

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.

First HAVE Award Given in Wisconsin!

The American Hospital Association (AHA) honored Mercy Health System's (Janesville) volunteer program with its Hospital Awards for Volunteer Excellence (HAVE). The AHA HAVE program is in its 31st year and highlights the extraordinary effort of volunteers and volunteer programs and the positive impact their contributions have on the patients, hospitals, health systems, and communities they serve.



During the AHA annual meeting recognition breakfast in Washington, DC May 5, 2014, representatives of Mercy Hospital in Janesville were given the HAVE award for Community Service in "Pet Peace of Mind for Hospice Patients." Back row, left to right, are Dr. Jonathan B. Perlin, Chair-Elect, AHA Board of Trustees; Gloria Sparacino; Bonnie Olson; Bill Newbold (CA), AHA Committee on Volunteers; and Sue Lynch, President of Partners of WHA. Front row: Diane Westbrook; Laura Bergerson and Judith Jaggard from Janesville.

The program submitted was "Mercy Hospital Pet Peace of Mind for Hospice Patients," in the Community Service Category. This program supports hospice patients by stabilizing and supporting their relationships with their pets in the midst of coping with a hospice diagnosis, thereby allowing hospice staff to better manage patients' care. The program also helps to reduce the financial burden of residual medical, living, and prescription drug expenses that hospice doesn't cover.

Volunteer staff provides services that support the patients and ease their concerns, including completing daily chores (walking dogs, cleaning litter boxes, etc.), providing financial assistance with pet food or medication, assisting with routine veterinary care, boarding or pet sitting if a patient is hospitalized or

transferred to an inpatient facility, arranging visits, and providing placement for pets after the patient's death.

The Pet Peace of Mind program is a proven resource that offers relief during a difficult period of time in the patient's life. Pet Peace of Mind is a national program developed by Banfield Charitable Trust.

Congratulations to Mercy Health System for a job well done!

Information from American Hospital Association "Insights"

Best of the Best to be Determined in August

The Best of the Best Committee has received 10 qualifying applications for the 2014 award for their review. The applications have all been well written, so the challenge will be to select just one. We plan to have the scoring completed in August. I think we all agree that it is a great honor for our CEO/administrators to be nominated by their volunteer organization.

Sherry Jelic, 2014 Best of the Best Chair; 608-235-9526; Email: sjelic@msn.com

A Message from the Partners of WHA President

Dear Friends



Sue Lynch

Let me begin by saying thank you to all of you for your support and prayers during the last four months. Losing my husband, Tom, in March and then my mother in April really gave me such a time of sadness that words can never describe. Just know I have appreciated all your cards and your words of comfort during this very difficult time in my life. God bless each one of you.

Now on to business. The year-end results for 2013 are included in this edition of *Reaching Out* (see page 3). Once again, our organization has soared to new heights in giving financially to our hospitals and communities, along with providing hundreds of volunteer hours. We continue to be strong advocates for our hospitals and work to provide an environment of collaboration with the medical community. A job well done!

I also included my outline on leadership development that I was going to use on spring tour to help recruit new members and strengthen your current leadership. I would be happy to talk with your individual Partners group about the details of my comments. I am excited to have at our convention in October, Ken Culp, a national speaker on leadership. He will present the opening speech on "Challenges Facing Hospital Auxiliaries and Volunteer Services." The convention planning committee has been working very hard over the past few months getting ready for our convention in Green Bay. Peg Larson, convention chair, has done a wonderful job preparing for this event along with her committee members. I hope to see many of you at this event!

In July, the Executive Committee and others met in Wisconsin Dells to review the past six months. This year, we are 1,000 members stronger than we were in 2013, and I can tell you we are financially sound. Thanks to each of you, especially the presidents and treasurers of our organizations, for getting your reports in on time.

Now to the future. It is still my goal to recruit three new organizations to Partners. My hope is to report my successes at the convention.

I look forward to seeing many of you in Green Bay. Plan to attend workshops, mingle with old friends, and enjoy the speakers and panel discussion we have planned. It should be an experience well worth your time to attend this annual event.

May God continue to bless all of you.

Sue Lynch, President
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A Message from the President-Elect

Leadership Jazz

I want to personally thank each and every one who contributed to a wonderful Spring Tour! Your help was greatly appreciated. What a grand opportunity to install your district officers for the next two years.



Bonnie Olson

What Partners of WHA expects from district officers and local officers:

1. Helping new members become dedicated volunteers.
2. Development of new leaders from the membership.
3. Retention of all members through continuing educational opportunities.

Did you know the estimated value of volunteer time in 2013 in Wisconsin was \$21.78 an hour? This estimate helps acknowledge the thousands of individuals who dedicate their time, talents, and energy to make a difference in the medical facilities in the state of Wisconsin. Charitable organizations can use this estimate to quantify the enormous value volunteers provide. Of course, volunteers are priceless!! For the latest information, please see www.volunteeringinamerica.gov.

Congratulations to all 71 Partners organizations. We had 100% dues paid this year and an increase in membership to 11,355. Invite your friends and neighbors to become a volunteer. Volunteering at a hospital, you have the opportunity to stay up-to-date with the latest health care advancements. Volunteering is a personally satisfying experience that not only helps others, but you as well.

Summer is my favorite season; I like the warm weather, long days, flowers, and fresh garden veggies. I believe that this year, the summer has been perfect with adequate rain to keep everything green and temperatures in the 70's. I hope you are enjoying summer too.

If I can be of any assistance to you, please contact me. It is my privilege to be available to assist you or your organization.

Bonnie R. Olson, President-Elect
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Why Leadership Development?

The most important elements of leadership

- Team Building
- Communication

The team

1. People working together to achieve a common goal or objective
2. Individuals contributing their best for the organization—not personal gain

Leadership

1. Getting people to work together
2. Appreciating each effort and contribution
3. Respecting each other's skills, opinions, and personalities
4. Addressing rather than ignoring problems
5. Using good communication skills
6. Information flows freely and is shared openly and honestly
7. Relationships are trusting, respectful, collaborative, and supportive
8. Creativity is open with more options and is solution oriented

Communication

- Effective Communication is more than mechanics
- The well informed will be more motivated and committed members
- Communication must flow in all directions, and use modern technology
 - E-mail, Texting, Facebook – this is a must!

Qualities of a good leader

- Share a Vision – Create a Plan
- Be a great communicator
- Be a lifelong learner
- Demand excellence of yourself
- Learn from failure
- Be a role model
- Believe in yourself
- Be a decision maker
- Be a team member
- Show compassion
- Always show RESPECT

A leader should

- Be comfortable with and lead her/his organization through inevitable change
- Develop members to meet future challenges

Volunteers

- They are our greatest asset
- Three main responsibilities of a good Leader
- Inspire, Recruit and Acknowledge!

Partners of WHA Year End Report 2013

Districts Reporting	7
Number of Members in State Organization	9,557
Total Hours Reported	1,199,584
Total Fundraising Projects	484
Total Money given from Fund raising	\$2,656,524.80
Number of Scholarships Awarded	422
Total money given in Scholarships	\$442,500.00
Number of Contacts with Legislators	2,026
Number of Public Policy articles in Newsletters	163
Number of Public Policy projects/programs	76
Number of Health Education articles in Newsletters	226
Number of Health Education projects/programs	372
Members who serve on Hospital Public Policy Committees	
Yes	2
No	54

By-Law to be Voted on at Convention

Article V, Section 4

Change “District Officers shall not be eligible for re-election to the same office for a consecutive term” to read **“District Officers shall serve for two (2) years or until a successor has been elected. The secretary/treasurer shall not serve more than two (2) consecutive terms.”**

Rationale: This way it aligns with the state by-laws.

2014 WHA Advocacy Day Wrap-Up

The 2014 Wisconsin Hospital Association Advocacy Day drew 800 attendees to Madison April 16. **Thank you for your commitment to this important event.** The annual powerhouse event showcases the stellar efforts of hospitals and those affiliated with hospitals to be involved in priority issues. Almost 450 of those attendees took what they learned and went to the State Capitol in the afternoon for meetings with their legislators.

Keynote speaker Larry Sabato (upper right photo), professor of politics and director of the University of Virginia's Center for Politics and nationally-known political commentator, provided attendees with a preview of the 2014 elections and 2016 Presidential contenders, including insight into two Wisconsin leaders, Governor Scott Walker and U.S. Rep. Paul Ryan, often mentioned in conjunction with the 2016 presidential race.

Attendees heard from a bipartisan legislative panel (bottom photo) including: Sen. Alberta Darling (R-River Hills) and Rep. John Nygren (R-Marinette), Senate and Assembly Co-Chairs of the powerful Joint Finance Committee; Rep. Cory Mason (D-Racine), member, Joint Finance Committee; and Sen. Julie Lassa (D-Stevens Point), Senate Democratic Caucus Chair.

During the luncheon, attendees heard Governor Scott Walker (upper left photo) tout the importance of hospital and health care as an economic asset to Wisconsin.



Sen. Vukmir receives WHA's Health Care Advocate Award from WHA Executive Vice President Eric Borgerding.

"The fact that we have some of the highest quality health care in the world right here in Wisconsin is a tremendous asset," Governor Walker said. "We get employers to expand and locate here from all over the world. Health care is an asset, especially in our rural areas where we can compete with anyone in the world for jobs."

Luncheon attendees also saw WHA present Prairie du Chien Memorial Hospital with the 2014 Advocacy All-Star award for their grassroots commitment (see next article) and State Sen. Leah Vukmir presented with WHA's Health Care Advocate award. Vukmir received the award in recognition of her steadfast commitment to reforming and modernizing health care regulations and improving patient care. A registered nurse and certified registered nurse practitioner, Vukmir is the second nurse-legislator to be presented this award. Rep. Sandy Pasch received it in 2013.

Prairie du Chien Memorial Hospital Honored at Advocacy Day with "All Star" Award

Prairie du Chien Memorial Hospital was presented with the 2014 Advocacy All-Star Award at WHA's Advocacy Day. The award is given out to one hospital that exemplifies dedication to grassroots advocacy. Prairie du Chien Memorial Hospital President/CEO Bill Sexton said the following in accepting the

award on behalf of the hospital:

"This is truly a team award. I want to recognize our leaders, employees, board members, and volunteers for all that they do."

Make sure you log onto WHA's Facebook page to see more photos (Advocacy Day Photo Album) and "Like" us to keep up to date on WHA activities and news. <https://www.facebook.com/pages/Wisconsin-Hospital-Association/172480133665>

Jenny Boese, WHA Vice President, External Relations & Member Advocacy



Prairie du Chien Memorial Hospital 2014 Advocacy All-Star Award Winner



Take a look at a few photos of hospital volunteers at Advocacy Day!



Above, left to right: Ripon Medical Center; HSHS Eastern with Sen. Hansen during a legislative meeting; Mayo Clinic-Franciscan Healthcare
Below, clockwise from top left: St. Vincent Hospital; Partners of WHA officers; Beloit Health System; Columbus Community Hospital



Convention Approaches October 2014

All of our team members are invited to “Expand Your Playbook” at the Partners of WHA Convention, October 14-16 in Green Bay. The committee has been working very hard to include new topics, so look through the registration booklet carefully.

Ken Culp, our keynote speaker, will coach us on the “13 Challenges Facing Hospital Auxiliaries and Volunteer Services” and “Developing Leaders and Leadership Skills: Planning for Success.” The other workshops will help you tackle other challenges with strategic planning, advocacy, and communication with your team. We will hear from previous WAVE (Wisconsin Award for Volunteer Excellence) and HAVE (the national Hospital Award for Volunteer Excellence) winners about how to put together a winning application. A few of our directors of volunteer services (DVS) will have a panel presentation regarding department operations, recruiting, and building relationships among volunteers and staff. You will have an opportunity to ask ANYTHING you want to know!

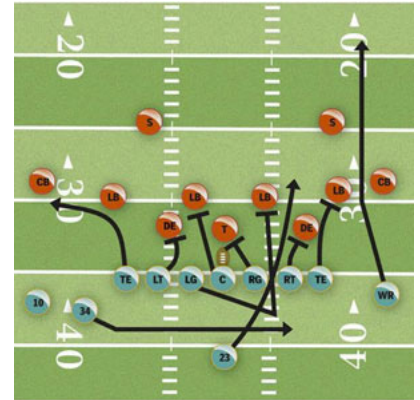
Tuesday evening, we will celebrate this year’s WAVE winners. Our CEO panel on Wednesday morning will be a highlight of the event. Eric Borgerding will once again ask our CEOs the hard questions for us. Wednesday lunch will include this year’s Best of the Best and Honor Point awards. Wednesday evening we will inaugurate a new president. Thursday morning, Reid Ribble will share his volunteer work for Alzheimers.

To honor our Health Project - Alzheimers, we ask everyone to wear purple on Wednesday, so check your closet.

Registration information is available on the Partners of WHA website. One book has been mailed to each local president and emailed to each DVS. The registration fee for the full convention is \$150 per attendee and is due by September 19. Room reservations for the Hyatt on Main Street can be made through their website at <https://resweb.passkey.com/go/gpwha>.

Join us in Green Bay from October 14-16 and Expand Your Playbook!

Peg Larson, Convention Chair
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Riding the WAVE

Wow—seems like the WAVE has really caught on. In 2009, the WAVE Committee received 13 applications for the Wisconsin Award for Volunteer Excellence. This year the committee will be reviewing 23 applications. Not only has the number of applicants grown, but the quality and quantity of projects within the local hospitals and clinics has increased as well. It is amazing to read about all the worth-while projects our volunteers are introducing and participating in.

The WAVE Committee members are Barbara Lehrer, North Central District; Sylvia Emerson, West Central District; Carolyn Kaul, Southern District; and Jennifer Frank, WHA Liaison. They will review all the applications and select winners by early August. The winners will be contacted by the end of August so that they can make arrangements to attend the Partners Annual Convention in October in Green Bay and receive their reward.

It is very difficult to choose one winner in each category because the fact of the matter is, you are all WINNERS for dedicating your efforts to your hospital, community, and the Partners organization.

Good luck to the organizations that submitted an application. Remember, even though we can't select all of the great projects for the awards, you are still all WINNERS. Also, by submitting an application you are eligible for honor points.

Thank you to each of you for all the wonderful work you do.

Jan Molaska, 2014 WAVE Chair
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Public Policy Education Report

"Campaign 2014"

- Primary Elections are August 12, and General Elections are November 4 this year.

A non-partisan, non-profit, and independent television network is airing "WisconsinEye." (This is Wisconsin's version of C-Span.) "WisconsinEye" will be conducting interviews with every candidate running for office this election cycle. The Wisconsin Hospital Association is sponsoring the interviews. It is important to become an informed and knowledgeable voter—know the candidates, what they stand for, and what they represent. You will find the information at: www.wiseye.org/Home.aspx.

Thank you to all who attended Advocacy Day! What a fantastic day sponsored by WHA. It was another wonderful opportunity to visit with your legislators. Thank you to all who wore red, white, and blue, as well! You will have another opportunity to purchase the red, white, and blue scarves at the Partner's convention in October.

There will be another outstanding CEO Panel at the Partner's convention. It has become one of the highlights of convention! Come with questions!

Panelists are:

- Dee Ann Thurmer, COO, Waupun Hospital
- Lisa Just, President, Aurora Burlington Hospital
- Michael Wallace, President, Fort Healthcare
- Bill Calhoun, Administrator, Mercy Medical Center

Have a great rest of the summer! See you in October at convention!

Diane Westbrook, PPE Chair

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Diane Westbrook

Community Health Education Report

We have covered a lot in learning about Alzheimer's and other dementias during the last two years. One thing we did not highlight was seeing visitors. This information is taken from the National Institute on Aging Publication, "Caring for a Person With Alzheimer's Disease, Updated May 2013."

Visitors are important to people with Alzheimer's disease. They may not always remember who the visitors are, but they often enjoy the company. Here are some ideas to share with a person planning to visit someone with Alzheimer's.

1. Plan the visit when the person with Alzheimer's is at his or her best.
2. Consider bringing along some kind of activity, such as a book or photo album to look at. This can help if the person becomes bored or confused and needs to be distracted. But, be prepared to skip the activity if it is not needed.
3. Be calm and quiet. Don't use a loud voice or talk to the person as if he or she is a child.
4. Respect the person's personal space, and don't get too close.
5. Make eye contact and call the person by name to get his or her attention.
6. Remind the person who you are.
7. Don't argue if the person is confused. Respond to the feelings they express. Try to distract the person by talking about something different.
8. Remember not to take it personally if the person doesn't recognize you, is unkind, or gets angry. He or she is acting out of confusion.

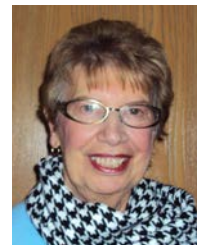
We have ended our two-year journey. I thank you for taking it with me and for working so enthusiastically on this project. We have covered much and I hope we learned a lot. I know I have.

See you at convention in Green Bay.

Gloria Sparacino, CHE Chair

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Gloria Sparacino

Alzheimer's Request

Do not ask me to remember, Don't try to make me understand.
Let me rest and know you're with me, Kiss my cheek and hold my hand.

I'm confused beyond your concept, I'm sad and sick and lost.
All I know is that I need you, To be with me at all cost.

Do not lose your patience with me, Don't scold or curse or cry.
I can't help the way I'm acting, I can't be different though I try.

Just remember that I need you, That the best of me is gone.
Please don't fail to stand beside me, Love me "till my life is gone."

- Author Unknown

Around the State

Auxiliary of Howard Young Medical Center, Woodruff:

The Auxiliary recently sponsored a Red Cross Babysitting class, which was held at MHLT School. Twenty six students participated! Another class is expected to be held in spring of 2015.

Volunteer Services Meriter – UnityPoint Health, Madison:

Recycled totes are being made from blue surgical wraps for the Inpatient Rehabilitation Unit, at the time of discharge, to store their belongings such as shoes, discharge papers, and prescription, whom are mostly in the hospital for an extended stay. Great way to use old surgical wraps! Incidentally, there are 722 volunteers in this hospital!

River Falls Area Hospital Volunteers, River Falls:

River Falls volunteers were trained by YouTube in “Empathy: The Human Connection to Patient Care” that comes from Cleveland Clinic. You too can find this on YouTube at https://www.youtube.com/watch?v=cDDWvj_q-o8. This helps in working with fellow hospital volunteers, patients, or hospital staff.

Fort HealthCare Partners, Fort Atkinson:

What are soapnuts? Well, they are an easy and “green” way to do your laundry and sold in their gift shop. They are not actually a nut, but they are the fruit of a tree found primarily in the Himalayas. They’re organically grown and free of harsh chemicals, so are great for people with allergies and sensitive skin, including babies. The outer shell of the soapnut contains saponin, which is a natural substance known for its ability to cleanse and wash.

The Volunteer Poem

Some volunteers don't have the time,
Some volunteers don't have a dime.
For them, however, money doesn't matter.
For them, however, time tends to shatter.

Volunteers are those passionate of heart.
They are the ones who really are smart.
Volunteers know what life is all about.
They have already worked things out.

It is in giving that you will receive,
And volunteers give amounts you won't believe!
Today is the day we show our thanks.
No volunteers have higher individual ranks.

Today is what we call “Volunteer Day,”
To teach that you are a winner in your own special way.
It doesn't matter if you are short or tall,
Because if you volunteer, you outsmart us all!

Some volunteers are full of compassion,
Some volunteers work in their very own fashion,
But all volunteers give to those who are in need.
They take that one step and lead.

Alexandria Weinzatl, Age 11

Submitted by: Patti Prusinski,
Aspirus Medford Hospital Volunteer Coordinator

*Background and circumstances may
have influenced who we are, but we
are responsible for who we became.*

Reaching Out Deadlines

<u>Issue</u>	<u>Deadline</u>
November 2014	Sat., October 18, 2014
February 2015	Thurs., Jan. 15, 2015
May 2015	Wed., April 15, 2015
August 2015	Wed., July 15, 2015
November 2015	Thurs., October 15, 2015

Partners *Reaching Out* is published four times a year by Partners of Wisconsin Hospital Association, Inc. Visit the Partners Web site at www.partnersofwha.org. Direct questions or comments to:

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