

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.

A Message From Partners of WHA President

Partners “Cooked Up a Storm” at District Meetings



Ann Bergmann

Partners of WHA Spring District Meetings, held throughout the state, had a different look this April. First of all, two members of the Partner’s Leadership Team (instead of four) represented the state board at each meeting. Next, there were aprons, mixing bowls, recipe cards, and much, much conversation! Yes, following our theme for 2009-2010, “Recipe for Success: Be the Best

You Can Be,” meeting attendees networked with each other on the topics of recruitment, retention, and leadership. After brainstorming answers to a series of questions, important ingredients to a successful Partner’s organization were added to the mixing bowls. The ingredients from all eight districts will be shared in our ***Recipe for Success: Partners of WHA Cookbook***.

We stirred up ideas, added spice with laughter, and congealed with collaboration. Best of all, the ingredients everyone came up with became a team effort to create recipes for a successful Partners organization! More great ideas for your successful Partners group will be stirred up at the state convention and so much more! Later this summer watch your mailbox for your registration, share the information with others, and let’s keep “cooking” in October!

HAPPY SPRING!

Thank you to the Leadership Team members, Mark Schaefer, Janet Rubenzer-Pike, and Lisa Pepp, for your representation at Spring District Meetings. Also, a special thank you to Lisa Pepp for filling in for me at the Northwestern District Meeting so I could be in Kansas City, MO for the birth of our grandson, Samuel Edward, born April 9, 2009!

Ann Bergmann, President

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A Message From the President-Elect

District Meetings a Huge Success



Mark Schaefer

I would like to express thank you to everyone for their invitation to the state officers to attend your district meetings. I was delighted that Ann Bergmann, President, selected Janet Rubenzer-Pike, Public Policy Education Chairperson, and I to participate in three Spring District Meetings. As you have read, Ann

has returned home in order to prepare your recipe ideas. Did you know that Ann is a wonderful chef with her own cooking show?

For our volunteer members, the district meeting is a way to share their successes and yes, frustrations, discuss ideas, and swap stories, exchange plans, tips, and techniques. The district meetings are for volunteers who constantly want to learn more, to improve their skills, deepen their understandings, express their creativity, and to grow. We heard from volunteers from Beloit to Marinette, everyone looking to build upon their successful volunteer organizations.

Our first district meeting was the day after Advocacy Day; the Southern District meeting was held in Wisconsin Dells hosted by Divine Savior Healthcare, Portage. And, what a start with innovative ideas for our Recipe for Success: Being the Best You Can Be. The next week we began in the Lake Michigan District, Door County Memorial hosting. If you ever get the opportunity to visit there during the “offseason,” please do, without the rush and bustle, the area brings so much peace in your day. A wonderful conclusion was the next day in Rhinelander. St. Mary’s Hospital graciously hosted this North Central District meeting. Each of the district chairpersons, Les Schroeder, Gloria Meyer, Mary Ann Langill, and Pudge Kimbel should be applauded for the leadership and direction they

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A Message from the President...continued from page 1

Teamwork

When geese fly in formation, They travel about 70% faster than when they fly alone. Geese share leadership. When the lead goose tires, he or she rotates back into the "V" and another flies forward to become the leader.

Geese keep company with the fallen.

When a sick or weak goose drops out of the flight formation, at least one other goose joins to help and protect.

By being part of a team, we too, can accomplish much more, much faster.

Words of encouragement and support (honking from behind) help inspire and energize those on the front lines, helping them to keep pace in spite of the day to day pressures and fatigue, and finally, showing compassion and active caring for our fellowman—a member of the ultimate team: "mankind."

The next time you see a formation of geese, remember that it is a reward, a challenge, and a privilege to be a contributing member of a team.

~Author unknown

A Message from the President-Elect...continued from page 1

provide. And upon completing the installations, I see we have several potential leaders.

The state leadership meetings have also brought disincentivally special ideas to the forefront. I chair the Bylaws Committee, along with the district chair meetings and their orientation. The orientation of our district chairs was started in 2007 under the leadership of Past-President Diane Westbrook. This session brings together our newest district chairpersons along with experienced district chairpersons. Also, I am a member of the Strategic Planning Committee, which is looking forward five years to ensure we maintain our continual success. Please find time for a look at our new Resource Guide, at the Wisconsin Hospital Association Web site, www.wha.org/Partners; the information is provided by various Partners organizations. Also, mark your calendars for this year's state convention held in Stevens Point, October 6-8. This event will allow you to offer your ideas and incorporate other volunteers' ideas in your organization's plans.

What a sea of red, white, and blue I saw at Advocacy Day, held April 1st (several April fool jokes joined that date). And, thank you Steve Brenton, Jenny Boese, and Jennifer Frank for providing this no-cost event so we can be community advocates for our hospitals. Make sure you keep informed on the state's hospital assessment; it passed, however we see some state legislators are already planning to use these funds for something other than providing support for our hospitals. Janet Rubenzer-Pike along with Jenny Boese's HEAT program will be your most valuable sources.

Mark D. Schaefer, President-Elect
505 Adelmann Court, Brookfield, WI 53045
3411 Hidden Links Drive, Wausau, WI 54403
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Treasurer's Report

Spring is here! With the arrival of spring comes the Partners of WHA dues statement from the Partners treasurer. Please have your local treasurer make payment in a timely manner. State dues are due by June 30th to be eligible for Honor Points. I thank you in advance for a prompt payment.

The districts get reimbursed 20 cents per volunteer member. Each district also receives \$100 for speakers and \$100 for leadership training. Please use this money as it was intended; failure to do so may lead to changes in the future regarding this reimbursement. Leadership training could include attending workshops on leadership at the Partners of WHA convention.

Start planning to send delegates and other volunteer members to the convention in Stevens Point, which will be held October 6-8. Ask your CEOs for financial assistance for convention costs. You will be surprised how many are willing to help with these costs, as sending Partners volunteers to convention helps increase the medical center's leadership base.

A suggestion for districts: open your checking account in a bank that is common to all in your district. At the state level, we use M & I bank. When a new district treasurer is elected, all that is needed is to change the signature card, instead of opening a new account.

May your summer afternoons be filled with sunshine and summer evenings filled with beautiful sunsets.

"Always do right. This will amaze most people, and astonish the rest." - Mark Twain

Bonnie Rose Olson, Treasurer
715- 834-1320 (home) or 715-379-6797(cell)
Email: hatladyb@charter.net

Mark Your Calendar

Partners State Convention

October 6-8, 2009
Stevens Point

Hospitals Support More than Just Good Health in Their Communities

This week, the University of Wisconsin Cooperative Extension and WHA released a report that documented what every hospital CEO in Wisconsin already knows: Hospitals have a significant impact on both their local and on the state's economy. Wisconsin hospitals employ more than 100,000 people and generate more than \$22 billion annually in economic activity. It is an aspect of our operations that does not receive a lot of attention.

The UW-Extension economists who wrote the report made special note of the economic impact of rural hospitals. Hospitals are among the top 10 employers in 44 of Wisconsin's 72 counties. Spooner Health System, which includes a hospital and nursing home, is the 2nd largest employer in Washburn County and it generates more than \$32 million in revenue within the community. In addition to directly employing 274 people, Spooner Health System supports an additional 115 jobs that are created indirectly through our purchases and 97 more jobs that are supported by employee purchases and economic activity. That's a total of 486 jobs in an especially economically-challenged Wisconsin community.

The UW-Extension developed a tool that hospitals can use to create their own hospital-specific economic impact report (www.wha.org/financeandData/healthyhospitals.aspx). Using that tool and a template available on the WHA Web site, we created our own report. With Advocacy Day just around the corner, WHA is suggesting that hospitals run their individual report and bring copies to Madison to leave with legislators when they meet with them April 1.

The study demonstrates to community leaders and elected officials that the economic significance of Wisconsin hospitals reaches far beyond the perimeters of our campuses. That is not unlike our community benefit activities, which extend our medical services deep into our communities through health screenings, free clinics, and wellness programs.

As we review our positive economic impacts, I would be remiss to not acknowledge the unprecedented economic challenges facing our hospitals. We are seeing dramatic increases in charity care and a growing number of uninsured patients. We've seen precipitous drops in our margins. But I don't see hospitals backing away from their mission to serve. Instead, I see hospitals more determined to help those who need it, 24 hours a day, seven days a week, 365 days a year.

What value does a hospital bring to a community? It is measured in far more than dollars and cents.

*Mike Schafer, President/CEO, Spooner Health System;
WHA 2009 Board Chair*

Best of the Best Accepting Applications Until June 26

Nomination forms for the 2009 Best of the Best Award were mailed the last week of March to all Partners/Auxiliary organizations. They will/are being made available at all Spring Tour meetings. Information may also be obtained on the www.wha.org Web site. Click on Link Library, then Allied Organizations and Partners of WHA, and finally, Best of Best Administrative Award.

The 2008 award recipient was Stan Gaynor, CEO of Black River Memorial Hospital.

You may have submitted an application in the past for your CEO or other administrator and it was not selected. Some past recipients have also not been successful on the first try. Review that application and try again, being sure you objectively address the criteria to the best of your ability.

All entries must be returned to Arnie Lee, chair, Best of the Best, postmarked on or before June 26, 2009. Organizations submitting a nomination will receive two (2) honor points toward their 2009 Honor Points Award.

Members serving on the selection committee are Joy Craine, Bonnie Timm, Crystal Potter, Pat Freeders, and Stan Gaynor.

Should you have any questions relative to the nomination process, please contact me.

*Arnie Lee, Chairman, Best of the Best Committee
608-362-7826*

Email: atl1930@sbcglobal.net

A Little Bit of Trivia...

Q. Who was brought in to dub Lauren Bacall's singing in "To Have and Have Not"?

A. A very young Andy Williams provided her with those velvety tones.

Q. Jerry Lee Lewis, Liberace, and Van Cliburn no doubt practiced this exercise written by Arthur de Lulli in 1877. What is it?

A. "Chopsticks"

Q. How many calories does one Hershey's Kisses chocolate contain?

A. 25 calories

600 Attend WHA Advocacy Day in Madison

Grassroots Action Urged on Legislation Banning Mandatory Overtime

The Wisconsin Hospital Association's 2009 Advocacy Day was held April 1 at the Monona Terrace in Madison. This annual event brought 600 hospital employees, board of trustees, and volunteers to Madison. A record-setting 350 individuals then took what they learned on key issues to meet with legislators that afternoon. During an extended state legislative leadership panel discussion, attendees heard from State Senator Dale Schultz and State Representatives Jon Richards, Jeff Stone, and Donna Seidel. The morning keynote address was given by Rick Pollack, executive vice president of the American Hospital Association, and Governor Doyle presented the luncheon keynote address.

WHA honored Department of Health Services Secretary Karen Timberlake and Medicaid Director Jason Helgeson with the Health Care Advocate Award for their leadership in improving access and coverage in Wisconsin. WHA honored Aurora Health Care with the 2009 Advocacy All-Star Award to recognize their year-round commitment to grassroots advocacy.

During his address, Governor Doyle had the following to say about hospitals and health care: "What would you rather spend our money on? I would put health care and education at the top of my list. You create good jobs and provide top quality health services. That is an economy that will do well for the state of Wisconsin in the coming years. It fits our values, and I thank you for creating jobs."

We couldn't agree more. **Thank YOU** for all you do to support your hospitals and to participate in this tremendous event!



Advocacy Day 2009 Photos



Hospital Volunteers from Agnesian-Waupun



Hospital Volunteers from Prairie du Chein Memorial Hospital



Hospital Volunteers from Beaver Dam Community Hospital



Froedtert CEO Bill Petasnick and Froedtert Volunteers

Grassroots Action Urged: Oppose Legislation Banning Mandatory Overtime

As expected, legislation banning the use of any mandatory overtime in health care facilities has been introduced under Assembly Bill 152 and Senate Bill 108. AB 152 had a public hearing in the Assembly Committee on Health & Health Care Reform. SB 108 had a hearing on April 22.

The Wisconsin Hospital Association is opposed to this legislation because it is a restrictive ban that uses a one-size-fits-all approach. It will limit options available to hospitals to appropriately staff in cases of unforeseen circumstances or emergencies. Mandatory overtime in hospitals is uncommon but should be available if circumstances and patient care require it.

What can you do to help?

1. Contact your State Senator and State Representative and urge them to oppose AB 152/SB 108.
2. Call your legislators at their State Capitol offices using the legislative hotline at 1-800-362-9472 or email your legislators using WHA's "Email My Legislators" Web page at <http://www.wha.org/speakUp/stateassembly.aspx>.
3. What can you tell your legislators?

"As a constituent and a strong supporter of my hospital, I am writing in opposition to AB 152/SB 108. This legislation bans the use of any mandatory overtime. While I believe mandatory overtime should be an option of last resort, I still believe it should be available if patient care needs require it. This is why I am urging you to oppose this legislation, too. Please let me know where you stand on this issue." Your name/Your home address

4. Please make sure you let WHA/HEAT know you've taken action by calling 608-268-1816 or email jboese@wha.org.

Partners of WHA Checklist for District Chairs and Local Presidents

1. **Make contact with CEOs and directors of volunteer services via letter and follow up with a phone call, introducing yourself.**
2. **Summer Planning Meeting**
 - Include PPE, CHE, Secretary/Treasurer, Chair-elect, District Chair, Past District Chair
 - At local level include all board members
 - Budget
 - Discuss CHE project, state/district/local
 - Timeliness of reports - See Partners Handbook
 - Ways/means
 - Rotation - for hosting
 - Nominating committee established
3. **District Level**
 - Attend convention
 - Attend spring and fall board meetings
 - Reports to board @ board meeting (happenings/problems, etc.)
 - Timeliness and procedure for reports (see Partners Handbook)
 - Promote attendance of PPE, CHE, President-Elect to convention (local and district)
 - Make yourself available for installing officers
4. **Monthly Contacts (District)**
 - Call each local president monthly
5. **Newsletter**
 - Visit, if possible, at least once a year, invite yourself
 - Send newsworthy items to state newsletter from district
 - Publish 3 newsletters/year
 - Send newsletter to local president and CEO, state officers
 - Request articles from CHE and PPE
 - Utilize items from the state newsletter
 - Utilize items from WHA weekly newsletter – contact WHA liaison for approval before using
 - Include highlights from groups within your district
 - Utilize postage given by state organization
 - Suggestion - do not use recipes, etc. for fill-ins
 - Keep newsletters crisp and concise
 - Feature partners groups within district
 - Utilize hospital marketing department
6. **Leadership**
 - Read your job description
 - Funds from state for leadership/speakers need to be utilized
 - Dues returned from state should be used for convention expenses and operation of organization
 - Attend leadership conference in your region

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Checklist for District Chairs and Local Presidents...continued from page 5

7. How to Conduct a District Meeting

- Develop a rotation for hosting a district meeting
- Provide folders or paper clips, etc for agenda and other reports
- Head table protocol – see Partners Handbook
- U.S. flag
- Speaker system that works, check with local hosting hospital
- Hospitality committee
- Small breakfast items
- Water pitchers at all tables
- Lunch at reasonable cost, light and healthy lunch
- Educational speaker, look to your hospital, vocational school and city for resources
- When the state officers visit, they will pick up the cost of the district chair, chair-elect, local president/co-president, and state officer dinner expenses. Alcoholic beverages are never paid for by local, district, or state organizations.
- When state visits, assist with lodging and dinner the night before meeting
- CEO of local hospital or a representative from hospital should be invited to give the welcome
- Please assign a person the responsibility to do the invocation in advance of meeting day
- In advance, make arrangements for someone to do the grace at the luncheon and also the Pledge of Allegiance, usually the PPE will do this

8. Installation

- ENTER YOUR SPECIFIC INFO HERE

It is the responsibility of all officers to have access to the Partners Handbook and read it.

Encourage members of district to gather questions for state officers. It is the responsibility of the district chair to forward these concerns/questions to the appropriate state officer or chair.

Strategic Planning Chairs – Pat Dagnon and Jean Heniff

9. Budget (District and Local)

- Review current budget and develop next year's budget
- Anticipate and project local and district needs
- Provide money for leadership, recruitment, education
- Review postage and mileage yearly
- Treasurer must have current signature at financial institution of choice
- Two signatures must be on file at the financial institution of choice
- Audit books yearly, ask CFO of hospital to do audit for you
- Have available current information on taxation
- Ensure raffle ticket license(s) is current
- Budget to be approved at fall district meeting

10. Resources

- Resource Center
 - www.wha.org/partners/resourcecenter.aspx
 - Contact person: Jenny Boese at WHA
 - Phone: 608-268-1816
 - Email: jboese@wha.org
- Partners Handbook
 - Online at www.wha.org/partners
- Partners of WHA Web site
 - www.wha.org/partners
- WHA Web site
 - www.wha.org
 - Contact: Jennifer Frank, WHA/Partners Liaison
 - Phone: 608-268-1807
 - Email: jfrank@wha.org

Gift Shop Names Vary

In the last four years of receiving newsletters and reading whatever I get (hint, hint – I know there are many I don't receive and would love to be on your mailing list – how do you think I get the info to write "Around the State?"), I have come across some unique names for hospital gift shops. Here they are:

- "The Gift Box" – Oconomowoc Memorial Auxiliary, Oconomowoc
- "Prairie Gifts" – Osceola Medical Center Partners, Osceola
- "Center Shoppe" – Ripon Medical Center Associates and Volunteers, Ripon
- "The Gift Nook" – Memorial Health Center Volunteers, Medford
- "The Butterfly Boutique" – Volunteers in Partnership with River Falls Area Hospital, River Falls

If you have a unique name for your gift shop, I'd like to read about it in your newsletter!

Kay Lyndahl, Editor, 1909 S. Lake Michigan Drive, Sturgeon Bay, WI 54235; Email: kaylyndahl@aol.com

Community Health Education Report



Lisa Pepp

Living the best life takes work and commitment. This is a gift we give ourselves. It is to know one's self, one's limits, one's joy and peace that spur us on to live the best life we can live, on a daily basis with passion and happiness. A quote by Mandy Alltel says it all: "In a real sense, we are the authors of our own lives."

Nurturing a Healthy Mind and Spirit

1. Maintain a good attitude. Think positively. Take time to feed your own soul. Build your self-esteem by putting value on all that you strive for and achieve.
2. Discover our true hunger – what do we long for? Ask yourself why you would rather eat than think of the reason why you are eating. Try to see yourself as healthy, and trying a new form of exercise.
3. Tend to your own happiness. Think about what brings you the most happiness. Remember those things and plan times during the week to include activities which bring you pleasure. Find a "sanctuary" in ourselves that will allow you to go to that place to gain strength and affirmation.
4. Offer complete attention to the moment. Tal Ben-Shahar, author of "Happier: Learn the Secrets to Daily Joy and Lasting Fulfillment," states "We fail to savor and enjoy potential sources of joy that may be all around us – whether it is our work, an outing, a piece of music, the landscape, our soul mate, or our children."

The 2008 state-compiled Health Education Report included these numbers:

- Number of CHE Chairs – 63
- Ongoing Projects – 362
- New Projects in the last 12 months – 73
- Total CHE Projects for the year – 435
- Number of Health Education presentations to membership – 261
- Number of Newsletter Health Articles – 230
- Number of Local Organizations – 77
- Number of Report – 65 of 77 for a total of 84%

Thanks everyone for all your time and effort in reporting as well as your dedication to the health projects.

Lisa Pepp, CHE Chair

715-546-3844

Email: genepepp@nnex.net

Public Policy Education Report



Janet Rubenzer-Pike

Advocacy Day held on April 1 was a great success. Over 600 folks attended from around the state. Rick Pollack, executive vice president of the American Hospital Association, was the featured speaker. Mr. Pollack was extremely informative regarding health care on the national scene. I want to encourage all of you to try to attend Advocacy Day next year; as soon as I have the date, I will forward it on to you.

Hospital Assessment has been signed into law; however, we must be diligent in watching that the funding is kept intact and not raided for other programs. The best way to keep informed is to sign up for WHA's "Hospitals Education and Advocacy Team" known as HEAT. HEAT provides you the information, the insight, the strategy, and the assistance you need in order to bring heat and light to legislative issues. It is easy to sign up; just email Jenny Boese at jboese@wha.org and let her know you want to sign up or contact me at jrp1@sbcglobal.net.

If we want to keep our hospitals in our community, then we must respond when any legislation threatens the strengths of our current system and the hospital's safety net. Ask yourself what your hospital means to you and to your community. Where would you go for your health care and emergencies? How would closing your hospital affect the economy in your city? After answering any of these questions, if you realize how important it is to keep your hospital, then you must act when called upon. The WHA literature states, "Remember...if you're not the driving grassroots force shaping your hospital's future, who is?" We have over 13,500 Partner members, yet only 10% contacted their legislators last year. Let's raise that to 20% for 2009. You can help!

Janet Rubenzer-Pike, PPE Chair

715-723-2123

Email: jrp1@sbcglobal.net

Around the State

Partners of Prairie du Chien Memorial Hospital, Prairie du Chien:

Partners volunteered for the Family Resource Center for a community event and fundraiser, "Turn Off the TV Week." It was called "Mighty Machines" and was held in the parking lot of the high school. These were some of the vehicles that were there for the viewing: military, school bus, race car, tractor, construction equipment, garbage truck, fire department, police department, ambulance, and MedLink Air helicopter. Admission ranged from \$2 to \$12. What fun for all ages!

Volunteers in Partnership with River Falls Hospital, River Falls:

The annual Good Friday Pie Sale was held in the National Bank lobby with each pie selling for \$10, which were made by the volunteers. Recipes were included. Sounds good! Also, notice how Volunteers in Partnership is known as V.I.P. Club!

Calumet Medical Center Auxiliary, Chilton:

This Bill of Rights for Volunteers was printed in their newsletter and reads "the right to be heard and to have a part in planning, to feel free to make suggestions, and to have the respect shown for an honest opinion."

Saint Mary's Hospital Volunteers, Rhinelander:

The Gift Shop held their second annual "Easter Parade" sale for one day. Customers were asked to bring in their Easter basket to fill with many select items that are fun for young and young at heart and then received 10% off those purchases.

Mercy Health Systems Assoc. of Volunteers, Janesville:

The Otis Spunkmeyer Cookie Sale is making a hit at this hospital. Baking is done in an outer office so people can smell their way to the source. Sales are from 9 a.m. to 2:30 p.m. or until they run out of cookies, whichever comes first. Since December, a sale has been scheduled once a month!

Wave Award Applications Needed by June 26

Your President should have received The Wisconsin Awards for Volunteer Excellence (WAVE Awards) applications. Please review the application and consider one of the following categories:

1. Community Service
2. In-Service Hospital Volunteer Programs
3. Fundraising Programs
4. Community Outreach and/or Collaboration

Just fill out the application, found on our Web site at www.wha.org/Partners, and send four copies to the following address to me at the address below.

Please have them post marked on or before June 26, 2009.

Winners will be contacted at the end of August 2009. Please remember to follow the instructions and rules when submitting your application.

Please feel free to contact me with any questions you may have in regard to the WAVE Award.

Dawn Bye, WAVE Chairman
15404 93rd Avenue, Chippewa Falls, WI 54729
715-726-1125
Email: dbye@sjcf.hshs.org

One of the most beautiful qualities of true friendship is to understand and to be understood.

Reaching Out Deadlines

Issue	Deadline
August 2009	Wed., July 15, 2009
November 2009	Thur., October 15, 2009
February 2010	Fri., January 15, 2010
May 2010	Thur., April 15, 2010
August 2010	Thur., July 15, 2010
November 2010	Fri., October 15, 2010

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

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