

PARTNERS OF WHA is committed to advocating for the health of our communities and advancing the success of local health care volunteer organizations, through the coordination and provision of volunteer education, development resources, and leadership opportunities for health care volunteers and their organizations.

Were You in the Winners Circle??



On October 6, 300 plus volunteers headed to Madison to “Join Us in the Winners Circle.” Over the next three days, time was spent renewing old friendships, making new ones, and expanding our knowledge of volunteering.

The trumpet sounded at 1 p.m. and the convention began. Jon Rozenfeld, president of St. Mary’s Hospital in Madison, expressed his gratitude not only for the volunteers at his hospital but for all volunteers and thanked them for the contributions they make to their hospitals.

Tom McKee was the opening keynote speaker and told us why we should continue to buy green bananas. If you were not able to attend, ask your fellow volunteers for the answer.

Volunteers had time after attending a workshop to visit the vendors, the silent auction, buy raffle tickets, and purchase a bottle of wine from the Wine Raffle for a chance to win a beautiful wine basket.

Later that evening, we honored the four WAVE winners, showed appreciation for Yo Voight’s election to president-elect of the Association for Healthcare Volunteer Resource Professionals, and participated in a fun-filled hat parade.

The next day was the always-favorite CEO Panel, the announcement of our 2015 Best of the Best winner, and the 2015 Honor Point winners. Joyce Breen was honored with the District Chair of the Year award.

Volunteers attended two more workshops that dealt with topics such as recruiting volunteers and maintaining their own personal health.

After dinner, we listened and danced to the music of the “Grooving Needles.” Many volunteers danced the night away.

Kay Stelpflug, who explained the difference between things we have to do and those we choose to do, closed out the convention.

The committee had lots of fun putting the convention together. It was a fun-filled event, with great food, great workshops and speakers, and a fun time with friends.

Thank you to those who took the time to attend.

See you next year in Appleton.

Pat Freeders, Convention Chair
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Pat Freeders, 2015 Convention Chair, delivers her opening remarks.

Nominating Committee Report

Elected at the Convention in Madison, members of the 2016 Nominating Committee are:

Sue Lynch, Western District, Chair; Carolyn Ward, West Central District; Barb Jamerson, South Eastern District; and Mary Licht, President-Elect, shall serve as an ex-officio member.

Applications will be solicited in spring of 2016. Details will appear in an upcoming *Reaching Out* edition. If you are interested in serving please let us know.

Sue Lynch, Chair
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A Message from the Partners of WHA President

Convention Thanks

I would like to say thank you to each of you who attended this year's Convention, "Join Us in the Winners Circle." Thanks to our participants, special guests, guest speakers, vendors, and band. I appreciated you taking the time and effort to attend. I certainly hope the convention was all that you expected it to be and that you took the opportunity to make new friends and renew old acquaintances.

We hope that you took home what you learned and the results will be a healthier world by improving the health in our cities, communities, and workplaces.

A special thank you to Convention Chair Pat Freeders and the Southern District for their outstanding efforts for us during the one-year convention preparation and for doing an outstanding job at this year's convention.

A special thank you for wearing your derby hats. The hat parade was so much fun! The band, "Grooving Needles," led by Dr. Frank Byrne, a former Best of Best winner, was a blast. Thanks Frank and all your band members for making our evening so much fun.

This conference depends on the contributions from your local hospitals. Please thank your CEOs and administration for being generous in their contributions. A huge thank you to Eric Borgerding, WHA president and CEO, for taking the time to be moderator of the CEO panel.

I am pleased to announce that St. Mary's Janesville Hospital has joined Partners. We welcome their 78 volunteers. St. Mary's is the newest member of the Southern District.

Jennifer Frank, our liaison from WHA, has been a tremendous asset to Partners. Jennifer coordinates the Best of Best and WAVE committees. She arranges conference calls and board meetings held at WHA headquarters. Jennifer worked with Strategic Planning Chair Dorothy Revnew, Gloria Sparacino, and Sherry Jellic to purge through boxes of outdated materials. They condensed ten boxes down to two. Thank you for a project well done!

You wear many and varied health care volunteer hats. Some of you use your computer skills to publish a newsletter, many of you do baking for a bake sale, others use their hands to knit newborn hats, and many use their math skills to be treasurer of their organizations. God provides us endless ways to use our talents, gifts, time, and skills to the fullest extent.

I extend great appreciation to each and every Partner for making my first year as your president a great experience. You are so kind, loving, and helpful. I have been truly blessed.

I wish everyone a Happy Thanksgiving, a blessed Christmas, and Happy New Year.

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Bonnie Olson

A Message from the President-Elect

Convention Notes

I have been your president-elect for one full year and it has been quite the experience. It has its ups and downs, but overall a great year, and looking forward to the next year. Working with Bonnie has been a delight; she is thoughtful, kind, intelligent, and a good mentor for me.



Mary Licht

We just came back from this year's convention and it was a hoot and had some great workshops. Tuesday, there were workshops on dealing with clients and who the new 21st century customer is, healing gardens, learning how to breathe with COPD, how to recruit volunteers, improving life with small changes, gift shops of all sizes, and more. Tuesday night, we had our "Hat Parade" and many members displayed their creativity and gorgeous hats—not to mention some went all the way on costumes like the Wausau group and their "horses." Wednesday's business meeting went well. During the bylaws presentation there was some lively discussion on the proposed changes and Robert's Rules. Some of the proposals were sent back to the Bylaws Committee for reworking. I love democracy in action; it is what this country is all about. Wednesday night, we had our banquet; our entertainment was the "Grooving Needles Band" led by our 2009 Best of the Best recipient Dr. Frank Byrne. Many of us got up and danced to their 70's and 80's music. Wednesday was also "wear gold" day in honor of our current CHE campaign on Lung Disease, specifically lung cancer and COPD. I want to also give a special welcome to the latest member of Partners of WHA, - St. Mary's Hospital in Janesville, who also attended our convention. WELCOME!!!! I can sum it up by saying a good time was had by all and we learned many things from the workshops. Check our website for more information and soon-to-be-posted pictures.

(Continued on page 3)

Those Born from 1920 to 1979

To All the Kids Who Survived

First, we survived being born to mothers who smoked and/or drank while they were pregnant. They took aspirin, ate blue cheese dressing, tuna from a can, and didn't get tested for diabetes.

Then after that trauma, we were put to sleep on our tummies in baby cribs covered with bright colored lead-based paints.

We had no childproof lids on medicine bottles, doors, or cabinets and when we rode our bikes, we had no helmets, not to mention, the risks we took hitchhiking.

As infants and children, we would ride in cars with no car seats, booster seats, seat belts, or air bags. Riding in the back of a pickup on a warm day was always a special treat.

We drank water from the garden hose and NOT a bottle. We shared one soft drink with four friends, from one bottle, and no one actually died from this.

We ate cupcakes, white bread, and real butter, and drank Kool-aid made with sugar, but we weren't overweight because we were always outside playing. We would leave home in the morning and play all day, as long as we were back when the streetlights came on. No one was able to reach us all day, and we were OK.

We would spend hours building our go-carts out of scraps and then ride down the hill, only to find out we forgot the brakes. After running into the bushes a few times, we learned to solve the problem.

We did not have Playstations, Nintendo's, X-boxes, no video games at all, no 150 channels on cable, no video movies or DVD's, no surround-sound or CDs, no cell phones, no personal computers, no Internet or chat rooms.....we had friends and we went outside and found them!

We fell out of trees, got cut, broke bones and teeth, and there were no lawsuits from these accidents.

We ate worms and mud pies made from dirt, and the worms did not live in us forever.

We were given BB guns for our 10th birthdays, made up games with sticks and tennis balls and, although we were told it would happen, we did not poke out very many eyes.

We rode bikes or walked to a friend's house and knocked on the door or rang the bell, or just walked in and talked to them.

Little League had tryouts and not everyone made the team. Those who didn't had to learn to deal with disappointment. Imagine that!!

A Message from the President-Elect (Continued from page 2)

Thanks to Pat Freeders and her team for a wonderful convention.

As for the District Chair committee, we have some slight changes for the Policy and Procedure part of our manual, but as of today, they are still being worked on for the correct wording of what we are proposing. As soon as it is approved by the state board, I will put it in my report. This is not a bylaw change, just the Policy and Procedure part of our manual.

Thank you for a wonderful year!

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Volunteers Have Power!

Thomas McKee, keynote speaker at the 2015 Partners of WHA Convention, spoke of the ripple effect for volunteers in his topic of "Standing in the Winners Circle."

He reminded us that volunteers have power to bring to the hospital things that no one else can, such as time, care, concern, cheerful attitudes, patience, positive interaction with the patients, and credibility, to name a few.

The idea of a parent bailing us out if we broke the law was unheard of. They actually sided with the law!

These generations have produced some of the best risk-takers, problem solvers, and inventors ever.

The past 50 years have been an explosion of innovation and new ideas. We had freedom, failure, success, and responsibility, and we learned HOW TO DEAL WITH IT ALL!

Begin where you are.

But don't stay where you are.

Recapping the 2015 Partners Convention



CEO Panel, L to R: Darrell Lentz, President, Aspirus Hospital, Wausau; Sandra Anderson, Regional VP of Ministry Northern Hospitals; John Russell, President/CEO, Columbus Community Hospital; and Nicole Clapp, President/CEO, Grant Regional Health Center. The panel was moderated by Eric Borgerding, President/CEO, Wisconsin Hospital Association.



Volunteers got into "dancing mode" as the Grooving Needles Band performed Wednesday evening after dinner.



Packers football with signatures from all the 2014 players was one of the raffle items.



Julie Steiner, one of the 50/50 Raffle winners.



Yo Voigt has been elected as President-Elect of the Association for Healthcare Volunteer Resource Professionals.



One of the displays.



Joyce Breen from the West Central District received the District Chair Excellence Award from Mary Licht and Bonnie Olson

Hats on Parade



2015 Honor Point Award Winners
Congratulations!



Best of the Best Award Given to David A. Grundstrom



Bonnie Olson, David Grundstrom, Bonnie Timm

David A. Grundstrom, FACHE, was presented the 2015 Best of the Best Administrative Award at the convention. He is the chief administrative officer of Flambeau Hospital in Park Falls, which is co-sponsored by Marshfield Clinic and Ministry Health Care.

David is a member of the Flambeau Hospital Auxiliary, attends Partners of WHA annual convention regularly, and goes to Advocacy Day alongside his Auxiliary members. He encourages attendance by completing registrations on their behalf and covering the expenses for both events for the members. Over the years, he has also encouraged members of his volunteer group to serve in leadership roles at the district level for Partners of WHA, providing support in any way needed.

This is David's final year, as he is retiring and moving south. What a way to end a career – the Best of the Best, David Grundstrom!

I would like to recognize the dedicated individuals of the committee who took on the challenge of the selection process for the 2015 Best of the Best Award, and personally thank the committee members who spent over eight hours reading and re-reading the applications—all which were worthy of being the Best of the Best Award recipient. Members were Barb Jamerson, Oconomowoc Memorial Hospital Auxiliary, Southeastern District; Diane Brown, Friends of Vernon Memorial Hospital, Viroqua, Western District; Nancy Steinback, Partners of Beaver Dam Community Hospital, Southern District; and Joan Coffman, 2014 Best of the Best Award recipient, president and CEO of Hospital Sisters Health Systems (HS) St. Joseph's Hospital in Chippewa Falls. Special thanks is also extended to Jennifer Frank and Bonnie Olson for their insights and input into the selection process when we had questions.

I invite the local hospital volunteer presidents to check over their applications during the year and rewrite them for next year, as all were very good. It has been an honor to be asked to chair the 2015 Best of the Best Award committee, and to have worked with the members of this committee. Thank you to Bonnie Olson and the Partners of WHA Board for allowing me this opportunity.

*Bonnie Timm, 2015 Best of the Best Chair
Amery Hospital and Clinic Volunteer Partners,
Amery
West Central District*

What Works in Gift Shops

One of the 2015 Partners of WHA Convention workshops shared what works at other hospitals in their gift shops. They are:

1. Use local items.
2. Get samples from reps.
3. Use reps from some companies to train gift shop volunteers on their products.
4. Change displays often.
5. BOGO (buy one get one) works.
6. Go to cheaper buyer markets – Las Vegas is one in particular.
7. Standard mark-ups are between two and three percent.

2016 Calendar of Events

February 2	Executive Board Meeting	Madison
February 3-4	Full Board Meeting	WHA Offices
March 30	Advocacy Day	Monona Terrace, Madison
SPRING TOUR:		
April 6	Lakes District	Waupaca
April 7	Southeastern District	Milwaukee
April 8	Southern District	Monroe
April 14	Western District	La Crosse - Mayo
April 19	North Central District	Eagle River
April 20	Northwestern District	Ashland
April 21	West Central District	Stanley
April 10-16	National Volunteer Week	
May 1-4	SAL/AHA Meeting	Washington D.C. (Washington Hilton)
June	WADVS MEETING	
June 30	Executive Board Meeting	TBA
October 3	Full Board Meeting	Paper Valley, Appleton
October 4-6	Partners of WHA Convention	Paper Valley, Appleton
October 8-11	AHVRP/State Auxiliary Meeting	Atlanta, GA

WAVE Awards Given at Convention

The 23 applications received tell the story of all the work our organizations do to further their communities. Selecting four programs was difficult. The winners were:

1. **Community Service Program – Aspirus Wausau Hospital and Aspirus Comfort Care and Hospice Service Volunteers, Wausau** for “We Honor Veterans: A Mission to Serve.” This is a veteran-to-veteran volunteer program focusing on respectful inquiry, compassionate listening, and grateful acknowledgment between veterans.
2. **In-Service Hospital Volunteer Program – Mercy Health System Association of Volunteers, Janesville** for their program “Emergency Department Volunteer Program.” Volunteers work closely with emergency department patients and staff doing tasks including delivering paperwork, specimens, escort, and changing linens, to name a few. They provide that extra pair of hands, which makes a difference to both staff and patients.
3. **Fundraising Program – HSHS St. Vincent Hospital Auxiliary, Green Bay** for “Fashions from the Heart.” This program started out as a fashion show and luncheon. It has evolved into an educational event as well as entertainment. Auxilians, hospital employees, community members, and past patients act as models for the fashion show.
4. **Community Outreach and/or Collaboration Programs – HSHA St. Joseph’s Hospital, Chippewa Falls** for “Dementia Friendly Business Initiative.” This program started thanks to the efforts of one mother, whose daughter was diagnosed with a form of dementia. This program trains owners and employees of local businesses to recognize dementia and respectfully serve their customers who show signs of dementia. Businesses who have been trained receive a “Purple Angel” window cling, identifying them as a dementia-friendly business.

All the programs that were submitted deserve to be honored. If you did not win this year, tweak your program and submit it again next year—new committees, new competition!

*Gloria Sparacino, WAVE Chair
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Aspirus Wausau Hospital and Aspirus Comfort Care and Hospice Service Volunteers, Wausau



Mercy Health System Association of Volunteers, Janesville



HSHS St. Vincent Hospital Auxiliary, Green Bay



HSHA St. Joseph’s Hospital, Chippewa Falls

Public Policy Education Report



Cindy Hermel

Headlines describing tragic loss of life are disturbing. The frequency of that loss of life being caused by an individual with mental health problems who has not been able to receive treatment makes those losses even harder to accept and understand.

It is reassuring that three mental health care initiatives have been developed and are under discussion in the Wisconsin Legislature. The **Behavioral Health Care Coordination Pilot** tests alternative, coordinated care delivery and payment models designed to reduce medical expenditures for Medicaid enrollees with severe and/or chronic mental illness. The **Psychiatric Consult Reimbursement Pilot** is an inter-professional consultation model for Medicaid enrollees with both physical and mental health needs. Finally, the **Online Mental Health Bed Tracker** is an online system to provide real-time information about psychiatric bed and community care availability to accelerate transition from the ER to an available psychiatric inpatient bed or community care setting. Please support policy development and implementation of these initiatives.

The shortage of physicians to fill current and anticipated positions challenges Wisconsin as well as many other states. The **Physician Licensure Compact** is an important tool to help ease the physician shortage. Assembly Bill 253 and Senate Bill 196 would create an alternative, voluntary, expedited process for qualified physicians licensed in other states to receive a Wisconsin medical license.

A highlight of the October 6-8 Partners of WHA annual convention was the opportunity to meet with local and district public policy education chairs. They are enthusiastic and dedicated to providing you pertinent information regarding issues supportive of hospitals and patients. Join me in thanking them for their time and efforts.

Remember the "Just One More" Challenge? Let's send one more person from each local Partners group to Advocacy Day (March 30, 2016); let's increase each local Partners organization's HEAT membership by one more person; let's all make just one more legislative contact than the year before. Collectively, we will make a difference.

Enjoy fall and the aroma of warm apple pie, the joyful cries of Trick or Treaters, and the anticipation of the Holidays spent with family and friends.

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Community Health Education Report



Sherry Jelic

November is LUNG CANCER AWARENESS month; started in 1995 as a one-day event, it has progressed to a month of awareness. Estimates are that every three minutes a person will be told they have lung cancer, and in the U.S. this is every five minutes for women. The following

statistics taken from www.webmd.com and The American Cancer Society are frightening.

Lung cancer is the **number one cause of cancer death**, and the **second most diagnosed cancer** in the U.S. among both men and women. It can lie dormant for 20 years before becoming an aggressive form of the disease. Risk factors can be smoking, inhaling second-hand smoke, radon, asbestos, and air pollutants in our environment, home, or workplace. Some warning signs are a persistent cough, wheezing, trouble breathing, pain in the chest/shoulder/back, voice changes, weight loss, and fatigue. Although strides have been made, the sobering fact is that the five-year survival rate of 17.8% is lower than those for colon, breast, and prostate cancers. Historically, lung cancer research has received the least amount of annual government research dollars.

What can we do?

Staying away from tobacco is the most important thing to avoid getting lung cancer. Every year, about 16,000 to 24,000 Americans die of lung cancer, despite having never smoked. Non-smokers have already eliminated their greatest risk factor, but can make lifestyle changes to help reduce their risk even more. Earlier diagnosis of lung cancer could mean better success with treatment if symptoms are reported.

Testing your home for radon, avoiding second-hand smoke, and limiting exposures at work can help you avoid the leading causes of lung cancer in non-smokers.

A **diet with lots of fruits and vegetables** may also help reduce your risk of lung cancer. Some evidence suggests that a diet high in fruits and vegetables may help protect against lung cancer in both smokers and non-smokers.

One last note – **be alert for legislative issues concerning air quality and pollution, lung cancer research funding, and tobacco cessation initiatives.**

Sherry Jelic, CHE Chair
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Convention Drew Questions Regarding HSHS

Hospital Sisters Health System (HSHS) is a highly integrated, multi-institutional health care system of 14 hospitals and numerous physician practices in Illinois and Wisconsin. HSHS is committed to delivering high-quality, compassionate, holistic, and cost-effective health care services to all.

HSHS is sponsored by Hospital Sisters Ministries, and Hospital Sisters of St. Francis is the founding institute. The Mission of HSHS, *to reveal and embody Christ's healing love for all people through our high quality Franciscan health care ministry*, is carried out by 14,000 colleagues who share the System's core values of *Respect, Care, Competence, and Joy*. The mission and core values of HSHS are distinguished by substantial community benefit initiatives that place a special emphasis on serving the poor and vulnerable.

The ability to share innovative ideas and approaches to the provision of health care services and sharing the administrative expense of many specialized programs are sound business reasons for working as a System. Through membership in the System, hospitals and physician practices gain not only a collective strength, but also in many cases, an individual advantage. From the viewpoint of *mission*, it presents an opportunity to keep a common orientation and focus and to gain inspiration from one another.

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Life

Life isn't about waiting for the storm to pass...
It's about learning to dance in the rain.

It's not what you gather, but what you scatter
that tells what kind of life you have lived.

Life is too short to wake up with regrets.
Love the people who treat you right and pray for the ones
who don't.



Around the State

Partners of ThedaCare Medical Center, Waupaca:

A new fundraiser, a brat fry, was held in August at a local grocery store and \$536 was deposited into the Health Care Scholarship fund. Another is being planned for spring.

River Falls Area Hospital Auxiliary, River Falls:

This is a quote taken from their newsletter. *"If I was ever to write a book about my life, I'd call it 'Bitter or Better.' I've been through some pretty tough stuff. I could have gotten angry, bitter, and resentful, but I didn't. Attitude is a choice you make and adversity is a part of life, but what is important is your reaction to it. My FAITH has helped me all along my journey."* Jean Bot – something to think about!

Friends of Meriter Volunteers, Madison:

Twenty eight years of awarding scholarships to high school students who are interested in pursuing a health care career has given 447 scholarships totaling \$517,900 to Dane County high schools. For 2015, the committee awarded 39 scholarships for \$1,100 each.

Auxiliary of Howard Young Medical Center, Woodruff:

The auxiliary received a request to provide fleece blankets for pediatric patients. Sharon Brown, Handcraft Chair, purchased various fleece from "Hello Kitty" to "Green Bay Packers." Sharon even took it upon herself to make the first 24 blankets!

Kay Lyndahl, Editor

Reaching Out Deadlines

Issue	Deadline
February 2016	Mon., January 15, 2016
May 2016	Fri., April 15, 2016
August 2016	Fri., July 15, 2016
November 2016	Sat., October 15, 2016
February 2017	Sun., January 15, 2017

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