

# Volunteer CONNECTION

Summer 2019

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"Alone we can do so little, together so much" -Helen Keller  
This photo taken by Suzanne Rose is hands  
of many volunteers at Ascension Mercy Hospital

### Volunteers Make Our Mission Possible

The Ascension Mercy Hospital volunteer recognition event was held on April 11<sup>th</sup>, 2019 at LaSure's Banquet Hall. The spy themed celebration included dinner, prizes, and entertainment by comedian Carl Strong. Here are some photos of the evenings festivities.



Carl Strong



Volunteers left to right: Ann Fox, John Anderson, Bev Schulz, Lorraine Kalfus, Teresa Victory & Suzanne Inciong



Donna Schumacher & Mary Jo Hinderman



Table Decor



Patient Access Staff: Connie Campbell, Selena Lee, Kim Drews, Kristal Wiese, Nancy Rheingans, Taylor Billman and Marissa Duffy



# Volunteer Spotlight

Our spotlight is on a grandmother and granddaughter who volunteer at Ascension Mercy, Sandra Mitchell and Ashlyn Abraham. Sandra began volunteering about one year ago. Sandra is retired and worked for a construction company for 30 years in the payroll department. She volunteers at the information desk, gift shop, and is the chair of the Collective Goods sale and serves on the MHV board. She began volunteering to give back to the community. Sandra says three words that would describe her would be, young at heart, silly, and humorous. When she is not volunteering she likes to read, travel and spend time with her grandkids and family. One piece of advice she would give to future volunteers, is to keep active after retirement.

Ashlyn began volunteering after her grandmother Sandra recruited her to join the Mercy Volunteer team. She volunteers in the emergency room, by stocking medical supplies, cleaning rooms after patients are discharged, and completing other non-medical tasks. She also has volunteered in outpatient testing and helped her grandmother with the Collective Goods sale. Ashlyn is going to college for Medical Laboratory Science with a minor in healthcare administration and chemistry. After graduation she plans on working in a hospital or clinic. One of her favorite things about volunteering is being in healthcare environment and seeing how a hospital functions. Ashlyn says three words that would describe her are; compassionate, friendly, and hardworking. When she has free time, she likes to spend it with her family and friends. How nice the she can spend time with her grandmother for a good cause volunteering at Mercy.

Dianne Leroux  
Volunteer Services Field placemen student



Photo Caption: Ashlyn and Sandra at the Collective Goods sale

# Timely News

## Kathy Backus Wins Prevent Blindness Wisconsin Award

Kathy Backus, an Ascension Mercy Hospital Children's Screening Services Volunteer, is this year's winner of the Gae Lach Sight Saver Award. This award is presented annually by Prevent Blindness Wisconsin in honor of Gae Lach, who was a Vision Screener that made a difference to countless children, whose lives were changed because they received the gift of sight. The award was presented at a dinner and annual meeting for Prevent Blindness Wisconsin on May 21, 2019.

Kathy has dedicated over 3,200 service hours as a Mercy volunteer in the Children's Screening Services group. She has been the Vision Testing Coordinator since 1992 and continuously shows her dedication, passion, and commitment to the vision screening of children in the Oshkosh area. In this role, Kathy supports the annual vision screenings for approximately 1,000 children in Oshkosh childcare centers, preschools, 4K programs, parochial and public schools. Throughout her years as a certified vision screener, Kathy has played an important role in making healthy vision possible for tens of thousands of children. We are proud to have Kathy as an Ascension Mercy Volunteer!

Amy Brownson



Kathy receiving award at Prevent Blindness event, from left to right; Tami Radwill, CEO at Prevent Blindness Wisconsin, Breanna Overesch, Business and Volunteer Manager with Prevent Blindness Wisconsin, Kathy Backus, and April Thaney, Children's Vision Screening Coordinator with Prevent Blindness Wisconsin

## New Class of Project SEARCH Interns Coming to Mercy This Fall

A new class of Project SEARCH interns will be starting at Ascension Mercy this year. Please welcome our interns for the 2019-20 school year listed below:

Evelyn Alvarez  
Tyler Andre  
Mady Andersen  
Jena Paulson  
Brock Schry  
Dylan Schneeweis  
Cheyanne Berger  
Henry Evenson  
Isaiah Jolin  
Xavier Mulryan  
Kelssie Steger

Please welcome back the Project SEARCH staff; Dana Zander, Dawn Stone, Kalli Pethan, Mike Schneider and Mary Connors. Project SEARCH is a high school transition program; a unique, business led, one-year school-to-work program that takes place entirely at the workplace. The focus is on helping youth with disabilities make successful transitions from school to adult life. Ascension Mercy and Franciscan Courts partner with the Oshkosh Area School District, Goodwill Industries, the Division of Vocational Rehabilitation and other agency support services for the benefit of the interns.

Dianne Leroux

## Welcome New Volunteers!

**4/01/2019 – 7/31/2019**

Sara Allen	Madeline Haedt	Hailey Kons	Jaclyn Phillips
Irene Buck	Bonnie Hash - Struthers	Kathleen Krueger	John Plichta
Beatriz Contreras	Carson Hicks	Kiara Lebouton	Shirley Ritter
MacKenna Fobes	Kayla Holst	Vicki Moss	Kim Six

# MHV News

## **FY 2020 MHV Board and Meeting Schedule**

(July 1, 2019 – June 30, 2021)

### **BOARD MEETINGS**

Mondays 9:30 am – 11:00 am in the Volunteer Services Multi-Purpose Room

August 19, 2019

February 17, 2020

November 18, 2019

May 18, 2020

### **GENERAL MEETING**

Tuesday October 1<sup>st</sup> 4:30 p.m. at The Waters

Sponsored by the Mercy Health Foundation

### **MHV ADVISORY BOARD**

#### Executive Board

Chairman: June Wiechman

Treasurer: Debbie Seekings

Vice-Chairman: Sue Knobloch

Secretary: Sue Boerschinger

### **Committee Chairmen**

Bylaws: Sue Knobloch

Community Health Education and Public Relations: Tom Wollangk

Craft Projects: Karry VandenHeuvel & Joan Bitter

Fundraising: Pam Anderson, Diana Drew, Bev Fretchel, Peg Larson, Sandra

Mitchell, Nancy Reichenberger, Karry VandenHeuvel

Gift Shop: Karen Chapin & Bev Fretchel

Hospitality: Pam Anderson

Scholarship: Bev Fretchel

Nominating: Sue Boerschinger

Members at Large: **OPEN**

## **UW-Oshkosh Nursing Scholarships Awarded**

The Ascension Mercy Hospital Volunteer (MHV) board is pleased to announce the recipients of the UWO Nursing MHV scholarships for the academic year 2019-2020. Two scholarships are awarded, and the students were recognized at the UW-Oshkosh Honors and Awards Ceremony in April of 2019. The recipients are Alexandra Haight and Katelyn Wulff. Each scholarship of \$1,000 is applied to the cost of tuition. Each student has demonstrated Financial need and excellent academic achievement.

Dianne Leroux



UWO Chancellor Andrew Levitt & Katelyn Wulff



UWO Chancellor Andrew Levitt & Alexandra Haight

# Health Care Advocacy

## 2019 Advocacy Day

A number of staff and volunteers from Ascension's Mercy Hospital, St. Elizabeth Hospital, and Calumet hospital headed to Madison via motor coach on April 17, 2019 to attend the Wisconsin Hospital Association's (WHA) Advocacy Day. Advocacy Day is an annual event that connects hospital supporters from across the state with their legislators in Madison where lawmakers can learn how issues impact local hospitals and communities. The crowd of over 1,000 heard from the morning's keynote speaker, former four-term Wisconsin Governor and U.S. Health and Human Services Secretary, Tommy Thompson. The attendees then heard from the popular bipartisan state legislative panel. Governor Tony Evers provided the luncheon keynote address focusing his remarks on the current state biennial budget process. Evers said his proposed budget is structured to improve access to medical care across the state. Participants made their way to the State Capital for meetings with their elected officials in the afternoon. Advocates made sure their legislatures were aware of the role hospitals play in communities across the state in providing high quality, high value health care and how the legislature can support those efforts through the policies it enacts.

Mark your calendar now for the Advocacy Day 2020 event set for **Wednesday, March 18th**. The event is an excellent way to learn about health care legislation and hot topics at the state and federal level.

Dianne Leroux



Advocacy Day attendees are; standing left to right: Robin Kobilic, Amanda Kronon, Peg Larson, Amy Brownson, Liz Janzen  
Seated: Samantha Kronon, Sue Boerschinger, Sr. Judith Beck, Sr. Helen Brand



# Patient Experience

## Four Ways to Provide Great Customer Service

Providing great custom service to patients and visitors will make them feel like you are all on the same team, they will be more apt to choose our health care services in the future and to refer friends and family.

Here are 4 ways to provide excellent service:

1. Make sure to make a good first impression. This is even more important for the “front-of-house” volunteers responsible for greeting the patients over the phone or on their arrival to the hospital or waiting room.
2. Show appreciation and gratitude. Thank customers in a meaningful and thoughtful manner on every interaction. Say thank you and smile.
3. Listen and act when patients or visitors complain. Deal with every complaint, as they can be opportunities to build a lifetime of loyalty. Make sure that you listen and act to resolve any issues.
4. Go above and beyond what is expected. It is always better to over-deliver on expectations. Make sure you are meeting your patients’ and visitors’ needs then make an effort to exceed them by paying close attention to every detail in the delivery of your services.

Dianne Leroux  
Excerpt from April 24, 2014  
Modern Medicine Network



# Volunteers In Action



Karry, Joan and Nancy at the Farmer's Market



Pharmacy Volunteer Stacy



Nancy in the Library



Transport Volunteer - Toby



Betty and Donna in  
the Gift Shop

# Health Watch

## Is Your Body Saying, “Enough?”

Fatigue is a result of prolonged mental or physical exertion; it can affect people’s performance and impair mental alertness. This leads to dangerous errors, accidents, and losses. With long hours, little sleep, and skimpy nutrition, you can easily experience fatigue. But will you be aware enough to know it?

Lack of sleep is often a major contributor to fatigue but feeling tired and sleepy won’t necessarily be a symptom of fatigue. Instead you lack motivation and energy. Your body will give you signals to quit. Pay attention to them. It’s time to unplug, rest, and rejuvenate when these symptoms show up: 1) inability to concentrate increases; 2) emotions fluctuate, especially irritability; 3) conversational forgetfulness occurs—people may speak, and moments later, you won’t recall what they said; 4) incidence of dizziness, clumsiness, forgetfulness, and misplacing things increase; 5) those who know you may say, “You look sad.” (Research has shown “looking sad” is the key observation by others of those who are fatigued.); 6) increase in acne and skin irritations may appear. When you are fatigued, think “SNL”--- increase sleep, improve nutrition, lower your stress. See your doctor if fatigue is frequent so you can get a better clinical assessment/referral as to its cause.

Ascension Frontline May 2019

## Upcoming Calendar of Events

### Calendar of Upcoming Events

August 15	Lionne Jewelry Sale
October 1	MHV Annual Meeting
October 3 & 4	Collective Goods Book Sale
October 11	Craft & Bake Sale
October TBD	Dine Out Fundraiser
October 24	Volunteer Annual In-service
October 28	Volunteer Annual In-service
November 7 & 8	Gift Shop Open House
November 21 & 22	Dimples Jewelry Sale

“Service to a Just Cause, rewards the volunteer with more real happiness and satisfaction, than any other venture of life.” – Carrie Chapman Catt