



HSHS
Sacred Heart
Hospital

Volunteer Partners NEWSLETTER

Spring/Summer 2023



APRIL - VOLUNTEER MONTH

APRIL 16 - 22, 2023
Volunteer Week

April 20, 2023
Social - "We Want You to Gnome How Much We Appreciate You!"

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@shs.org Jaci Fuller, Information Desk, Newsletter Coordinator and Friendship/Welcome Committee. **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.

CEO Note

HSHS Sacred Heart and St. Joseph's Hospitals have been named among the 'World's Best Hospitals' in 2023 by Newsweek magazine, and are among 20 hospitals in Wisconsin to make the list. From our clinical colleagues providing care at the bedside to those environmental services colleagues who ensure our facilities are clean and tidy, we truly care about each patient's hospital experience.

You all have an immeasurable impact on a patient's experience. That's what's so unique about what we do at our HSHS hospitals. It's not simply about taking people in and fixing their bodies. It's about fueling their souls by offering joy, hope, love and compassion. Our mission is what sets us apart. In 2022, HSHS Sacred Heart and St. Joseph's hospitals had a combined 147 volunteers who donated more than 22,000 hours to our ministries. We couldn't possibly fulfill our mission without each one of you. From the bottom of my heart, thank you for all that you do.

Sincerely,

John Wagner

President and CEO
HSHS Sacred Heart and St. Joseph's Hospitals



Volunteer Services Manager Notes

As I am writing this, we should be seeing bright sunny skies and warmer weather but Mother Nature this year has a different idea! Cold, wet, and cloudy seems to be the theme so far this year. Much like our volunteers at the hospital, sunny skies will be sure to brighten our days at some point and we will relish it and not take it for granted!

With National Volunteer Week April 16-22, we had our Annual Volunteer Recognition Luncheon on the 20th. The theme this year was, "We Want You to Gnome How Much We Appreciate You". Sixty Volunteers joined us in our magical theme garden at 29 Pines Conference Center and we all had a blast. Volunteers were greeted with a Gnome Cone Game where they tossed a ring to land around a small cone decorated as gnomes. A baked potato and chili bar was served for lunch and Julie Court gave an inspirational speech. The Sacred Heart volunteers that were honored list year include:

- 5 years** *Jane Julson-Gift Shop*
- 10 years** *Luann Foiles-Gift Shop*

Years of service are from April 1, 2022 - March 30, 2023

Thank you all for your dedication and commitment to Sacred Heart Hospital. I hope that if you were unable to join us this year, that you will be able to join us next year. I truly enjoyed sharing the day with you all and hope that those that attended enjoyed their time as well.

In March we were able to bring back the Threshold Singers so please welcome them back! Some of them are **new** to Sacred Heart so please welcome all our new volunteers as of Jan. 1:

- Maureen KentEucharistic Minister
- Ann McKinley.....Threshold Singer
- Jill Myers.....Threshold Singer
- Mary Ann Quarberg.....Threshold Singer

Brandy Sifora

Manager of Volunteer Services



VOLUNTEERS

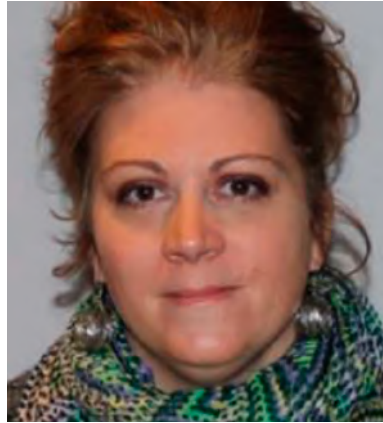
- V**ital as part of our team,
- O**ne in a million and worthy of esteem,
- L**oving in every task you are assigned,
- U**nequaled in your wise use of time,
- N**urturing in all of the efforts you make.
- T**ouching lives with every role you take,
- E**nthusiastic as you tackle each day,
- E**arning our gratitude in every way,
- R**espected for your desire to share,
- S**erving others with compassion and care!

THANK YOU FOR ALL THAT YOU DO!

- Author Unknown

Gift Shop News

Trendy items always seem to sneak up on me. On Monday, I am placing one little pocket gnome on the shelf and by Friday, I am surrounded by 100s of them: gnomes with bees, gnomes hiding under mushrooms, garden gnomes, butterfly gnomes, gnomes relaxing, gnomes with flowers, sporting gnomes, birthday gnomes...I could go on and on. My point is gnomes are trending hard right now! Maybe it is because they are adorable, affordable and versatile. And the funny thing is once you see your first gnomes, you will see them everywhere. Frequency illusion is REAL! As I sit here in the Gift Shop writing this, I sold two of them. Popular. Trendy. On point.



And we have more than just gnomes in the Gift Shop. Our garden items are arriving and brightening up the shop with metal butterflies, dragonfly stakes, mandala spinners, planters and mini picks. We always have greeting cards, candy, stamps, flowers, friendly volunteers – all the usual items you would expect to find in the Gift Shop. So, stop by and check out the gnomes, candy or just say “hi” to all the wonderful volunteers that help in the Gift Shop. As always, all the proceeds from the Gift Shop go right back to the Hospital and special projects. The Volunteer Council oversees the Gift Shop. Stop on by and pick up a gnome or two to take home!

Jennifer Stuber

Gift Shop Coordinator

Council 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): Barbara Niles, Dorothy Walker and Patricia Annis*. Our prayers and sympathy to Brandy Sikora, Volunteer Manager, and

family on the death of her Father-in-Law. *(In memoriam, the Volunteer Partners have made a donation to the HSHS Sacred Heart Hospital Tuition Assistance Grant (TAG). This program provides financial aid to Hospital colleagues who seek to advance their knowledge and skills through continued education.)

Council Updates

Public Policy And Education

By the time you are in receipt of this Publication, the experience of “group participation” in our traditional “Spring Tours” will be complete. I trust that many of those in attendance had a meaningful opportunity to greet, engage, reflect, and gain a sense of the very Positive Aspects of what can lie ahead for our Partners Organization. In the February issue of the *Reaching Out* publication, Sharon Scott, our newly elected President, suggested we “consider adaptive behaviors as we Look, Act, and Commit to improve our path forward; to Rekindle Enthusiasm, Add Flexibility, Stay True to our Belief in our ability to change what we do, yet hold solidly to our stated Mission.”

In my written Public Policy Education Report presented in the Spring Tours, I referred to the “changing face of healthcare” and our roles in that landscape. Our Partners stated organizational purpose is and continues to be “supporting volunteers through Education and Advocacy for the health of our communities”.

Have we experienced a difference in “Kind” or just a difference in “Degree” in our Roles? We would likely agree that it appears to be some of both!

My role as Public Policy Education Chair is to offer opportunities for our members to gain knowledge of and Advocate for healthcare legislation at both National and State levels. Our membership in Partners places each of us in a position to put Action into our collective voices of Advocacy. In part, we accomplish that Action simply, by your Active membership in HEAT; Hospital Education & Advocacy Team. While you may have the ability to

meet, in person with your Legislators, alternatively, you may choose to make contact with them by phone, letter, or email.

Alternatively, the opportunity to ADVOCATE for the health of our communities is a very simple process accomplished by your membership in HEAT: This is achieved in one of two ways; 1) you may call WHA 1-608-268-9038 directly or, 2) contact Kari Hofer; khofer@wha.org to request the Registration form. As a Member of HEAT you will be invited to respond when periodic, but IMPORTANT HEAT ALERTS come from WHA. The HEAT ALERT will simply ask for your Response to a prepared message to Legislators who are involved in proposed Health Care Legislation. You may add or modify that message as you choose. When completed, the message is forwarded, and your voice of Advocacy is spoken, and heard.

The importance of your response to HEAT Alerts cannot be overstated.

You may recall the passage of “Koreen’s Law” in late 2021. Koreen Holmes, a cancer patient being treated at the HSHS Sacred Heart Cancer center in Eau Claire, was denied access to the Cancer Center, for the infusion of certain drugs necessary for her treatment. The drug provider and pharmacy involved insisted that the drugs be “White Bagged”; sent directly to Mrs. Holmes, who would then search out a facility for Infusion! WHA became aware of this major problem and responded with a HEAT ALERT to its broad membership of Individuals and Volunteers. The collective voice was heard from this Group and over 2500 responses were received in support of legislation to stop this “white bagging”

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process. Those voices of ADVOCACY had a direct impact upon final legislation that was enacted! Sadly, we collectively fell short in the exercise of that Voice in 2022. There were Seven HEAT ALERTS in 2022, and 25% of responses came from only 72 Active Partners members. In 2021, eleven HEAT ALERTS yielded responses from 176 Partners Members. Your Local and District Public Policy Education chairpersons track and report the number of “contacts”, (Phone, in person, email, or letter) made with legislators during the year. Contacts from all those opportunities totaled only 219 last year, less than one-half that of prior years.

Please know.....I am not painting a negative picture of that which lies ahead! Instead.....we might look at Newton’s first Law, the Law of Inertia; “Every material body has a property by virtue of which it resists the change in its state of rest.” We have been clearly impacted by how COVID has affected our history of personal interaction. As we move purposefully forward, let’s all be open to continuing dialogue, collaboration and suggestions for changes in degree but not in contradiction to the Values we hold in Partners of WHA.

Submitted by Bill McCullough, PPE chair, Partners of WHA

Community Health Education

The following information is helpful when communicating with someone who has Alzheimer’s Disease.

TWELVE STEPS TO IMPROVE COMMUNICATION WITH PEOPLE WHO HAVE ALZHEIMER’S DISEASE

1. Get the person’s attention. Use eye contact.
2. Speak clearly, in short, direct sentences – use one-step commands.
3. Be willing to repeat and rephrase.
4. Don’t use slang.
5. Keep your tone warm and empathetic.
6. Ask simple questions.
7. Show respect and be sensitive to cultural and regional differences.
8. Avoid pronouns –use specific words and names for clarity.
9. Write big, clear messages and post them.
10. Use your non-verbal skills.
11. Praise and encourage the person; show affection.
12. Be patient! Give the person time to respond.

** Information from AZURA Memory Care.*

Submitted by Jaci Fuller, Volunteer

Partners Of WHA Convention

The 2023 Partners of WHA Convention will be held October 3 – 5, 2023 at the Holiday Inn Convention Center, Stevens Point. Betty Oddo, West Central District and volunteer member of HSHS St. Joseph’s Hospital, is the Chair. The Convention Committee is in the process of planning an educational, interesting and fun convention. The theme for the 2023 convention is “Today’s Dreams - Tomorrow’s Reality”. Mark the dates on your calendar! It is a great way to meet other hospital volunteers and the workshops provide education and important information for volunteers.

Partners of WHA

Volunteers of HSHS Sacred Heart Hospital are members of the West Central District of the State organization Partners of Wisconsin Hospital Association Inc. The Mission Statement of the Partners of WHA is as follows: 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. (Adopted October 2006)

West Central District Meeting



From left to right: Sharon Scott, Ann Bergmann, Donella Christenson and Mary Rose Willi

The West Central District of the Partners of WHA meeting, held on Tuesday, April 11, 2023, was hosted by HSHS St. Joseph’s Hospital Volunteer Partners. Elen Kiefer, President of St. Joseph’s Volunteer Partners, welcomed everyone, followed by a Hospital welcome by President and CEO of HSHS Sacred Heart and St. Joseph’s Hospital John Wagner. He thanked the volunteers for their service and dedication. Father John Schulz led the group in

prayer and Julie Clark led the group in the pledge of Allegiance.

The program consisted of Jeni, Domestic Violence Program Director and Krista, Domestic Violence Youth Advocate, of the Family Support Center, Chippewa Falls. They gave an interesting and educational presentation on Domestic Violence in our Communities. Sharon Scott, State President of the Partners of WHA conducted the State business meeting and John Tully, State Treasurer reported on the State financial status. Bill McCullough reported on public policy issues.

Betty Oddo then conducted the West Central District business meeting and gave an update on the 2023 convention. The installation of the West Central District 2023 officers was conducted by State President Sharon Scott as follows: Donella Christenson, Chair; Ann Bergmann, Chair-Elect, and Mary Rose Willi, Secretary-Treasurer. Jaci Fuller presented Betty Oddo with a gift from the West Central District for her dedication and leadership for West Central District.

Advocacy Day

Advocacy Day, held on April 19, 2023, and sponsored by the

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Advocacy Day continued from Page 6
Wisconsin Hospital Association at the Monona Terrace, Madison, was attended by HSHS Sacred Heart Volunteers and employees. Volunteers from HSHS Sacred Heart Hospital attending included Kathy Herfel and Jaci Fuller.

Advocacy Day is designed to educate and motivate healthcare employees, trustees and volunteers on important healthcare-related issues and encourage grassroots advocacy opportunities. Featured speakers spoke on timely State and Federal healthcare issues and encouraged advocacy opportunities.

A State Legislative panel, moderated by Eric Borgerding, President/CEO of the Wisconsin Hospital Association, answered many health-related questions. Discussion included healthcare issues on the State and Federal level. Former governors of Wisconsin Tommy Thompson and Jim Doyle discussed issues of today compared to issues during their terms. Attendees also heard an address by Governor Tony Evers at lunch.



TAG (Tuition Assistance Grant program)

Congratulations to Jennifer Corbin and Holly Munion who were recently awarded \$1,000 Tuition Assistance Grants by the Volunteer Partners of HSHS Sacred Heart Hospital!

Jennifer serves as a Medical Surgical Nurse at the Hospital where she has been employed since 2012. She was the Chair of the Professional Nursing Practice Council for five years. She is studying for a Master of Science in Education degree and plans to work in Clinica Education at the Hospital.

Holly serves as a Clinical Research Specialist at the Hospital's Cancer Center and has been employed at the Hospital since 2001. She is studying for an Associate of Arts and Sciences degree leading toward a bachelor's degree and plans to work on expanding the Clinica Research Program at the Hospital.

The Volunteer Partners are proud to support Jennifer and Holly with these grants as they advance their healthcare careers!

Steve Werner, TAG Chair

Wanted: Enthusiastic Council Members

Do you want to belong to an active, enthusiastic and committed group of volunteers? Then the HSHS Sacred Heart Hospital Volunteer Partners Council is the answer!

For more information on serving on the Volunteer Partners Council, contact Brandy Sikora, Volunteer Manager at 715-717-7439 or Brandalee.sikora@hshs.org

Invitation To Attend The Next Council Meeting

Dear volunteers and friends,
You are cordially invited to the next Volunteer Partners meeting on Monday, June 26, 2023, at 9:30 a.m. at Sacred Heart Hospital in the Atrium Conference Room. We are looking for increased involvement as well as ideas for fundraisers and other events to help us help Sacred Heart Hospital. Your presence will be greatly appreciated!
Sincerely,
Kathy Herfel

Birthdays

May your day be Merry and Bright, and a year of good health and happiness!!
(These are current in-house volunteers and Council members)

May

- 1 Bella, Pet Therapy
- 1 Leo, Pet Therapy
- 4 Steve Werner, Eucharistic Minister
- 5 Daniel Oudenhoven, COVID Anointing Priest
- 8 Jill Myers, Threshold Singers
- 13 Janet Lesniewski, Gift Shop
- 18 Maureen Kent, Eucharistic Minister
- 27 Marian Olson, Clerical

June

- 19 Chloe, Pet Therapy
- 27 Kathy Herfel, Threshold Singer

July

- 8 Kathy Peterson, Clerical
- 15 Rhonda Schnacky, Pet Therapy

August

- 1 Linda McLeod, Gift Shop
- 1 Kathy Dawald, Hospitality/Transport
- 12 Ann McKinley, Threshold Singer
- 16 Elizabeth Bauer, Hospitality/Transport
- 18 Susan Schansburg, Threshold Singer
- 23 Jan Ray, Clerical/Handcrafting
- 25 Ann Lamoureux, Hospitality/Transport

Today's Reflections (From HSHS Reflections 3/20/23)

A Child's Wisdom –What do you Practice Every day?

My question to you today is, "What do you practice?" Because what you practice you will get good at. What do you practice? Do you practice joy in your life? Do you practice peace in your life? Do you practice happiness in your life? Or do you practice a lot of complaining? Because if you complain you will get very good at it. And you will get so good at it that you will find fault with everything. Even when there is no fault that a layman can see, you, being an expert, will see it. What do you practice? Do you practice anger? Because if you practice anger, you will get very good at it. Do you practice being worried? Because if you practice getting worried, you will get very good at it. And you will get so worried at it that everything will worry you, including the buffalo that you don't have. So, if it is true that it's a matter of practice, I propose that you practice joy, practice peace, practice happiness.

Spotlight On Volunteers

In this issue the spotlight is on the Gift Shop volunteers. The Gift Shop is the major source of income for the Volunteer Partners. Profits from the Gift Shop are used for projects within the Hospital. Requirements for Gift Shop volunteers include having excellent customer skills, phone etiquette, basic computer skills and math and money skills. Shifts are weekdays from 8 a.m. - 12:30 p.m. and 12:30 - 5 p.m. The job description includes assisting customers, general sales work, ability to operate the cash register, answering the phone and assisting with phone orders.

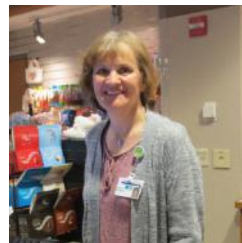
The following are the Gift Shop volunteers at this time.



Linda McLeod has been volunteering in the Gift Shop for about three years. She enjoys volunteering as there are so many nice and fun things to shop for and purchase. She likes to visit and help the customers and staff who come into the Gift Shop.



LuAnne Foiles has volunteered every other Wednesday for about 10 years. She enjoys greeting and assisting colleagues and customers. Jen Stuber encouraged LuAnne to volunteer in the Shop.



Deb Stanke volunteers on Monday mornings. She enjoys visiting with customers and staff who come in, sometimes to look, other times to purchase a gift – or candy!



Jane Julson, when she retired, wanted to volunteer at the Gift Shop as it is such a friendly place, filled with many beautiful and useful things, plus she knew someone who volunteered at the Hospital. She has volunteered in the Gift Shop for a number of years.



Cathy Vanderheiden has volunteered on Wednesdays at the Gift Shop for 14 years. After she retired as a surgical nurse, she came to Sacred Heart Hospital to volunteer, and she enjoys helping customers. Cathy's husband also volunteers at the Hospital.



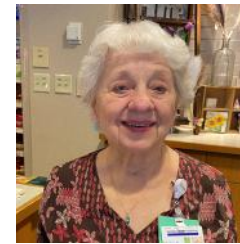
Mary Ryberg volunteers on Wednesday mornings. Mary served on the Volunteer Partners Board of Directors as Treasurer for seven years.



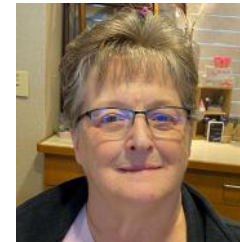
Linda Beckler volunteers on Tuesday afternoons and has volunteered in the Gift Shop for about a year. She enjoys it as the Gift Shop is a nice environment and it has many beautiful and useful gifts.



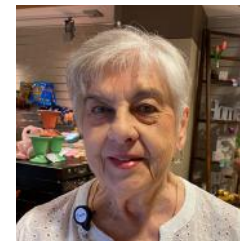
Janet Lesniewski volunteers on Wednesday afternoons. She served on the Volunteer Partners Board of Directors for a number of years.



Shirley Kosharek has volunteered in the Gift Shop for about a year, on alternate Friday afternoons. She has volunteered for other organizations as well, after her retirement. Shirley enjoys greeting and helping customers who enter the Gift Shop.



Mary Gervais retired after 30 years working in surgery at Sacred Heart Hospital and wanted to “give back” and support the Hospital. She enjoys helping the customers that visit the shop.



Pat Janowitz has volunteered in the Gift Shop for over 21 years. She volunteers on an “as needed” basis and enjoys helping the customers and visitors.

Thank you all for volunteering your time to this important position! Volunteers do make a difference!



900 W. Clairemont Avenue
Eau Claire, WI 54701

Volunteers

As a caring volunteer
You always do your part
To share your time
With a generous heart.
Because you make a difference
In so many ways,
We're grateful
We can count on you
To brighten
Everyone's days.

THANKS FOR MAKING A DIFFERENCE!

