

16.0 RESOURCE CENTER

16.1 HISTORY

16.1.1 HISTORY OF PARTNERS OF WISCONSIN HOSPITAL ASSOCIATION (WHA)

WHO WE ARE?

April, 2020

Many of you are probably under the assumption that your auxiliary or volunteer group is an entity in and of itself. Each local organization might do its own thing, but there is a much larger picture. Many local organizations belong to districts and the districts make up Partners of WHA – the state wide organization that represents healthcare volunteers from all over the state of WI.

I recently received this comment from a new member of a local board: "...it seems that the lack of knowledge of the "Partners" itself is a void. As I said, until I became involved in the Volunteer Board, I do not believe that I had heard what "Partners" was or even the existence of it. That void is huge."

Here is an overview of PARTNERS OF WHA.

First, a short history:

In 1951, the Board of Trustees of the Wisconsin Hospital Association (WHA) appointed a committee of three women to study the need for a Wisconsin Hospital Association Auxiliaries Association (WHAA). During the year questionnaires were sent to all hospitals to ascertain the number of existing auxiliaries, the various projects and programs involving volunteers and which hospitals were considering starting such organizations. There were 81 replies. Of these, 43 auxiliaries reported programs and volunteer services. There were 16 requests for assistance, either in organizing or with some particular project.

In 1953, hospital association membership for auxiliaries became a reality, with membership limited to those auxiliaries whose hospitals qualified for membership in the state group (WHA).

In 1954, the Board of Trustees of WHA voted to accept WHAA as a committee within the framework of the WHA – a concept that would lay the foundation for the WHA/WHAA relationship that exists to this day.

In 1962, a Constitution and Bylaws for WHAA were compiled and voted into existence. Local auxiliaries began to actively promote health careers and sought aid and expertise from the parent organization -WHA. During the years to follow, WHAA became interested in legislative issues concerning the health care industry, and urged local auxiliaries to adopt the

study of these issues as an integral part of ongoing programming. WHAA encouraged local auxiliaries to establish scholarships for students pursuing a career in health care.

1972 was marked by the development of the first leadership manual. Over the years, WHAA has grown and developed into a strong service organization and maintains an active liaison with WHA with which it shares common goals.

In 1983, the membership of WHAA voted to become a non-profit corporation to be subsequently referred to as the Wisconsin Hospital Association Auxiliaries, Incorporated (WHAAI).

In March 1996, in an effort to reflect the ever-changing, broad based needs of state wide health care providers, name changes for the organizations occurred. WHA became Wisconsin Health and Hospital Association. In 2002, the name was changed back to WHA. In 2003, Wisconsin Hospital Association Auxiliaries, Inc. changed its name to Partners of Wisconsin Hospital Association, Inc. (Partners of WHA, Inc.) which remains the name to this day.

Since 1993 Partners of WHA have instituted three awards.

*In 1993, the Honor Points Award was first presented. This award is presented each year at the annual convention to organizations that fulfill specific requirements.

*In 1994, the Best of the Best Award was begun. This award is presented each year to an onsite administrator, who has demonstrated exemplary support of the local Partners volunteers in their facility.

*In 2003, the WAVE awards, "Wisconsin Award for Volunteer Excellence" were presented for the first time. There are four categories: Community Service, Fundraising, In-Service and Community Outreach and/or Collaboration.

Present day:

Partners of Wisconsin Hospital Association, Inc. is a non-profit, state wide volunteer service organization representing over 8500 hospital volunteers, of which the Wisconsin Hospital Association (WHA) is a strong supporter.

The President of the Board moves into the Presidency following two years as President-Elect. A President-Elect, Secretary and Treasurer are elected biennially by the voting delegates at the state convention. The state Partners Board is composed of the four officers, the seven District Chair, chairpersons for the following committees: Community Health Education, Public Policy Education, Strategic Planning, and Bylaws, the Immediate Past President, a Parliamentarian, and additional committee members appointed by the President. Partners is governed by a set of Bylaws which have been adopted by and can be amended by a vote of voting delegates at the annual meeting. Every two years, the Board

adopts a health issue to focus on. This becomes the project of the Community Health Education (CHE) Chair to research and provide information and resources to the district and local CHE representatives. The Public Policy Education (PPE) Chair works with WHA personnel to keep everyone informed on legislative issues that affect healthcare.

The statewide Partners of WHA organization is divided into 7 districts. The districts and the number of local hospitals they represent include: Lakes (9 hospitals), North Central (10 hospitals), Northwestern, (6 hospitals), Southeastern (7 hospitals), Southern (7 hospitals), West Central (6 hospitals) and Western (9 hospitals.) Local organizations operate by the policies that their members establish.

Each district has a District Chair and a board consisting of a secretary, treasurer, Community Health Education Chair (CHE) and a Public Policy Education Chair (PPE). These District officers are elected by members of their district organizations. (Please check the PARTNERSOFWHA.ORG website to see a listing of all organizations).

District meetings are held in spring and fall. At the spring meeting, members of the state Board travel to each of the districts to participate in the meetings, listen to concerns and needs within the districts and share information and ideas on what is happening around the state. These meetings provide the opportunity to network with other volunteers, share ideas, and receive updates on health concerns and issues at the local, state and federal level.

In 2019 alone, 56 Member Organizations, representing 8550 volunteers donated 894,104.55 hours to their respective hospitals and communities. Money donated back to hospitals totaled \$1,706,170.79 in 2019 and 339 scholarships amounting to \$371,125.00 were awarded.

Advocacy is a critical element of the work of Partners. Partners' advocacy is grounded in the belief that people matter and their collective voices are powerful in shaping the future of health care. A tremendous number of Partners members show up yearly at WHA's and visit with their state legislators. WHA's Hospitals Education and Advocacy Team (HEAT) helps members communicate with local, state and federal legislators on legislative issues that impact our hospitals, our clinics, and the well-being of all people.

A statewide convention is held yearly to bring members of all Partners groups together for educational workshops, to hear from a panel of legislators and hospital administrators on current health care issues, to acknowledge and celebrate award winners and share information and network to share information with other volunteers from across the state.

From this snapshot, it is easy to recognize the long and important history of Partners of Wisconsin Hospitals. Our members continue to greatly impact their local hospitals, communities and at the state and federal levels. We have accomplished a great deal over the past 66 years but there is much more to be done to assure that quality healthcare continues.

An organization is only as strong as its leadership. It is imperative that individuals take on leadership roles within their local, district and state organizations.

As mentioned earlier, please share this information with all members, hospital administrators, director of volunteer services and community members, so that the mission of Partners is known and celebrated. For additional information please feel free to contact me: jmolaska@gmail.com.

With gratitude to all

Jan Molaska
President
Partners of WHA

16.1.2 HISTORY OF THE RESOURCE CENTER

In the late 1970's, to answer the need for requests from local auxiliaries for information on specific topics, materials were gathered and a lending library of sorts was formed with items available at WHA headquarters in Madison.

Looking back to those auxiliary years'. The 70's and 80's, the projected, fundraising, health education was itself a picture of our towns and cities in that era and what our auxiliaries were doing then.

For instance:

1. There was a Marathon Bridge Tournament
2. An Afternoon of Jazz fundraiser (1982)
3. 50th Anniversary (1978)
4. Bingo for Patients (1973)
5. Patient Activity Night (1973)

The auxiliaries also were busy with community service and health education projects much like we are today,

Such as:

1. Medicare Help (1980)
2. AODA Prevention Program (1982)
3. Bone Marrow Donation Information
4. Health Career Promotion Day Information
5. Pediatric Health Fair Information

Over the years without careful oversight, the Resource Center ceased to be up-to-date and eventually dissolved on its own. After listening to requests from district chairpersons and local auxiliary groups, asking for suggestions for speakers, questions on developing policies,

questions about such and such type of fundraisers and more...the Strategic Planning Committee of Partners of WHA set as a strategic goal for 2008 to create a new up-to-date Partners of WHA Resource Center.

Members of the Partners Board were responsible for gathering content information under several subject headings. The word also went out to district chairs and Partners groups to submit successful fundraisers, community projects and health education programs. Using today's internet technology, a local Partner's president located in the beautiful lake country of Eagle River to the district chairperson living in the bustling city of Milwaukee can log on to the Partner's web site to find information on how to run a geranium sale fundraiser to the Partners of WHA installation document. All with a click of a mouse or by phone to WHA headquarters.

The resource center content is currently overseen by an appointed Resource Center Director/Website Coordinator of Partners of WHA, Inc. Materials can be downloaded off the site. Videos, books and other hard copy materials are requested via fax, email or postal mail.

16.2 MASTER LIST OF PARTNERS RESOURCE CENTER MATERIALS

16.2.1 ADVOCACY/PUBLIC POLICY

1. Congressional Directory (2 copies)—
2. Public Policy Reports from Sue Lynch for 2006-07
3. Wisconsin State Legislative Directory
4. Cigarette Tax Issue Papers/Background (2007)
5. Hospital Education & Advocacy Team Membership Form, also available online at <https://www.wha.org/Advocacy/EngageinAdvocacy/ActionCenter>
6. HEAT Grassroots Handbook
7. Detailed Information from St. Joseph's Hospital's Health Advocacy Committee (submitted by Deanne Rubenzer)
8. Roberts Rules of Order Web Resources
9. Legislative Contact Tracking Form

16.2.2 COMMUNITY HEALTH EDUCATION

1. Binder Full of Information of Community Health Issues – submitted by Bonnie Olson (May 2008), includes information on:
 - a. Heart disease, stroke
 - b. List it Don't Rick it Campaign in which Partners is involved
 - c. Medication reconciliation statewide awareness campaign
 - d. Personal Health Observance Days
 - e. Cholesterol
 - f. Nutrition
 - g. Top health websites

16.2.3 FINANCIALS/BUDGETS/TAXES

1. General Information For Local Treasurers
2. Fundraisers
3. Fundraiser Resources

16.2.4 GIFT SHOP

1. Gift Shop Resources
2. Presentations from 2009 Partners Annual Convention:
 - a. Vendor Displays
 - b. Designed to Sell Large or Small
 - c. Today's Hospital Gift Shop Business Newsletter –
PO Box 8190
Asheville, NC 28814-8190

16.2.5 INSTALLATION OF OFFICERS

1. Partners of WHA Installation Service
 - a. District or State ([PDF](#))
 - b. Local ([PDF](#))

16.2.6 INTRODUCTION OF WISCONSIN HOSPITAL ASSOCIATION

16.2.7 LEADERSHIP TOOL KIT REFERENCES

1. Leadership Program - Reference Materials, Readings & Writings

True North; Discover your authentic leadership / Bill George with Peter Sims; foreword by David Gergen.-1st. ed. p. cm.-(Warren Bennis series). Published by Jossey-Bass. A Wiley Imprint. San Francisco, CA. 94103-1741. Copyright 2007 by Bill George. All rights reserved.

Servant Leadership; a journey into the nature of legitimate power and greatness / essays by Robert K. Greenleaf; edited by Larry Spears ; foreword by Stephen R. Covey ; afterword by Peter M. Senge. —25th anniversary edition. Published by Paulist Press 997 Macarthur Blvd. Mahwah, New Jersey 07430. Copyright 1977 by Robert K. Greenleaf; copyright 1991, 2002 by the Robert K. Greenleaf Center, Inc.

On Leadership; John William Gardner. The Free Press a Division of Simon & Schuster Inc. 1230 Avenue of the Americas, New York, N.Y. 10020. Copyright 1990 by John W. Gardner.

The Winning Attitude; John C. Maxwell. Originally published in hard cover as follows: Developing the Leaders around You 1995 by InJoy Inc.

Becoming a Person of Influence, 1997 by Maxwell Motivation, Inc. a California Corporation and Dorman International, Inc. The Winning Attitude, 1993 by John Maxwell.

Dare to Lead; Brene' Brown. Speedy Books. A complete study guide with key ideas in one hour or less. Copyright @ 2018, By Speedy Books. (Available online at <https://wplc.overdrive.com/media/3994582>)

The Soul of Leadership; Deepak Chopra. Harmony Books. Crown Publishing Group, a Division of Random House, Inc. New York, Copyright 2010. (Available online at <https://wplc.overdrive.com/media/481417>)

Developing Your Leadership Skills; John Adair. Published March 15, 2019, Kogan Page (Available online at <https://wplc.overdrive.com/media/2853361>)

2. Mentor Program
(See Master list of Partners Resource Center Materials, Leadership and Orientation)

16.2.8 MOTIVATION

16.2.9 ORIENTATION

1. Parliamentary Procedure/Bylaws
 - a. Two copies of Roberts Rules of Order (2004 edition)
 - b. Basic Bylaws Information and Tips
 - c. Governance Information
 - d. Introduction to Parliamentary Procedure to Needs
 - e. Nonprofit Boards & Parliamentary Procedure
 - f. Parliamentary Procedure Presiding Phrases
 - g. Policies & Principles of the Lakeview Medical Center Auxiliary (Rice Lake)
 - h. Resources Available Through National Association of Parliamentarians (May 2008), also available online at <https://www.parliamentarians.org/>
 - i. Parliamentary Procedures at a Glance, also available at <http://www.kkytbs.org/forms/ParliamentaryProcedure.pdf>
2. Speakers /Programs
 - a. Wisconsin Historical Society Speakers Bureau Information, also available online at: <http://www.wisconsinhistory.org/whspress/speakers.asp>
 - b. UW-Marshfield/Wood County Speakers Bureau, also available online at: <https://www.uwsp.edu/marshfield/community/Pages/speakers.aspx>

16.2.10 STRATEGIC PLANNING

1. The Basics of Strategic Planning

16.2.11 RECRUITMENT

1. Sample Auxiliary Brochure

16.2.12 MISCELLANEOUS

1. Communication with Compassion Book/DVD
2. Diagram for Flow of Information – Community Health Education Chair
3. Diagram for Flow of Information –Public Policy Education Chair
4. History of the Partners Resource Center
5. Sample Volunteer Time Card
6. Partners Ice-Breaker Question/answer with other Partners

To request resource materials contact the current President-Elect. Contact information for the President-Elect can be found at <https://www.partnersofwha.org/board-of-directors>.

16.3 PARTNERS OF WISCONSIN HOSPITAL ASSOCIATION RESOURCE CENTER

The Resource Center is a member benefit for Partners of WHA. It is designed to provide easy access to information that will help your local volunteer organizations thrive. Learn about fundraisers that have worked for other volunteers, how to appropriately manage a gift shop, how to sponsor a community program, how to contact your legislators on important issues and more. The goal of the Resource Center is to link you to the many resources already available so you can better serve your organization, your hospitals and your communities

16.3.1 USING THE RESOURCE CENTER

1. Look through the list of resources online at:

<https://www.partnersofwha.org/master-list-resource-center>
or contact your Partners President.

2. Check the area of interest:

- Advocacy/Public Policy
- Convention Planning
- Community Health Education
- Financials/Budget/Taxes
- Fundraisers
- Gift Shop
- Installation of Officers
- Introduction of Wisconsin Hospital Association
- Leadership
- Motivation
- Orientation
- Parliamentary Procedure/Bylaws
- Speakers/Programs
- Strategic Planning
- Recruitment

3. List the name of the resource you would like to check out:

Please limit your request. Selected material have due dates. Requestor responsible for return postage if hard copies are requested.

4. Fill in your contact information:

Name: _____

Organization: _____

Address: _____ State: _____ Zip: _____

Phone: _____ Fax: _____ Email: _____

5. Mail or email your completed request for to the current President-Elect. Contact information for this individual can be found at <https://www.partnersofwha.org/board-of-directors>.