

Volunteer CONNECTION

WINTER 2019

INSIDE THIS ISSUE

Volunteer Spotlight- PG. 2

Timely News- PG. 3 & 4

Health Watch- PG. 4

MHV News- PG.5

Volunteer Holiday Hours- PG. 5

Patient Experience & New Volunteers-
PG. 6

Volunteers in Action - PG.7

Volunteer Opportunities & Kudos –
PG. 8

Upcoming Calendar Events - PG.9



“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

Milestone for Clara

Congratulations to Surgical Escort Volunteer Clara Dorsey who recently was celebrated by staff and volunteers for reaching her 97th birthday. Clara has been a Mercy volunteer since 1983, that's 36 years!



Volunteer Spotlight - Bev Fretchel

Bev Fretchel has been a volunteer at Ascension Mercy Hospital since September of 1985 and has donated over 18,000 hours of service to the hospital. Her main areas of volunteering are in the Gift Shop, chairing the geranium sale, and the craft and bake sale fundraisers. She has served on the Mercy Hospital Volunteer (MHV) board for many years and is the scholarship and Gift Shop chair. In addition to her 34 years of service to Ascension Mercy Hospital, Bev also volunteers at her Church and the local Food Pantry.

When not volunteering, Bev shares a great enthusiasm for traveling with her daughter. Some experiences she enjoyed on her travels were watching the turtles hatch in South Carolina and spending a week in North Dakota with the wild horses at Teddy Roosevelt State Park. In addition to traveling, Bev treasures time with her family, especially with her sister and her great grandchildren.

Bev's passion for volunteering is unmistakable and she says that her favorite part of volunteering is that she loves meeting and helping people. She feels that she gets just as much out of helping others, as those who are seeking her help. She believes that staying active, both in the community and physically, keeps her young and gives her an opportunity to learn something new every day.

Alex Snyder, Field Placement Student
Volunteer Services



Bev in the Gift Shop



Old Nativity set from Germany at Ascension Mercy Hospital located by the Library. The set was restored in the 1980's by Emeritus volunteer Dolly Pahlow. For many years volunteer Helen Mathe and her daughter have set up this scene along with the donated Christmas Village display in the Library window

Timely News

Winter Safety at Ascension Mercy

During winter weather, walking to and from parking lots or between buildings during the winter 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! Be sure you wear appropriate footwear to get safely from your vehicle to your work site across potentially slippery parking lots. 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.

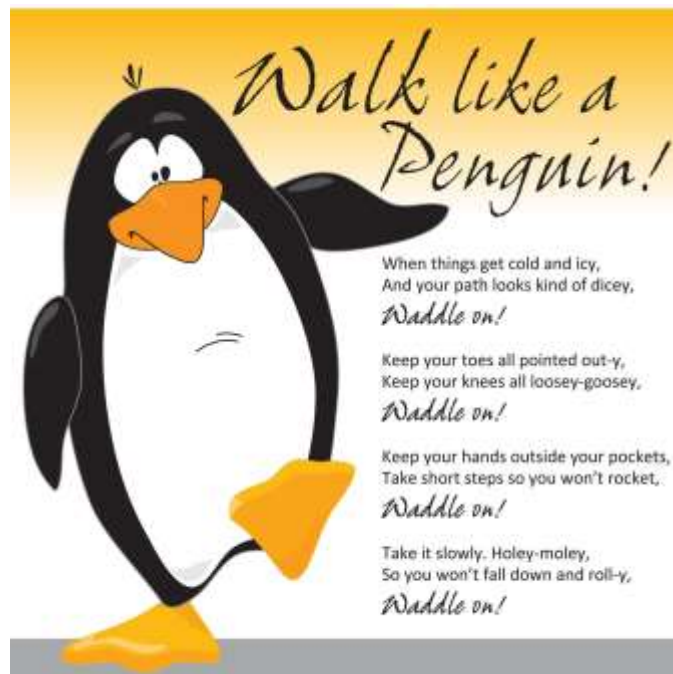
Use special care when entering and exiting vehicles; assume all wet, dark areas on pavements are slippery and icy. Walk in designated walkways. Taking shortcuts over snow piles and other frozen areas can be hazardous. Look ahead when you walk.

Please do not park in the yellow lined spaces in North/ER lot, unless you have a handicapped parking permit. The yellow lined spaces are reserved for patients. The farther out white lined spaces are fine.

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



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 in 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 request

Human Resources

Health Watch

Making Holiday Family Conversations Merrier

The annual Stress in America survey consistently reports strain among families caused by their ideological differences, and the holidays have a keen reputation for these conflicts. Try the following tips to help make your get-togethers a little merrier: 1) steer conversations that appear to be drifting into conflict toward those things you can agree on; 2) if you are angry about what's in the news, avoid displacing this tension onto loved ones; 3) challenge yourself to be a tension de-escalator, not an aggravator; and 4) rehearse how you might respond to conflict because doing so will dramatically improve your ability to act calmly while avoiding hair-trigger reflexes.

Excerpted from: Ascension Employee Assistance Program "Frontline" December 2019, Source: apa.org [search "stress-conversations"]

Mercy Hospital Volunteers Fiscal Year 2019 Donations

We thank you for your support of Mercy Hospital Volunteers (MHV) fundraising endeavors. Listed below are the areas we were able to assist this past fiscal year. }

Mercy Health Foundation Projects:

Physically Challenged Program \$5,000
Cancer Care "The Oasis" Wig Boutique \$2,000
Pediatric Clinic Reach Out and Read \$2,500

Catalpa Health 60 for 60 Fundraiser
Adolescent Behavioral Health \$18,288

Foundation Endowed Scholarships
MHV High School Senior Volunteer Scholarship \$500

2 MHV UWO Nursing Scholarships \$2,000

MHV Radiology Student Scholarship
\$1,000

Donation to Employee Emergency Life Crisis Fund \$325

TOTAL DONATIONS \$31,613



MHV Presents Mercy Health Foundation with donation check: pictured left to right; Jenny Derks, Vice President Operations, Liz Janzen, Foundation Director and June Wiechman, MHV Chair.

Volunteer Holiday Hours

No volunteers will be scheduled on Christmas Eve (Tuesday, December 24), Christmas Day (Wednesday, December 25) and New Year's Day (Wednesday, Jan. 1).

New Year's Eve (Tuesday, December 31) is **not** considered a holiday. If you have any questions on holidays, please call the Volunteer Service office at 223-0225.



Patient Experience

Great Customer Service in Health Care

Healthcare is a customer service industry. Hospitals (and customers) live or die based on the quality of care provided and the daily interactions between staff and patients.

To deliver or exceed patients' expectations, every employee and volunteer in the healthcare industry must acknowledge and embrace their role and responsibility to provide a great customer service experience. This starts with taking a patient-centric perspective – viewing them as people your hospital wants to help and to act in a manner that leads to a lifelong relationship. Everyone has a critical role and can provide a great experience by focusing on four key components:

- 1. Caring and empathetic staff** – Ensure every employee understands and fully embraces their important role in providing patient care.
- 2. Tools to support end-to-end customer experience** – Technology is essential for modern healthcare and modern customer service.
- 3. Responsible use of data** – Patients have a right to privacy and confidentiality. Protecting sensitive patient data is both a legal requirement and good business sense
- 4. Efficient processes that show you respect patient's time** – Refine processes and your use of tools to minimize the time patients are waiting, worrying and becoming frustrated.

With healthcare being a customer service industry, the difference between mediocre customer service experiences and those that are truly outstanding is how companies combine these components in their end-to-end patient experience.

Excerpt from: <https://freshdesk.com/help-desk-software/healthcare-customer-service-blog>

Welcome New Volunteers!

8/01/2019 – 11/30/2019

Mariya Beres	Barbara Felbab	Mark Hagene	Gracie Marx
Morgan Christensen	Frances Garb	Greg Johnson	Reine Muterateka
Sr. Colleen Demro	Linda Gintner	Kathryn Kirsop	Cynthia Ott
James Fay	Rose Goyke	Courtney Legge	Lois Riddick

Volunteers In Action



Jennifer W. – Adult Behavioral Med.Unit



Toni M. – Chart Cover Cleaning



Ginger Y. – Emergency Department



Faith Z. – Errands



Spiritual Services Volunteers and Staff



Transport – Terry K.

Volunteer Opportunities

Surgery & Procedures Escort

Volunteers are wanted for the Outpatient Procedures and Surgical Waiting room area. The Surgery Procedures Escort assists the Outpatient Procedures area staff by greeting patients and families and escorting them to their room and helping with other tasks as requested. If you like people and can push patients in wheelchairs this might be the area for you. Current openings are on Mon. and Fri. from 7:30 – 11:30 a.m.

Gift Shop

Bring your special retail therapy talents to our gift shop. The Mercy Hospital Gift shop is a cheery place to spend time as a volunteer and a great place to shop. You will operate the cash register, credit card machine and assist customers with shopping for baby items, fashionable jewelry and accessories, candy and many other unique items. Evening, weekend and daytime shifts are available.

Please send potential volunteers our way! Contact Ascension Mercy Volunteer Services at 223-0225 or apply online at www.ascension.org/ascensionmercyvolunteer for more information

Kudos



Sara A. at ER Reception

I worked with volunteer **Sara Allen** at the ER reception desk from 4-8 pm...what a lovely gal and smart as a whip! She helped us so much being busy and then stayed on a bit to read to a girl who was upset as her mom was in an auto accident and to help calm her she read to her for a few moments...that made a huge difference to this little gal. Sara really rocks!

Linda (Lynn) Swanson
Patient Registration

Upcoming Calendar of Events

December 13	Friday 8AM until Sold Out	Bake Sale for Employee Life Crisis Fund	Main Entrance Hallway
Saturday, December 14	9AM-12PM	Santa and Mrs. Claus Day	Main Entrance
Thursday, December 19	10:30AM-11:30AM	Winneconne High School Chorus	Galleria Stairway and Caroling through the facility
December 24th	10AM	The Candy Canes- Branigan Family	Caroling through the facility
January 3, 10, 17, 24, 31	Fridays	Wear Fun Scrubs and Jeans	Hospital wide
January 30	Thursday 11AM – 5PM	Jewelry and Accessories Sale	Main Entrance Hallway
January 31	Friday 7AM – 4PM	Jewelry and Accessories Sale	Main Entrance Hallway
Feb. 4	Monday 11AM – 10PM	Dine Out Fundraiser	Benvenuto's
February 27	Thursday 9AM – 4PM	Collective Goods Book Sale	Main Entrance Hallway
February 28	Friday 9AM – 4PM	Collective Goods Book Sale	Main Entrance Hallway
March 4	Wednesday 8AM -3PM	Nutman Company	Main Entrance Hallway
March 5	Thursday 8AM– 3PM	Nutman Company	Main Entrance Hallway



*Wishing you a very Merry
Christmas and
a Happy and Blessed New
Year!*

