

Communiqué

Spring 2019



From the President



by Paul Dobbratz, President

As I am writing this Spring letter, the temperature is -16 and there is more snow outside than I care to think about. Hopefully by the time you read this letter we will be enjoying

some spring-like weather! The weather people say the meteorological spring starts on March 1st. Looks like this year they are off by a few weeks!

Hopefully by now you have heard the announcement for the Family House at Aspirus. The Family House will support patients and families with a caring community and lodging on our campus to help make health challenges a little less daunting. The Family House will also provide some exciting new volunteer opportunities. At our February 26th board meeting, the board approved a donation to sponsor the patio area at the Family House. Go to aspirus.org/familyhouse for more information.

I hope that you were able to join us for the annual Volunteer Appreciation Luncheon & Annual Meeting on April 9 at the Holiday Inn & Suites at Cedar Creek. An excellent lunch was enjoyed and a great time was had by all. We installed new officers during the annual meeting including Ann

Wicklund, President; Bonnie Koelsch, Vice President; and Kitty Switlick, Secretary/Treasurer. Their terms begin in July so look forward to the first installment of this From the President article from Ann in the next Communiqué.

I am looking forward to our May board meeting when we will meet the artists and view the winning Student Talent Art Review (STAR) entries. I know that many of you have seen their art work on display on the wall outside the volunteer office. It's always great to meet the students and learn a little about them and their inspiration for their winning artwork.

Some of our board members will be attending the WHA Advocacy Day on Wednesday, April 17th (but I'll be enjoying time with the grandchildren on an island). This is time to meet with our state legislators and discuss matters relating to health care.

As usual, I would like to close with a quote:

"Volunteers don't get paid, not because they're worthless, but because they're priceless." ~ Sherry Anderson

Thanks for all you do at Aspirus – we are making a difference.

Paul

Aspirus Mission

We heal people, promote health and strengthen communities.



Direct from Yo



ASPIRUS VOLUNTEERS are the HEROES OF THE MODERN AGE

Many of you probably listen to the latest movie or TV reviews, and if so, you know all about **SUPER HEROES**. We hear about Super Heroes all the time now – Superman, Wonder Woman, Batman, Ironman, Aquaman – to name just a few.

But, did you know that the Aspirus Volunteers share the same qualities with Super Heroes?

Volunteers are – heroic, brave, strong, willing to jump in and help. Many times volunteers do the work that no one else wants to do.

BUT, Super Heroes also share many qualities as Volunteers.

Did Superman get paid to fly around Metropolis at all hours, tirelessly rescuing folks from the evil plans of Lex Luther? No, in fact as Clark Kent, his paid job was a journalist. Being a reporter was much more than a 40-hour week affair. He had bylines to write and deadlines to meet.

Living the Aspirus Values

Aspirus staff member, Dawn, shared a compliment given to our patient registration volunteer, Corey. A gentleman was struggling with his walking so Dawn offered him a wheelchair. The gentleman took it and Corey was right there to ask if he needed assistance in pushing him. The man did not know we had a service like that so he did not ask anyone. Corey was so very helpful and accommodating with the man. Kudos to Corey for being an example of our values in action!

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.

Superman is his persona – His VOLUNTEER persona.

Volunteering is like asking yourself “Would you still do your job, even if you did not get paid for it?” Volunteers are people who are willing to invest their free time into helping others, not because they have to do it, but because they want to do it. Volunteering can change your point-of-view, educate you and help you break stereotypes.

- You find yourself in situations you never thought you would be in, doing things you never thought you would be doing.
- You acquire knowledge and skills that can become your lifeline. Volunteering opens a whole new window of possibilities and experiences.
- You stop wanting to become better than other people and you start wanting to outgrow yourself.

YOU BECOME YOUR OWN SUPER HERO. All of our Aspirus Volunteers are Super Heroes.

Thank you for being ready to jump in and volunteer!



Mission, Vision & Values in Action

Compassion – Accountability – Collaboration – Foresight – Joy

Do you have an example of the Aspirus values in action? We want to hear about it. Submit a short story of yourself or others talking about a time when any part of our new system Mission, Vision or Values was put into action. Please drop off your story in the volunteer office or email to volunteers@aspirus.org. Stories will be shared in future issues of the Communique.

Public Policy Education



by Cindy Hermel

In January, an administrative order was issued by President Trump that required hospitals to list prices for their medical services. The intent was to provide patients with more transparency and competitive choice through the Charge Master system. While well-intentioned, the Charge

Master system is difficult to navigate. In addition, hospitals do not use a consistent format to classify services making it very difficult to have a “procedure to procedure” correlation.

Wisconsin residents are fortunate. The Wisconsin Hospital Association developed and provides a more user-friendly website called PricePoint. This system utilizes hospital discharge claims to create a way to compare hospital-to-hospital procedure costs. The data is updated four times per year. Medicare and Medicaid information is also included.

The website www.wipricepoint.org allows users to compare prices for similar services statewide or within a specific geographic area. This gives participants the opportunity to compare what different health systems charge for the same procedure. Once participants have this information, they will need to communicate with their insurer to find out what procedures and costs are covered.

Legislation to fix an issue that has created artificially low Graduate Medical Education (GME) caps for a small number of hospitals nationwide, including two Wisconsin hospitals, was introduced by Rep. Mike Gallaher (R-WI) and Ron Kind (D-WI). This bill would address the 1997 Medicare GME cap that froze the number of Medicare funded training slots for hospitals. The impacted hospitals hosted medical resident rotators for short periods of time resulting in their GME cap and “per resident amount” set at less than 1.0 FTE. The legislation would allow those hospitals to establish a new FTE cap and “per resident amount” in order to expand learning opportunities. The entire Wisconsin delegation and the Wisconsin Hospital Association support this bill. Watch for HEAT alerts regarding this legislation.

Thank you for your advocacy efforts. You do make a difference!

Aspirus Coffee
Shop



50¢

off your purchase of \$3.00
or more

Expires: June 30, 2019

Gift Shop Coupon

30% off

one regular-price item

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

Expires: 6/30/2019

Staff Updates



Aspirus Coffee Shop has two new faces behind the counter. Welcome to Alexandra Dickinson and Linda Michalski.



Aspirus Gift Shop has a new face behind the counter – Ashley. Ashley is an intern with Project SEARCH. It is a job development program for young adults with special needs. It provides opportunities for young adults to develop their vocational, social and self-advocacy skills. Ashley will be working in the gift shop on Wednesday and Friday mornings. She has already completed internships in the Food Services and Pediatric Outpatient Therapies areas.

Cookie Sale

The Aspirus Volunteers cookie sale was held March 25. Visitors and staff enjoyed the cookies they purchased. Funds earned by selling cookies help support Rainbow's End Camp, Student Talent Art Review (STAR) and other needs approved by the Research and Development Committee.



Volunteer Opportunities / Help Wanted

Gift Shop – One of our greatest needs for volunteering is in the Gift Shop. Would you consider volunteering in the Gift Shop to help create an awesome experience for patients, family and employees? We are always looking for volunteers who enjoy helping people find the perfect gift for someone in the hospital, gift for a special occasion, or just something for themselves. Stop in, look around and see if you think you would like to give it a try. Gift Shop manager, Becky Dreas, can talk with you about what's involved.

MSICU Front Desk Visitor Assistance – Greet and assist visitors in the Medical/Surgical Intensive Care Unit (MSICU). Assist visitors locating patient rooms, rest room or cafeteria, answer the telephone and help with small clerical tasks as able.

Plaza Drive Radiology – Greet patients, give out screening forms, answer/transfer calls, escort patients to the walk-in clinic or other areas and stuff envelopes as needed.

Emergency Code Reminder - Weather Emergencies

With warmer weather finally approaching, so will the possibility of severe weather. Should a tornado watch be issued for the Wausau area, Aspirus will make an announcement over the speaker system stating "Severe Weather Alert Tornado Watch" and will include the end time of the Watch. Staff will begin preparations in case a tornado warning is issued. In the event of a Tornado Warning, an announcement will be made over the speaker system stating "Severe Weather Alert Tornado Warning" and staff will instruct you where to go for shelter.

In Memorium



Leona Tucker

was a loyal volunteer for 15 years. She logged more than 1,100 hours helping with bereavement calls and special projects for Hospice House until she "retired" from volunteering in 2012 at age 92! Leona's dedication to serving others was greatly appreciated. She passed away on January 11.

Reminder to all volunteers

QUESTION: *How do you protect yourself and the patient from the spread of infection?*

ANSWER: *Frequent hand washing; wear gloves; do not come in when feeling ill.*

All volunteers should be cleaning their hands when entering and exiting a patient's room (alcohol-based hand sanitizers are outside of all patient rooms) as well as after using the restroom and before and after you eat. This is extremely important in the patient care areas and clinics. This is one way we can ensure the safety of our patients by not spreading infections.

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

George Brahos
Margaret Brzezinsk
Amanda Feira
Melissa Folstad
Shaune Harter
Corey Higgins
Daniel Milkovich
Jane Perry
Megan Pothen
Ashley Soukup
Sharon Vachavake

200 Hours

Mary Grund
Carol King
Cathy Livingston
Sandra Rekowski
Nancy Resch
Margaret Rogers
Judy Smiths

300 Hours

Wendy Fox
Monica Ley
Suzanne Martin
Laurie Reinhart
Paula Vogt
Esther White

400 Hours

Jerry Fochs
Judy Gorski
David Martin
Donald Roesler
Kathleen Vesely

500 Hours

Connie Dobbratz
Paul Dobbratz
Julie Duley
Jean Richards

600 Hours

Kay Bizjak
Gale Gilge
Ed Humpal
Margaret (Peggy)
Klosinski
Angela Monti
Jill Schlueter

700 Hours

Steve Hessel
Ruth Naef
Joan Wahlquist

800 Hours

Lois Jarosz
Fred Niemeyeri

900 Hours

Gene Nelson
Betty Sadogierski

1000 Hours

Julie Hess
Arline Stark

1500 Hours

Michael Cain
Rushnee Chantree-
Landowski
Ann Goetsch
Mary Zastrow

2000 Hours

Gloria Kostka
Marjorie Laffin
Marcie Ludkey
Nancy Speich
Jane Stotmeister
Eugene Viegut

2500 Hours

Evelyn Sommi
Sandy Welbes

3000 Hours

Susan Mclaughlin

4500 Hours

Sue Wiesneski

5000 Hours

Sylvia Erickson

6000 Hours

Lucille Richter

6500 Hours

Gerri Loy

7500 Hours

Nancy Zastrow

10,000 Hours

Patricia Rogalla

14,000 Hours

Joan Mais

15,500 Hours

Cleo Tyskiewicz

Volunteers

50 Hours

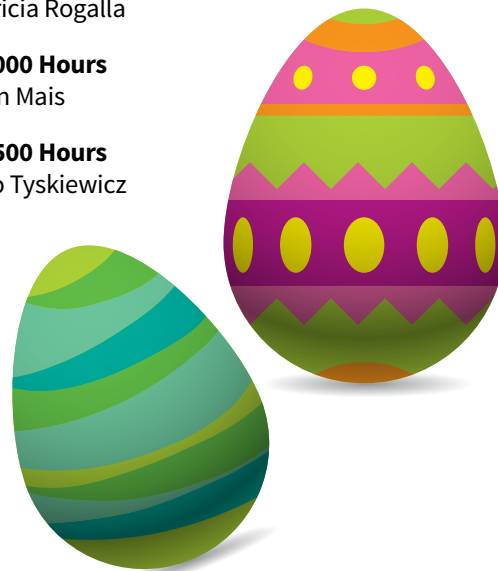
Carly Bandoek
Elizabeth Clancy
Maria Jauch

100 Hours

Jayda Baumann
Allison Majernik
Cameron Schilling
Kayli Thao

150 Hours

Selena Alvarez
Gracie Gage



New Board of Directors

Aspirus Wausau Hospital Volunteers celebrated National Volunteer Week (April 7 – 13) with a recognition banquet and annual meeting. New board members were installed. One hundred seventy volunteers attended the event at the Holiday Inn Cedar Creek.

Left to Right: Nettie Sosnoski, Bonnie Koelsch, Cindy Hermel, Ron Zahrt, Lyn Krohn and Ann Wicklund



Rainbow's End Camp

Summer must be just around the corner because plans have started for Rainbow's End Day Camp in July. Each year we look for exceptional youth volunteers to pair with campers with special needs to assist them with various activities like games, swimming, art projects, and many more fun activities. This year's camp runs July 15-19 and July 22-26 and will be held at Boy Scouts of America camp located on Camp Phillips Road in Schofield. Volunteers must be at least 14 years old. Apply online at aspirus.org/volunteers. For those entering their senior year of high school, hours volunteered at Rainbow's End Camp will count toward the hourly requirement to be eligible for an Aspirus Volunteer scholarship.



Aspirus Pet Therapy

Aspirus Pet Therapy volunteers held a group meeting on February 28. The team was able to meet other pet handlers, discuss schedules and review Aspirus policies and procedures. Aspirus Wausau Hospital therapy dogs must be certified by Therapy Dogs International, Pet Partners or Alliance of Therapy Dogs.





ASPIRUS®

Passion for excellence.
Compassion for people.

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Communiqué

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Yolanda Voigt
Director, Volunteer Services

Shirley Iczkowski
Coordinator, Volunteer Services

Graphic Design & Print Shop

Calendar of Events



May 27: Memorial Day (no volunteers)

May 28: Volunteer Board of Directors meeting and STAR review

June 14: Volunteer Cookie Sale

July 4: Independence Day (no volunteers)

August 28: Volunteer Cookie Sale

September 2: Labor Day (no volunteers)