your contributions. Have a wonderful holiday season!

Sue Boerschinger, MHV Chairman

Mercy Hospital Volunteers (MHV) Organization	
Donated to Mercy Health Foundation Projects:	
Behavioral Health	\$3,000
Cardiac Rehabilitation	\$3,000
Towards the Endowment of a Radiology Scholarship	\$1,865
Foundation Endowed Scholarships	
1 MHV High School Senior Volunteer Scholarship	\$0
2 MHV UWO Nursing Scholarship	\$2,000
MHV Radiology Student Scholarships	\$1,000
TOTAL MHV DONATIONS	\$10,865



Welcome New Volunteers

8/1/23 – 12/01/23

Susan T. Ertmer	Colyn Falk	Wesley Kranz
Matthew Martin	Janice Melotik	John Stenz

Patient Experience

Actions matter: Leading with our Service Commitments

I would like to share a personal experience that helped shape how I approach patient care. Several years ago, I had an abnormal lab result and needed additional imaging. When I arrived at the imaging office and walked up to the receptionist desk, it took several minutes before the front desk associate acknowledged me as she was typing away on her computer. After she finally checked me in, I felt like a number, not a vulnerable person in need of care. I wondered how many others felt the same way – a faceless appointment on someone’s schedule. We talk about Service Commitments, but what it comes down to is caring. That is why we call what we do healthcare.

Our actions matter. Our Service Commitments call us to lead with behaviors that result in exceptional service. But they are more than that. They are reminders of our Core Values and the need for treating each other with respect and dignity. Dignity of the whole person, body, mind, and spirit. The intentional interaction of listening reminds us to give our patients our undivided attention. By personalizing how we talk to our patients and their families, we can help make them feel seen, heard, and valued.

This can be achieved by simply being present, listening, making eye contact, and ensuring they have all their questions answered. This practice does not just apply to care settings. It is also an important reminder for when we interact with each other.

Rich Fogel, MD- Ascension Executive Vice President and Chief Clinical Officer

Reminder!!! No Pass Zone

The “No Pass Zone” simply means that no one passes a call light without addressing the patient’s needs (**volunteers do not enter isolation rooms**).

- **Anyone** can answer a call light, address the need immediately or find someone who can help.
- **Anyone** can address the basics such as filling a water pitcher or moving personal items within reach.
- This also means that any **Associate or Volunteer** who sees a call light or hears an alarm, will **NOT PASS** without seeing what the patient needs.
- **You may not be able to meet the patient’s need, but you can see that the right person gets the message. You can reassure the patient that we will meet his or her need.**



Health Care Advocacy



CheckPoint Upgrade Unveils Exciting Enhancements

On Oct. 13, the WHA (Wisconsin Hospital Association) made a significant upgrade to its quality reporting website, CheckPoint - <https://checkpoint.wha.org/>. This update brings with it a range of improvements designed to elevate the performance, efficiency, and user experience of the platform, while also empowering hospitals to extract valuable insights from their data.

In response to member input and to reduce confusion associated with CMS Star Ratings, WHA has removed star ratings and introduced a clearer and more informative "Top Performer Star Icon" designation. This star symbolizes excellence and signifies hospitals that rank in the top 10% for specific measures. When a hospital achieves this outstanding status, users will see the single star symbol next to the hospital name in the search result.

As we transition to the "Top Performer Star Icon" designation, we invite you to explore the enhanced clarity and insights it offers. We are confident this change will continue to support you in making well-informed decisions and furthering the excellence of health care services.

Excerpt from WHA The Valued Voice Newsletter Vol. 67, Issue 41, Thursday, October 19, 2023

Safety Matters



During winter weather, we want you to be safe. Walking to and from parking lots or between buildings during the winter requires special attention to avoid slipping and falling. We recommend keeping the following safety tips in mind:

- Watch your step! Be sure you wear appropriate footwear to get safely from your vehicle to your work site across potentially slippery parking lots. Walk safely like a Penguin.
- When you are arriving to the hospital pay close attention to the sections of the parking lot already cleared of winter debris – please park in those sections versus your normal place to park. NOTE: Do not park in a section not cleared.
- Use particular care when entering and exiting vehicles; assume all wet, dark areas on pavements are slippery and icy. Walk in designated walkways as much as possible.

It is the season where our entryways can become slick FAST. If you volunteer at one of our entrance desks and *you learn that the entrance walkway is starting to get slick, and you are physically capable of doing so, you can salt the walkway.* There are green (garbage) containers outside each entrance with salt in them. Always call Maintenance so they can assess the situation as well.

Think slow in snow while driving! If you have a cell phone, be sure it is charged and within reach. Program volunteer services and your department phone number into the phone so it is handy to call in if you will be late or if you are not coming in due to road conditions. If the roads are treacherous, we do not want you on them.

Winter Weather Caution Snowplow Safety

- ✓ A snowplow driver often has low visibility when plowing. Use caution when walking or driving around them.
- ✓ If you hear “beeps” signaling the truck is backing up, be aware. *The driver may NOT be able to see you in his/her mirrors.* Move away from the truck.

Carl Mohl, Safety Officer, Facilities Management

Volunteer Opportunities

ENTRANCE DESKS

Your friendly smile and knowledge would be appreciated by our patients and visitors at the **Reception Desk, Information Desk or Oakwood Desk** to offer a kind word of greeting or help patients find their destination. Duties may also include helping patients with Kiosk computer entry and transport of patients in wheelchairs. Each area has unique responsibilities for a volunteer.

ER RECEPTION

Are you interested and available to volunteer on evenings and weekends? An assignment is waiting for you in ER Reception. Greet walk-in patients and assist in directing them to the appropriate area for registration and treatment. Check on and assist patients and family members in the waiting area. Run errands, and escort patients and visitors.

For more information, please contact Ascension Mercy Hospital Volunteer Services at 920-223-0225 or email MHVolun@ascension.org. Apply online at www.ascension.org/ascensionmercyvolunteer

Amy Brownson



Jo F. and Heather A. – Information Desk



Kaden K. – Emergency Room Reception

Volunteers – in Action!



Barb R. – Oakwood Desk



Marsha J. – Rehab Unit



Wes K. & Kegger – Pet Therapy



Amy B. & Kristal C. – Trunk or Treat Event



MHV awarded Honors Point Recognition at the 2023 Partners Convention (MHV is a part of WHA's Lakes District)



Fran G. – Outpatient Testing



Kate R. – Infusion Therapy



Izzy (Project Search Intern) & Peg L. – Gift Shop



Judy P., Diane P., & Lorraine K. – Transport



Lisa C. – ER Department

Upcoming Calendar of Events

*TBD = to be determined

December	Photo with Santa & Mrs. Claus Banner	Oakwood Lobby- bring your camera or phone
Fridays in December (1 st , 8 th , 15 th , 22 nd , 29 th)	Friday Fun Scrubs and Jeans Days Fundraiser	Wear your Fun Scrubs or Jeans, donate \$2 for each Friday to Volunteer Services or the Gift Shop
December TBD	Perkins Bakery Fundraiser	Pick up an order form in the Volunteer Office or Gift Shop or email Kristal.Wiese@ascension.org
January 29 th & 30 th	Collective Goods Book Sale Fundraiser	Main Entrance Hallway
February 14 th	Valentines Day Flower & Chocolate Sale Fundraiser	Main Entrance Hallway
February 20 th	MHV Board Meeting - 1 PM	Volunteer Services Multipurpose Room
Fridays in March (1 st , 8 th , 15 th , 22 nd , 29 th)	Friday Fun Scrubs and Jeans Days Fundraiser	Wear your Fun Scrubs or Jeans, donate \$2 for each Friday to Volunteer Services or the Gift Shop
March 6 th	Starla's Seasonings Fundraiser	Main Entrance Hallway
April 18 th	Volunteer Recognition Event	La Sure's – invites out in March
March 20 th	WHA's Advocacy Day	In-person event will take place at Monona Terrace in Madison. If interested and for details email MHVolun@ascension.org.
April 21 st – 27 th	National Volunteer Week	Check out display board in Cafeteria
April 23 rd & 24 th	Nutman Company Fundraiser	Main Entrance Hallway