



HSHS
Sacred Heart
Hospital

The Volunteer Partners newsletter is published three times a year to communicate information of interest and usefulness to volunteers and friends. We welcome all suggestions and comments. You may contact me at 715-225-3978 or email me at Jaci.Fuller@hshs.org Jaci Fuller, Volunteer Partners Newsletter Coordinator.

**VOLUNTEER PARTNERS
MISSION STATEMENT**

In partnership with HSHS Sacred Heart Hospital, the Volunteer Partners will provide compassionate, supportive services for patients, their families and hospital staff; promote community awareness of the Hospital's mission; and raise funds for Hospital needs.

HSHS SACRED HEART HOSPITAL

VOLUNTEER *Partners*

SPRING/SUMMER 2021

VOLUNTEER RECOGNITION

To celebrate the Volunteer Week of April 18 – 24, 2021, a recognition for volunteers was held at the Sacred Heart Hospital employee parking lot on Tuesday, April 20, 2021 from 1 – 2 p.m.

Volunteers were invited to a “Tailgate Party” and gift bags were given out to attendees. This replaced the traditional volunteer luncheon and recognition due to COVID restrictions. It was enjoyed by all who attended.





Dear Volunteer Partners,

Thank you for giving me this opportunity to share an introductory message. I'm getting off to a fast start in my second week at HSHS Sacred Heart and have already had the opportunity to meet some of you, our dedicated volunteers, assisting patients, visitors and families. I'm impressed by the high energy I feel from everyone working to heal patients throughout our building. Your focus and attention to living out the values and mission of our Hospital Sisters is obvious, and I'm grateful for your passion for the quality of health care we provide.

It's probably no surprise what attracted me to HSHS and specifically HSHS Sacred Heart is the people here and their focus on service. We can choose where we work and where we want to serve our communities, and I'm so thankful that we've all chosen HSHS Sacred Heart. I truly believe we have a great organization and I am proud to be a part of it.

To provide some background, I am originally from Wisconsin, but have worked in health care organizations serving Wisconsin, Indiana and Colorado, and most recently for Aspirus Health in central Wisconsin. As CEO for the northeastern Wisconsin region with additional assignments across the system and southern region, I oversaw the development and implementation of regional strategy and operating plans to enhance patient care. My passion is advancing mission, quality, service, people, growth and finance initiatives. My wife Anna and I have been together for 14 years, and we have three children.

Being open and transparent is important to me. Please feel free to approach me at any time with questions or concerns. I'm looking forward to learning a lot from you and our colleagues in the next few months and into the future.

As always, thank you for embodying Christ's healing love as you work to keep HSHS Sacred Heart the hospital of choice for residents of the Chippewa Valley.

Sincerely,
Andy Barth, President and CEO, HSHS Sacred Heart Hospital



A note from your President



Springing ahead

The past year was difficult, but Spring is here again with its promise of new beginnings. We are making it through Covid-19 and are happy to return to some of our volunteer commitments. My actual volunteer service is with a group called the Threshold Singers of the Chippewa Valley. For over 10 years we had been singing on Thursday mornings to patients suggested to us by Pastoral Care or hospital staff. As you can imagine, singing is way down on the list of volunteers returning. My new “job” is at the Information Desk on Monday afternoons.

As I write, members of the Volunteer Partners Board are preparing to attend Wisconsin Hospital Association’s Advocacy Days at the State Capitol in Madison. Not in person, of course, but as a virtual event. Sitting at our own computers, we will hear speakers on issues of health care and hospitals and have a chance to meet with our legislators and/or their staff the following days. This event is intended for hospital CEOs, CFOs, managers, nurse executives, quality managers, hospital volunteers, hospital trustees, WHA HEAT grassroots members, Partners of WHA members, WHA corporate members, and any other hospital staff interested in helping to shape the future of health care in Wisconsin communities. It promises to be informative and inspiring!

I’m happy to see the Gift Shop is open again and Catholic Mass being offered at noon on Monday, Wednesday and Friday for patients, their family members, colleagues and volunteers who happen to be working in the Hospital. Signs of normalcy!

It is nice to see the volunteers returning!

Kathy Herfel, President (2020-2021)
HSHS Sacred Heart Volunteer Partners

“Remember the past with gratitude. Live the present with enthusiasm. Look forward to the future with confidence.”- St. John Paul II

VOLUNTEERS

Vital as part of our team.

One in a million and worthy of esteem,

Loving in every task you are assigned.

Unequaled in your wise use of time.

Nurturing in all the efforts you make,

Touching lives with every role you take.

Enthusiastic as you take every day,

Earning our gratitude in every way.

Respected for your desire to share,

Serving others with compassion and care!

THANK YOU FOR ALL YOU DO!

VOLUNTEER PARTNERS



Volunteer Services Manager Notes...

Dear Volunteers,

Did you know that we currently have 33 volunteers committed to serving in the Hospital at this time? Pre-Covid, we had over 200 volunteers. Since we have been able to bring volunteers back in to the Hospital, the Volunteer program at Sacred Heart Hospital has almost started from scratch. We have had to revamp roles (Transport changed to Hospitality) and have been anxiously awaiting the “ok” to bring back programs (Eucharistic Ministry, Footsteps, and who could forget our furry friends providing Pet Therapy). WE NEED MORE VOLUNTEERS! I know there are hesitations and concerns with coming into the Hospital setting with COVID still out there, but as you get vaccinated and start to feel more comfortable being around people, reach out to a current active volunteer and ask them how they feel about their safety in the Hospital. They will be honest and share with you how safe they do feel. The Hospital has done so well with putting guidelines in place and making sure that the colleagues, patients, visitors, and volunteers are cared for.

Here are some opportunities that I have available and need filled as I write this note:

Family Waiting Center-Welcome the patient's family member to the waiting room. Take their information and share with them the layout of the room. Explain the surgery board so they can keep an eye on their loved one's process throughout surgery. Answer the phone and assist the surgical team and doctors.

Information Desk-The front entrance doors are now open from 8am-4pm so we are looking to fill this role. Greet people as they enter. Make sure they are wearing a mask and have screened/registered with the registration staff. Direct and escort the visitor to where they need to go. Answer the phone and transfer phone calls.

Hospitality-This used to be called Transport. Finding wheelchairs and making sure all areas are supplied with them. Moving patient beds. Assisting departments with errands. Escorting and wayfinding. Assisting the information desk volunteers. Delivery of patient belongings and gifts.

Gift Shop-General retail and merchandising. Helping customers find the perfect gift. Money handling. Computer/register use. Providing great customer service.

Eucharistic Minister-This begins June 1st. Provide communion for patients in the Hospital. Must have Parish acknowledgment letter stating that you have been trained for this role.

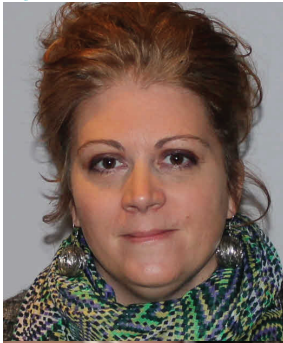
If any of these roles interest you, please reach out and we can chat about days and shifts that would work for you.

As Spring arrives and Summer quickly approaches, I hope you all are able to spend some time with family again.

Blessings and good health to you all!

Brandy Sikora, Manager of Volunteer Services

Gift Shop News



GIFT SHOP NEWS

The Gift Shop is open Monday through Friday from 8 am until 5pm. Volunteers are welcomed back into the Hospital. These are the answers to the questions I have been asked every week for the past six months so I'm just putting it out there one more time. The Gift Shop is open so please stop in and see us!!

Having the Gift Shop open is important for a variety of reasons. Simply having a place to take a quick break and walk away from stress is vital to all of us. We all want to return to "normal" (whatever that may be in the future) and each day brings hope to some sort of normality soon. I feel normal will be something different to each of us. Normal for us in the Gift Shop means the doors are open and you can visit with the friendly volunteers while you shop and walk around the shop. And now, more than ever, those cards and gifts and flowers you purchase in the Gift Shop to let someone special in your life know you care is more important than ever. A kind word or a little gift can go a long way to make a friend's day. There are so many difficult days and each of us reacts in our own way. Being nice to each other, showing respect and reminding those close to us we love and appreciate them is super important right now. Chocolate goes a long way, so much further than you think \$1 would be worth! It's not always the size of the gift but just knowing you were in someone's thoughts is the important part of the equation.

We have new items all the time and also different sales every month to give your pocketbook a break, too. One of our upcoming sales in June in the Gift Shop is by far everyone's favorite...the \$1, \$5 and \$10 sale. We have a clearance event where we discount items to either \$1, \$5 or \$10 and the items move fast, and new merchandise is put on the table every day; sometimes multiple times a day when items are moving quickly. We have a lot of good deals in the shop, and always smiles (under a mask) and laughter but during a really great sale, it's way more fun! Make some time to stop in and pick up a little something to cheer someone up (or maybe you!). A little something goes a long way.

Jennifer Stuber, Gift Shop Manager



Board Updates

A TIME TO REMEMBER

The Volunteer Partners wish to extend our sincere and heartfelt sympathy to the families and friends of the following volunteers, who will be honored in the TAG (Tuition Assistance Grant) program: Marcia Weber, Elizabeth Bauer, Joyce Bruckner and Steven Lange.

A sympathy card was sent to Jackie Bachmeier, HSHS Foundation, on the death of her father-in-law.

Our prayers to the following volunteers on the illness of a loved one: Moira Kneer (Dan) and Mark Richter. Our sympathy to the following volunteers on the loss of a loved one: Jennifer Lashley and Mary Ann Bowman.

"Although our loved ones may not be with us in body, they truly are always with us in spirit. They are in our minds, in our memories, and above all, in our hearts."

-Father Lawrence Dunklee

Board Updates



TREASURER’S REPORT

There has not been much activity in the Volunteer Partners financial account during this past year. The Love Lights event resulted in donations of \$23,750. The Partners sponsored a \$6 sale and a Linen Sale. These two fund raisers netted \$768.56. Once the Healing Place reopens, the Council will vote on the amount that will be donated to help support their mission.

Mary Ryberg, Treasurer

PUBLIC POLICY AND EDUCATION (See *Advocacy Day* page 8)

COMMUNITY HEALTH EDUCATION

Who is in each phase for vaccine distribution?

Phase 1a: Health care personnel and Residents and Staff of Long-Term Care Facilities

Phase 1b: Frontline essential workers (food packaging and distribution, teachers/school staff, childcare providers, utilities, etc.) and persons aged 65 years and older

Phase 1c: Persons aged 16-64 years with high-risk conditions, people with increased risk of acquiring or transmitting COVID-19 (correctional facilities) and other essential workers (transportation, energy, electricity)

Phase 2: All people aged 16 years and older not in Phase 1 who are recommended for vaccination

Adverse reactions:

These symptoms can occur within the 1st 3 days of vaccination and resolve within 1 – 2 days after onset. These symptoms are more frequent following the 2nd vaccine dose and among younger people as follows:

Fatigue, muscle aches, headache, nausea, fever, chills, pain, and redness at injection site

All COVID19 vaccines are free of charge. Must use same vaccine used in dose 1 for dose 2.

Difference between the vaccines

Pfizer	Johnson&Johnson (Janssen)	Moderna
2 dose series/3 weeks apart. Contains mRNA to give the body instructions to develop antibodies and activate an immunity to the virus	1 dose. Combines a harmless coronavirus gene to an adenovirus to prod cells to produce antibodies and activate an immunity to the virus	2 dose series/28 days apart. Contains mRNA to give the body instructions to develop antibodies and activate an immunity to the virus
Efficacy: 95% effective in preventing infection Authorized ages: ages ≥ 16 years	Efficacy: 85% effective in preventing infection Authorized ages: Ages ≥ 18 years	Efficacy: 94.1% effective in preventing infection Authorized ages ≥ 18 years

COVID vaccine and testing positive.

- Vaccines can be administered regardless of prior asymptomatic/symptomatic SARS-CoV-2 infection.
- Vaccines should not be administered to a person with an active COVID infection until they have recovered from acute illness. Applies also to those who become infected after the first vaccine dose.

What to expect after receiving the vaccine?

The 2 shots may not protect you until a week or two after your second dose. (CDC, 2020.) It takes 1 - 2 weeks following the 2nd dose of the COVID19 vaccine to be considered fully vaccinated.

Does the vaccine give me COVID19? No, the vaccine does not give you COVID.

Should I get tested before I get the vaccine? No, testing is not required before vaccination.

Do I have to quarantine if I am exposed to a positive case after receiving both doses of the vaccine?

Yes, unless you meet the following criteria (CDC, 2021):

- Are fully vaccinated (i.e., ≥ 2 weeks following receipt of the second dose in a 2-dose series, or ≥ 2 weeks following receipt of one dose of a single-dose vaccine) AND
- Are within 3 months following receipt of the last dose in the series AND
- Have remained asymptomatic since the current COVID-19 exposure.

If you meet the above criteria, you should still watch for symptoms for 14 days following an exposure. You should also continue to follow guidelines to protect yourself and others.

Does the vaccination completely prevent infection?

No. You can still get infected after you have been vaccinated, but chances of getting seriously ill are almost 0. Every person's immune system is different so when there is a 95 % efficacy, it means 95% of people who receive the vaccine but who would have gotten ill if exposed to the virus will not get sick. Remaining of vaccinated people if exposed to virus could be infected and get sick but extremely unlikely to need hospitalization.

The vaccine does not completely prevent infection; it reduces the amount of virus shed coming from the nose and mouth. A person who sheds less virus is less likely to transmit it.

Since the vaccine does not provide 100% protection from the infection, the Center for Disease Control recommends people continue to wear masks and social distance even after being vaccinated.

New Coronavirus Variant Mutations

B1351- South African and B117 United Kingdom variant. 40% of vaccinated people can have moderate disease. The result is a longer time to reduce transmission and to reach Herd Immunity.

Cathy Barkovich, Co-Chair

VOLUNTEER PARTNERS

Past Events

NUTMAN SALE

A fundraising event for the Volunteer Partners, The Nutman Sale, was held on April 19 and 20, 2021 in Bishop/Treacy Hall. Colleagues and volunteers enjoyed shopping and the Volunteer Partners appreciated those that helped in the event and participated in the sale. All proceeds benefit the Hospital.



BLESSING OF ST. FRANCIS STATUE

The statue of St. Francis was a donation of the Volunteer Partners in 2007 and placed in the garden outside of the Regional Cancer Center of HSHS Sacred Heart Hospital. Due to the remodeling of the Center, the statue was recently moved to the West side of the Hospital. A blessing of the statue was held on Tuesday, April 20, with Father Amal giving the blessing.

ADVOCACY DAY

Each year, the Wisconsin Hospital Association (WHA) sponsors Advocacy Day, which is an opportunity for attendees to learn about issues important to Wisconsin hospitals, and to advocate on behalf of their hospitals with their State legislators. In the past, other than last year when the event was canceled because of Covid-19, attendees traveled to Madison to participate in the event. This year the event was held virtually because of the continuing Covid-19 pandemic.

Nearly 1,000 hospital and health system leaders, providers, volunteers, clinical and non-clinical staff and trustees attended the virtual event on April 14. Governor Tony Evers, former CNN White House Correspondent Frank Sesno and a bipartisan legislative panel moderated by WHA President and CEO Eric Borgerding all spoke to attendees throughout the morning event. Virtual visits with State legislators were held April 14-16, at which hospital representatives and legislators discussed key priorities for hospitals as lawmakers deliberate the 2021-2023 state budget.

Wisconsin hospitals have always been a critical safety net for the people of Wisconsin, but that has been especially true during this pandemic, in which they have:

- Added or redeployed 20,000+ additional staff to assist the existing health care workforce.
- Administered over 1.5 million doses of COVID-19 vaccine...and counting.
- Established over 100 drive-through COVID-19 testing sites.
- Treated 28,000 patients admitted into the hospital for COVID; 50% of all admissions during the surge was COVID.
- Added 1,400 inpatient bed capacity to prepare for the surge.

Wisconsin's Medicaid reimbursement rates are some of the lowest in the country, covering only 66% of the cost of care, which is well below the national average of 90%. Over the last decade, lawmakers worked alongside WHA to address reimbursement shortfalls by increasing the Medicaid Disproportionate Share Hospital (DSH) program to support hospitals.

During the last biennium, the legislature passed, and the Governor signed, a budget that increased the Medicaid DSH program by \$40 million General Purpose Revenue—translating into a \$100 million increase in funding for hospitals. This increase in funding was only authorized through the current state budget, and needs to be permanently reauthorized in the budget being considered by the legislature. Without reauthorization, our state's hospitals will face a cut of \$100 million.

Therefore, WHA urged the Advocacy Day attendees to ask their state legislators, during their virtual visits, to support a permanent reauthorization of the \$40 million General Purpose Revenue Medicaid DSH increase provided during the last biennial budget. This is critical to avoid a \$100 million all funds reimbursement cut to Wisconsin hospitals during the next state budget.

Steve Werner, PPE Co-Chair

Past Events continued

LEGISLATIVE VISIT

An important part of Advocacy Day are Legislative Visits. The following volunteers of Sacred Heart Hospital participated in the virtual Legislative visit with Senator Smith, Representative Petryk, and Representative Emerson (represented by a staff member) Steve Werner, Bill McCullough, Mark Richter, Kathy Herfel and Jaci Fuller.

Items discussed included COVID-19 and the impact on hospitals and their staff, the shortage of staff and the need to have resources to strengthen the health care safety net and maintain access to critical life-saving care. Legislators were asked to support a permanent reauthorization of the \$40 million General Purpose Revenue Medicaid DHS increase provided during the last biennial budget.

Jaci Fuller

Upcoming Events

WEST CENTRAL MEETING -PARTNERS OF WHA

The spring meeting of the West Central District of the Partners of WHA will take place virtually on May 11, 2021. Chair John Tully will conduct the business meeting and members of the State Executive Committee of the Partners of WHA will be in attendance and provide updates and information. Election of chair-elect and secretary/treasurer will take place followed by the installation of officers. Betty Oddo, Chair Elect, will be installed as Chair.

Jaci Fuller

FUNDRAISING EVENT

The Books are Fun/Collective Goods fundraising event is scheduled for June 8 and 9, 2021. Mark your calendars so you won't miss this sale. It is a good time to purchase gifts for those special occasions such as birthdays, weddings, anniversaries or just something for

HOSPITAL VOLUNTEERS *(From the Volunteer Guide Book)*

What is a Hospital Volunteer?

A volunteer is a special and wonderful kind of person who generously offers their time, free of charge, to help others.

Why are Hospital Volunteers important?

Volunteers are important because they provide many extra services that supplement the basic essential functions of the professional colleagues. Volunteers assist in services that add to the comfort, care and happiness of the patient. Volunteers add to the quality of healthcare by helping the patients, their families, colleagues, visitors and the entire community.

How does the volunteer benefit?

1. An opportunity to learn new skills.
2. An opportunity to develop new interests.
3. An opportunity to make new friends.
4. An opportunity to grow in understanding. And most of all...
5. An opportunity to enjoy the satisfaction that comes from helping others.

What are the qualifications of Hospital Volunteers?

1. Good physical and emotional health.
2. Willingness to do the job well.
3. Ability to work harmoniously with others.
4. Dependable in attendance.
5. Loyal to the Hospital.

H A P P Y
Birthday
T O Y O U

MAY

Steve Warner 5/4
Cathy Barkovich 5/15
Marian Olson 5/27

JUNE

Mark Richter 6/22
Kathy Herfel 6/27

JULY

Kathleen Peterson 7/8
Bill McCullough 7/18

AUGUST

Kathy Dawald 8/1
Elizabeth Bauer 8/16
Vivian Luu 8/22
Jan Ray 8/23
Ann Lamourex 8/25

*Above are the active volunteers

yourself!

A NOTE OF THANKS

Recognition and a big THANK YOU to Brent Douglas Florist - Flowers for Everyday. Each month for the past few years, the Brent Douglas Florist has delivered a bouquet of flowers to the Sacred Heart Hospital volunteers. A card, with the following poem is attached to the bouquet:

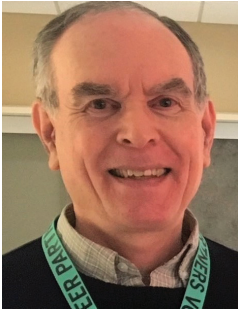
**You Donate Your Time,
With Others in Mind,
Your Kindness is Amazing,
And that's Why We Are Saying,
We Are Grateful For You,
Many Thanks, For All that You do!
Brent Douglas - Flowers for Everyday**

The bouquet of flowers is placed by the statue of Mary, in the hallway by the main elevators, so that all who pass that way can enjoy them.

*May God Give You...
For every storm, a rainbow,
For every tear, a smile,
For every care, a promise
And a Blessing in each trial.
For every problem life seeks
A faithful friend to share,
For every sigh, a sweet song
And an answer for each
prayer.*

SPOTLIGHT ON VOLUNTEERS*

Many volunteers at HSHS Sacred Heart Hospital are also active in other community organizations and volunteer activities. In this issue, featured are Steve Werner, Immediate Past President of the Volunteer Partners of HSHS Sacred Heart Hospital and Kathy Herfel, the current President.



Steve Werner was featured in an article in the January/February 2021 Catholic Life magazine for his involvement in the Eau Claire County Chapter of Wisconsin Right to Life. At HSHS Sacred Heart Hospital, Steve has volunteered in the Family Waiting Center, he has distributed Communion to patients and he has provided music therapy in the Behavioral Health Center and in the Physical Rehabilitation Center. He currently serves on the Volunteer Partners of Sacred Heart Hospital Council.

Steve has been active in the Right to Life organization since 2006, and has been its President since 2013. He became his mother's caregiver after she was diagnosed with Parkinson's Disease and Alzheimer's Disease. Prior to caring for his mother he had worked with the developmentally disabled and was aware of the right to life movement and abortion. Steve is concerned about lives at risk of being aborted in the womb because of a genetic disorder like Down Syndrome and lives of the elderly amidst calls for euthanasia and assisted suicide becoming more prevalent and more troubling.



Kathy Herfel was also featured in an article in an issue of the Catholic Life magazine. Kathy uses her musical talents to help others in a time of need. She is involved at the parish, deanery and diocesan levels for the Council of Catholic Women. She is a member of the Threshold Singers, a group of usually three singers who sing hymns and other spiritual songs to the homebound or to those hospitalized, in nursing homes or in assisted living care. Kathy's region has 18 singers in the group and they have sung to patients at Sacred Heart Hospital. Kathy is the 2020/2021 President of the Volunteer Partners Council at Sacred Heart Hospital. She encourages everyone to try volunteering in some capacity.

*Note from the Newsletter Coordinator: We hope to feature volunteers in future issues. Please contact me with your stories.

Jaci Fuller



**Many of us are more capable than some of us...
But none of us is as capable as all of us.**

VOLUNTEERS

Plant the seeds of kindness

