

Volunteer CONNECTION

WINTER 2022

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Left to right: Ramona Hornischer of Partners with Mercy Hospital group - Amy Brownson, Peg Larson, Kristal Coats, Sue Boerschinger and Lisa Peters



"Alone we can do so little, together so much" -Helen Keller The above photo by Suzanne Rose shows the hands of many volunteers at Ascension Mercy

Mercy Hospital Volunteers Receive Awards at Partners Conference

This year's Partners of WHA (Wisconsin Hospital Association) conference was held October 11th-13th at the Chula Vista Resort in Wisconsin Dells. As a part of the conference the Mercy Hospital Volunteers were recognized with a WAVE (Wisconsin Award for Volunteer Excellence) award. This award highlights the outstanding contributions of volunteer programs whose work directly furthers the mission of the institution they serve. There are five categories of awards, with one awardee in each category: community service, fundraising, in-service, community outreach and/or collaboration and public policy. Mercy received the award for developing and promoting the Bakeless Bake Sale fundraiser.

The Mercy Hospital Volunteers were also recognized with an Honor Points award. Local organizations are encouraged to strengthen their groups by participating in the state and district level organizations. Various activities earn "Honor Points." Those groups who earn 40 Honor Points receive a certificate at the annual convention. Information about the Partners organization can be found at <https://www.partnersofwha.org/>.

Kristal Coats
Gift Shop and Fundraising Coordinator

Volunteer Spotlight: Roger Grosnick

Roger is a retired Lutheran Minister who volunteers in the Transport area and serves on the Volunteer Advisory Board. After retirement, Roger found himself looking to keep busy. He lives close by which led him to Mercy Hospital Volunteer Services. In his spare time, Roger also volunteers his time teaching a few bible classes and helping at Faith Lutheran Church in Oshkosh. Roger describes himself as outgoing and friendly. He also is very attentive and a good listener.

Transport volunteers have several duties in addition to transporting patients to other areas of the hospital. They deliver food service trays, run errands for staff, and deliver flowers and cards to patient rooms. Roger especially enjoys transporting discharged patients. He states, "They are usually very upbeat and happy to go home, and sometimes they share their experiences."

Roger states, "Volunteering at the hospital has given me a sense of appreciation for the *team centered* effort needed to run a hospital. The hospital staff is very appreciative of volunteer contributions. Volunteering has allowed me to help support the hospital, share my abilities and interact with people of various backgrounds."

During his life, Roger has spent a lot of time in Hawaii. He was stationed at Pearl Harbor Naval base and his command was at Hickam Air Force base. While working at Hickam, he noticed there were many holes in the outside wall in his building. Roger states, "These holes were actual bullet scars from the 1941 Pearl Harbor attack." After the military, he attended the University of Hawaii. After exploration, his education and life experiences led him to choose the Lutheran Ministry as a career.

In the future, Roger may travel back to Hawaii for another visit. He reflects, "I take it one day at a time. I'll see what the Lord has in store for me."

Laura Hensel, Coordinator



Roger volunteering in transport

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 decorating or gift giving needs. The Gift Shop volunteers and staff are more than willing to help you find the perfect item for those on your list and will even gift wrap the purchase for you at no extra charge.

Stop in during our open hours:

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

Tuesday 9:00 A.M. - 5:00 P.M. (every other Tuesday open until 7)

Wednesday 9:00 A.M. - 5:00 P.M.

Thursday 9:00 A.M. - 5:00 P.M.

Friday 9:00 A.M. - 5:00 P.M.

Saturday Noon - 3:00 P.M.

The Holiday Open House was a huge success and the Christmas Raffle went over really well this year. We wouldn't be able to keep the gift shop running without our amazing coworkers and customers, so thank you for your support.



In 2023 we will be introducing two new programs to the gift shop. The first program we will introduce is a loyalty punch card sometime during the month of January. Each time that you shop with our loyalty card, you will get one punch closer to a 40% off coupon. Complete 9 visits at the Gift Shop and you will receive 40% off your 10th purchase. Watch for an email with more details including the start date for this exciting new program. I wish you all a Happy Holiday Season!

Kristal Coats

Photo Opportunity with Santa!

We will once again have a **life-size banner** of Santa and Mrs. Claus in the Oakwood lobby area. Patients here for an appointment, volunteers and staff are welcome to bring their phone or camera to take a photo with the coolest 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



Project SEARCH Earns 2022 Wisconsin Hospital Association Foundation (WHA) Global Vision Community Partnership Award

Congratulations to Project SEARCH at Ascension Mercy Hospital for being awarded at WHA Global Vision Community Partnership Award and \$2,500 in program funding. The award provides recognition, financial support and public awareness of a community health initiative which successfully addresses a documented community health need through creativity, innovation, partnership, and collaboration. Leigh Ann S. Larson, Executive Director of the WHA Foundation presented a plaque and check on October 25, 2022, to the Project SEARCH team.

Project SEARCH began its 7th year at Mercy this fall, providing real-life work experience and training in employability and independent living skills to help youth with disabilities transition from school to adult life. The goal of the program is for the interns to gain meaningful employment after graduation from the program. Ascension Mercy and Franciscan Courts partner with the Oshkosh Area School District, Goodwill Industries, the Division of Vocational Rehabilitation, Lakeland Care, TMG and other agency support services for the benefit of the interns. Since its inception nine interns have been hired by Mercy or Franciscan Courts.



Project SEARCH team with the Global Vision Award



Front row (from left to right): Natalie L, Asah H., Alex S., Jenna H.,
Back Row (from left to right): Austin S., Logan H., Leroy L., Sam A., Devin S.

We welcome a new class of Project SEARCH interns on the Mercy campus this fall. They are completing job rotations in a variety of areas and looking for new areas as well. Some of the departments they are working in include environmental services, birthplace, outpatient behavioral health, patient care unit 2, food services, gift shop, inpatient and outpatient rehabilitation.

Amy Brownson

Caregiver Background Checks - For Your Information

The following message is from Ascension Human Resource Operations regarding the Wisconsin 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 at least 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 in light of the requirements of state and federal laws. In addition to criminal background checks, the organization will conduct other background checks as required by law.

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
- * Rehabilitation review requests

Human Resources

Winter Safety at Mercy - Walk Safely *Like a Penguin*

During winter weather, we want you to be safe. Walking to and from parking lots or between buildings requires special attention to avoid slipping and falling. Our facilities management staff work hard to remove as much snow and ice from parking lots and sidewalks as possible. We recommend keeping the following safety tips in mind:

Watch your step! Wear appropriate footwear. When you are arriving to the hospital pay close attention to the sections of the parking lot that is already cleared of winter debris. Please park in those sections versus your normal place to park. NOTE: Do not park in a section that is not cleared.

Use special 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, no shortcuts over snow piles and other frozen areas. 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 if you feel 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.

If you have a cell phone, be sure it is well charged and within reach. Program your department phone number into the phone so it is handy to call in if you'll be late.

If the roads are treacherous, we don't want you on them. Call volunteer services and the department where you are assigned if you are not able to come in due to road conditions. Think slow in snow while driving!

Carl Mohl, Safety Officer
Facilities Management



From the MHV Chair

Thank you to all who have donated to our third annual “Bakeless Bake Sale” appeal. This is the third year of this fundraiser where instead of baking and donating items to be sold, or buying items to support our usual bake sale, we ask for a monetary donation. Our goal this year is to endow our Radiology Scholarship fund and it’s not too late to get your donation in.

Also, the chart below details how the MHV dispersed dollars in fiscal year 2022 to the betterment of Mercy and the community. It is exciting to see that we are back on to an upward trend as we were able to give back over \$1,700 more this year in comparison to 2021. We appreciate the generosity of the Mercy community. The MHV advisory board couldn’t 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: | |
| Birthplace - Sleep Sacks for Newborns | \$3,500 |
| Cancer Center – Cancer Care | \$2,030 |
| Pediatrics Clinic – Reach Out and Read | \$500 |
| TOTAL | \$6,030 |
| Foundation Endowed Scholarships | |
| 1 MHV High School Senior Volunteer Scholarship | \$500 |
| 2 MHV UWO Nursing Scholarship | \$2,000 |
| | |
| MHV Radiology Student Scholarship | \$1,000 |
| | |
| TOTAL MHV DONATIONS | \$9,530 |

School of Radiology Scholarship

The MHV (Mercy Hospital Volunteer) group has awarded **Breanna Pfaff** a \$1000 scholarship as a student in the Marian University Radiologic Technology (RT) Program for the 2022 – 2023 academic year. The scholarship is applied to the cost of tuition. The recipient has demonstrated financial need and excellent academic achievement

Breanna is a first-generation college student from Jackson, WI. Breanna started college as a nursing major and transitioned into the medical imaging field. She states, “I am intrigued by the ability to use technology to determine a person’s path back to wellness; this combined with my proficiency in anatomy and biology will make me successful in my career.”

Laura Hensel



Breanna Pfaff

Healthcare Advocacy

As the leading voice on health care in Wisconsin, WHA's **Hospitals Education & Advocacy Team (HEAT)** is the statewide network designed to facilitate your grassroots involvement in health care public policy. The HEAT program provides you with the information, strategy, and assistance you need to share your insight on how legislative issues impact hospitals and the communities they serve.

Stay informed of the issues and join thousands of others in making the voice of Wisconsin hospitals heard loud and clear. **Sign-up for HEAT today to receive:**

Action alerts, called HEAT Alerts, on important, timely public policy facing the Governor, State Legislature, or Congress that could impact Wisconsin hospitals and health care in the state. An invitation to WHA's annual Advocacy Day where you will join more than one thousand hospital administrators, employees, trustees, volunteers, physicians, patients, and others passionate about protecting Wisconsin's high-quality, high-value health care as they lobby at the state Capitol. Periodic public policy updates keeping you informed of the status of legislative priorities. Election resources so you know where your candidates stand on health care issues. Act Now and sign-up for HEAT Alerts at: <https://www.wha.org/HEAT-SignUp>.

Laura Hensel

Excerpted from the WHA website at <https://www.wha.org/actioncenter>



Volunteer Opportunities



Pam K – Outpatient Testing Escort



Kathy B – Oakwood Desk



Karry V – Sewing Volunteer

Outpatient Testing Escort - Volunteers assist Outpatient Services reception staff with various duties, such as assisting patients in gowning for tests and escorting patients to the location of their procedure. Openings are available on Tuesdays and Fridays from 7:30 – 11:00 am.

Oakwood Desk - Volunteers greet and provide information to visitors and patients. Duties include answering answering desk telephone, providing wheelchair assist when needed and keeping the lobby area tidy.

Inpatient Rehab Unit - Volunteers visit and assist patients with requests, such as making telephone calls or selecting menu items as well as being involved with patient activities on the unit. Volunteers may also perform general clerical duties for the staff - making copies, and stocking supplies.

Ice Bag Covers - Volunteers are needed to sew ice pack covers to be given to surgical patients. Volunteers follow a pattern to sew covers and can do this project at home. Volunteer can use donated fabric from volunteer services or their own fabric.

If you or anyone you know may be interested in these opportunities, please contact Ascension Mercy Hospital Volunteer Services at 920-223-0225 or email MHVolun@ascension.org. You can apply online at www.ascension.org/ascensionmercyvolunteer.

WELCOME New Volunteers

| | | | |
|----------------------|--------------------|-------------------|-----------------|
| Olivia Carly | Harleigh Eagen | Theresa Goss | Sharon Handy |
| Kaden Kubicz | Barbara LeGault | Timothy Lundquist | Robert McDonald |
| Jensen Popp | Mary Reichenberger | James Skroski | Kamila Umarova |
| Ginger Wolf-Anderson | | | |

Healthwatch

Every February is recognized as American Heart Month to call attention to and educate people on the impacts of heart conditions. According to the National Institutes of Health, heart disease is the number-one leading cause of death in the United States for both men and women. The Centers for Disease Control and Prevention also notes that heart disease is the leading cause of death for most ethnic and racial groups. Coronary heart disease is the most common type of heart disease.

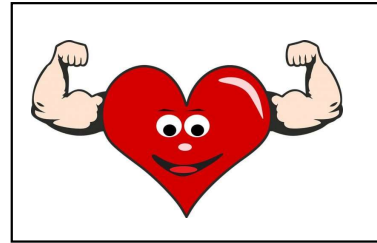
The Wisconsin Hospital Association Information Center (WHAIC) analyzed data from September 2018 to September 2021 to see how Wisconsin hospitals and patients are impacted by heart disease. Visit counts per quarter were fairly consistent throughout the year, except for April through June of 2020, during the COVID-19 shutdown. Ischemic heart disease accounts for the most visit counts when looking at heart disease conditions. Men accounted for 58% of all visit counts related to heart disease. The national average age for a heart attack is 64 for men and 70 for women. WHAIC data shows that for the average age is 66 men and 69 for women. Accordingly, the age group with the largest visit count during this period was 61-70.

National Today provides the following facts about heart health:

1. **Heart attacks can be silent.** One in five heart attacks occurs without the person even knowing they had one.
2. **Heart attacks affect women differently.** Women may experience different symptoms than men. They include pain in the back, arm, neck, or shoulder; nausea; fatigue; shortness of breath; vomiting.
3. **Young women are at a higher risk than men.** Women under the age of 50 are twice as likely to die of a heart attack as men in the same age group.
4. **Another reason to hate Mondays.** Heart attacks are more likely to occur on Monday mornings than other days of the week. Scientist's attribute this to the disruption in our circadian rhythm over the weekend which leads to increased blood pressure and other changes to the nervous system.
5. **Diet soda raises heart attack risk.** If you drink one or more diet sodas a day, your chances of having a heart attack are 43% higher than those who drink regular soda or none at all.

Laura Hensel

Excerpted from the WHA Newsletter, Vol 66 Issue 5, 2-3-22



Patient Experience — Service Recovery

Service recovery is the proactive process of addressing a patient/family concern in real time regarding an unmet expectation in care and/or service delivery.

Listen to understand

- Listen without interruption, allowing individuals to share their whole experience before asking questions. While the individual is talking, make eye contact, provide non-verbal cues that show you are listening, and sit when possible.
- Acknowledge and validate emotions. *"I can see that you're upset/frustrated/worried, and I'm sorry you're feeling this way."*
- Ask open-ended, clarifying questions to improve understanding. *"Can you tell me more about that?"*
- Validate full understanding of the need, issue or concern.
"I want to be sure I understand, so I'll recap what I've heard so far...[summary of complaint/concern]. Is there anything I said that wasn't correct or that I've left out?"

Take ownership

- Apologize. *"I'm sorry this has happened."*
- Make a commitment. *"I will do everything I can to get this resolved."*
- Take action. *"Here's what I plan to do...how does that sound?"*

Work together

- Acknowledge the individual as a partner in the resolution process and validate emotions.
"I know this is frustrating. Thank you for your patience as we work together to make this right."
- Collaborate with others in the organization to find solutions.
"Let me call the cath lab team and see if they can give us an update on your procedure time."
- If there are options, allow the individual to decide what he/she/they would prefer.
"There are two things we could do, which do you prefer?"

Extend kindness

- Express appreciation.
"Thank you for bringing this to our attention and allowing us to make this right?"
"We're sorry we didn't meet your expectations. We appreciate you bringing it to our attention so we could work through it together to find resolution. We value your input and appreciate you choosing Ascension for your care."

Laura Hensel

Excerpted from <https://gdaintranet.ascension.org/wisconsin/patient-experiencecontinuous-improvement>

Calendar of Upcoming Events

*TBD = to be determined

| | | |
|---|--|--|
| November 14 th - December 16 th | Thunderbird Bakery Fundraiser | Pick up an order form in the Volunteer Office or Gift Shop or email Kristal.Wiese@ascension.org |
| December | Photo with Santa & Mrs. Claus Banner | Oakwood lobby – Bring your camera or phone |
| Fridays in December (2 nd , 9 th , 16 th , 23 rd , 30 th) | Fun Scrubs and Jeans Friday Fundraiser | Wear your Fun Scrubs or Jeans, donate \$2 for each Friday to Volunteer Services or the Gift Shop |
| January 2 nd -27 th | Boon Supply Virtual Fundraiser | Purchase a wide variety of environmentally friendly bags, bottles, storage containers, and much more. More information will be emailed out closer to the date of the sale. |
| February 6 th & 7 th | Collective Goods Fundraiser | Main Entrance Hallway |
| February 20 th | MHV Board Meeting 9:30AM | Volunteer Services Multipurpose Room |
| Fridays in March (3 rd , 10 th , 17 th , 24 th , 31 st) | Fun Scrubs and Jeans Friday Fundraiser | Wear your Fun Scrubs or Jeans, donate \$2 for each Friday to Volunteer Services or the Gift Shop |
| March TBD | Dine Out Fundraiser | Location TBD |

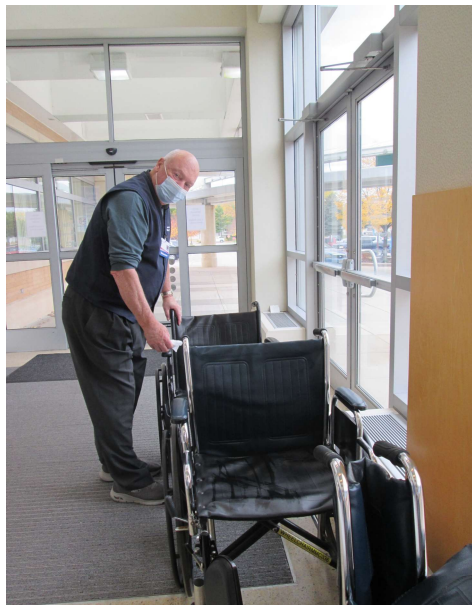
Volunteers in Action



Gloria G. in the Gift Shop



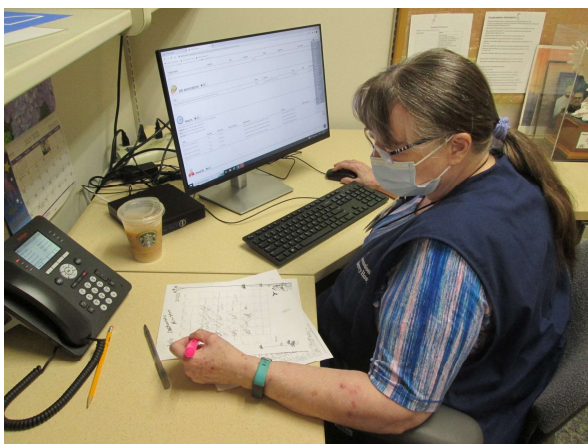
Lisa P., Kristal C., and Peg L. holding Partners Honors Award



Dick M. at Main Information entrance



John A. in Transport



Barb R. in Volunteer Services



Marge helping Associate Health with the Flu Clinics



Mary M. at the Information Desk



Ann F. in Transport



Karry V., Sue K., and Julie W. in the Craft Room



Peg L. helping at the Nutman Fundraiser



Betty C. and Sue E. at the Gift Shop open house

