



Volunteer News

January - February - March 2016

Tree of Lights 26th Annual Event



The 26th Annual Tree of Lights celebration hosted by the Partners of Beaver Dam Community Hospitals, Inc. was held Monday, December 7th at 7pm in the Café of BDCH. In celebration and honor for the lives and memories of those important to us, individuals throughout the community donate money to help light the Trees. Proceeds from the event will go to benefit Hospice, Lifeline and Hospice Home. Special thanks to the following Partner members who helped with this year's event. They are: Gail Hope-Henschel, Jermaine Sabourin, Carolyn Kaul, Carol Klas, Bernie Jeffries, Betty Michael, Arletta Trejo, JoAnn Helfert, Jan Zitner, Laurie Schmidt, Lois Sell, Jan Sheppard, Lila Frank, Tom Helfert, Dale Gonnering, John Landdeck, and Sue Hilbert.



Pictured to the left in the middle is BDCH Volunteer Ann Budde singing at the December 7th Tree of Lights Ceremony.

Pictured to the right is American Legion Honor Guard which provided a 21 gun salute prior to the lighting of the Trees.



BDCH Receives Leapfrog Top Hospital Award

From: Kim Miller, FACHE, President & CEO

I am pleased to announce that Beaver Dam Community Hospital has once again been honored with the prestigious Top Rural Hospital Award by The Leapfrog Group! This is the second consecutive year BDCH has earned this distinction, and we are still the only Wisconsin rural hospital to receive this honor since it was created in 2006.

This recognition is a testament to the vision and leadership of our Board of Directors, the commitment and dedication of the BDCH Medical Staff and providers, our employees and volunteers, and our partners in the community. Working together, we have been able to provide our region with the safe and high-quality care they deserve.

BDCH was one of only 98 Top Hospitals recognized nationally by The Leapfrog Group, including:

24 Top Rural Hospitals
62 Top Urban Hospitals
12 Top Children's Hospitals

The selection is based on the results of The Leapfrog Group's annual hospital survey, which measures hospitals' performance on patient safety and quality, focusing on three critical areas of hospital care: how patients fare, resource use and management structures established to prevent errors. Performance across many areas of hospital care is considered in establishing the qualifications for the award, including survival rates for high-risk procedures and a hospital's ability to prevent medication errors.

Thank you again for all you do to ensure our region has access to the safest, high-quality care possible. We couldn't do this without you.

Craft Fair Basket Winners



The Partners Craft Fair completed its 9th year. Special thanks to Co-Chairs Betty Michael and Ramona Ross for leading this year's project. Proceeds raised from this event are used to help the Employees Helping Employees Fund.

Every year BDCH departments create baskets that are used to help raise money. The basket that receives the most raffle tickets is the winner. This year's Craft Fair Basket winner was the BDCH Patient Accounts Department. Pictured in front from left is Karen Wiersma, Ramona Ross (Craft Fair Co-Chair), Lynn Drake, Terry Hupf and Mark Lieberthal. In back from left is Arletta Trejo (Partners of BDCH Co-President), Marianne Koerner, Rachel Johnson, Kris Sekel and Jill VanGrinsven. The Partners would like to thank all the departments for providing a basket for the craft fair.

Partners of BDCH Annual Christmas Party



The Partners of BDCH held their annual Christmas party on December 14th. Pictured with Santa is Gail Hope-Henschel. The Partners are looking forward to another great year in 2016. In 2015 the Partners provided a generous \$70,000 donation to the Foundation in support of BDCHF programs and local health and wellness initiatives.

Patient Satisfaction

Patient satisfaction equals customer satisfaction in the healthcare setting, and is essential to the well-being of the organization. When patients are happy with the care they receive, they are more likely to return and to recommend Beaver Dam Hospitals Inc. to their friends and families. There are also comparison sites on the Internet, based on the surveys, for the public to view and compare to other hospitals and state and national averages when they are choosing a hospital or physician.

Press Ganey is BDCH's vendor for patient satisfaction surveys. The surveys contain a variety of questions such as cleanliness of the facility, nurse and physician communication, and recommendation of the facility to others. The directors in each department also use the information to identify areas for improvement within their departments to improve satisfaction throughout the organization.

Since volunteers often guide patients and visitors in various ways, in different areas, they might help with patient satisfaction by assisting with direction and communication. Often, a welcoming smile and offering assistance will help make a positive impression. Keep in mind that a person may not be on their best behavior because of anxiety or illness, but our empathy is important to their satisfaction. Alerting housekeeping to spills or even picking up a piece of paper can help make a difference in a patient's opinion.

Patient satisfaction surveys do not include questions directly related to volunteer services. The most effective ways for volunteers to contribute are being aware of the environment and providing a positive experience.

Jen Compton RN, BSN

Clinical Quality and Outcomes Management Lead

Volunteer Recognition Lunch Friday, April 29th

Volunteers from BDCH are invited to attend a volunteer recognition luncheon on Friday, April 29th from 11:30 am—1:00 pm at Old Hickory in Beaver Dam. This day will be a celebration of volunteer service to BDCH. You will receive an invitation in the mail with more information about this event. We look forward to seeing you there.

Nationally, volunteers are recognized in the month of April as they provide tremendous support to many organizations throughout our country. Last fiscal year 234 volunteers accounted for 35,578 hours of service valued at \$802,284 throughout BDCH and our Community Based Resource Facilities. Thank you for your service!

Volunteer Opportunities

BDCH is always looking for new volunteers to assist with providing organizational excellence. If you are interested in the below opportunities or know of someone who is please contact Dan Moritz at dmoritz@bdch.org or call 920-887-5988.

- ◆ **Hillside Manor Nursing Home, Eagles Wings and Remembrance Home:** Primary responsibilities include: Reading to Residents (devotionals, daily newspaper, trivia, books), bingo, playing cards, (great for high school students). Activity Staff will work with you. Many events and activities occur throughout the week/weekend with times during the day and evening.
- ◆ **Mail Route Delivery:** Primary responsibilities include delivering mail from 10:00 am—12:00 pm for the hospital one or two days a week. Be a part of friendly team that includes sorting, walking and friendly customer service skills. Work independently and with others.
- ◆ **Main Lobby, 2nd and 3rd Floor Information Desk:** Primary responsibilities include friendly, welcoming, courtesy and respect for customers, greeting and interacting with patients and customers, providing directions, walking, pushing wheelchairs, critical thinking skills are a must. AM and PM shifts.
- ◆ **Foot Clinic:** Primary responsibilities include customer service, checking patients in and making appointments, use of computer, phone. Wednesday morning and afternoon shifts available.
- ◆ **Records Department:** Primary responsibilities include customer service with use of phone. Open shifts from 10:00 am—2:00 pm Monday through Friday.
- ◆ **Partners Gift Shop:** Primary responsibilities include friendly and welcoming, customer service with use of phone and cash register. Gift shop is open Monday through Friday with morning and afternoon shifts available.
- ◆ **Kids Care:** Primary responsibilities include assist with rocking, soothing, feeding, help with toddlers and assist staff in providing quality care.

BDCH Mission and Vision Statements

Vision Statement: "Our BDCH Vision is to be the regional destination for health care by delivering unprecedented quality, safety and service at a competitive price."

Mission Statement: "Our BDCH Mission is to deliver excellence across a continuum of services."

Welcome New Volunteers to BDCH

New volunteers play a key role toward sustaining excellence in volunteer services. Take time to welcome our new volunteers. They are: **Betty Westra, Sophie McKnight, Rachel Ruhland, Bill Ipsen, Bridget McClean, Lindsey Baumann, Russ Schrab, Jodi Reyes, Ladin Akcacioglu, Rachael Erdman, Nick Surita and Megan Moore.**



Betty Westra
Hillside Manor



Sophie McKnight
Hillside Manor



Rachel Ruhland
HIM Records



Bill Ipsen
Hillside Manor



Bridget McClean
Kids Care



Lindsey Baumann
Hillside Manor



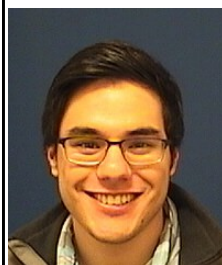
Russell Schrab
Mail Delivery



Jodi Reyes
HIM Records



Ladin Akcacioglu
Hillside Manor



Nick Surita
Rehab



Megan Moore
Home Care



Rachael Erdman
HIM Records

Volunteer Rewards

When it seems like society is focused on getting more, spending more and achieving more, it helps to think about the importance of volunteerism. Volunteering is a great way to make a difference in the lives of others. Everyday volunteers give of their time and talents to help provide excellence at Beaver Dam Community Hospitals, Inc. Research has indicated that volunteering has benefits to those who regularly take time to engage as a volunteer. Not only do volunteers provide assistance in helping others, they also receive from their acts of kindness.



Patty Vinz with Arabella (pet therapy dog) volunteer their time at Hillside Manor and Remembrance Home

Here is what research is finding: “Older adults who stay active by volunteering may derive a health boost. A study published online in *Psychological Bulletin* is the first to take a broad-brush look at all the available peer-reviewed evidence regarding the psychosocial health benefits of volunteering for adults age 50 and older. Researchers found that volunteering is associated with reduced depression, better overall health, fewer functional limitations, and greater longevity. The data also indicate that health benefits may depend on a moderate level of volunteering—there appears to be a tipping point after which greater benefits no longer accrue. The “sweet spot” appears to be at about 100 annual hours, or two to three hours per week. Volunteers of America’s retired senior volunteer program (<http://bit.ly/1xcawas>) can help you find local volunteering opportunities. Other studies have also shown heart healthy benefits to volunteering, even among adolescents. One reason for these benefits is a reduction in stress, which can increase blood pressure and heart rate. By focusing on others, you place less emphasis on your problems and the causes of stress in your life. Volunteers also tend to be more physically active. By being up and around helping others, you’re spending less time sitting. The more you can fit physical activity into your day, the greater the benefits for weight management and blood pressure control. While the best type of volunteering for heart health hasn’t been determined in research, experts say the key is to do something you find enjoyable and rewarding. That way you’ll be much more likely to stick with it.” (Heart Advisor November 2014 www.Heart-Advisor.com)

There is always room at BDCH for caring volunteers to join our team. Today is a great day to make a difference as a volunteer. Our volunteer team is currently looking for volunteers in Mail Delivery (Mondays—Fridays from 10:00 am—12:00 pm), Gift Shop, Kids Care and Information Desks. If you are interested or know of someone who is interested in volunteering please contact Volunteer Services at 920-887-5988 or email at dmoritz@bdch.org.



Bill Ipsen volunteers his time at Hillside Manor Activities with baking and science projects

ADVOCACY DAY 2016

Wednesday, March 30th at Monona Terrace in Madison

The Wisconsin Hospital Association’s Advocacy event draws over 1,000 hospital advocates from across the state to Madison each year. The event is designed to educate and motivate health care employees, trustees and volunteers on important health care-related issues and to encourage grassroots advocacy opportunities. Featured speakers give timely insight to state and federal health care issues. Participating in legislative visits allows attendees to speak up on behalf of their hospitals.

The programs starts at 8:00 am with registration and breakfast, with lunch at 12:30 (address by Governor Scott Walker, invited). The program adjourns at 1:45 pm with Legislative visits from 2:15-3:30 at the Capitol (transportation provided) for those interested in attending. If you are interested in attending this year’s Advocacy Day please contact Partners of BDCH Co-Presidents Arletta Trejo at 920-887-1422 or artrejo@charter.net or Nancy Steinback at 920-885-6546.



Last year’s Advocacy Day 2015 left to right: Front row; Ramona Ross, Jermaine Sabourin, Shirley Johnson, Betty Michael, Lois Sell, Jan Sheppard. Back row; Laurie Schmidt, BDCH Volunteer Manager Dan Moritz, Julia Lince, Carolyn Kaul and Partners of BDCH co-president Nancy Steinback.

January Birthdays

Jill Lila, Foot Clinic Reception	2
Jan Zitzner, Partners Gift Shop	2
Mary Luckas, Catholic Mass & Remembrance Home	6
Pastor Mark Jensen, First Ev. Lutheran Church	7
Pat Walden, Partners Gift Shop	7
Doris Arndorfer, Catholic Mass & Eagle's Wings	9
Jackie Leisses, Partners Gift Shop	9
Marge Steger, Remembrance Home	10
Carol Kocher, Hillside Manor activities	12
Clarice Koopmans, Manor Chapel Pianist	15
Vicki Moss, 2nd Floor Reception	15
Gail Hope Henschel, Partners Gift Shop	18
Alyce Schoenwetter, Partners of BDCH	20
Jan Chatham, Partners Gift Shop	21
Helen Keil, Partners of BDCH	22
JoAnn Helfert, 2nd Floor and Partners Gift Shop	23
Pat Pawl, 2nd Floor Reception	27

February Birthdays

Rosemary Hartl, Catholic Mass	4
Lynnette Hoch, 3rd Floor Reception	4
Joan Crescio, Human Resources	5
Grace Souksavath, Hillside Manor Activities	6
Thomas Helfert, Partners Cookie Sale	6
Wally Fischbach, Hillside Manor Activities	8
Carla Hagen, Human Resources and Foot Clinic	9
Ann Peck, Education and Pianist	12
Margie Kamps, Clerical	14
Helen Fredrick, Lobby Reception and Mail Delivery	15
Sue Hilbert, Partners Gift Shop	17
Erv Karl, Lobby Reception	20
Mary Miller, Clerical Accounting	22
Margaret Quella, Catholic Mass & Eagles Wings	22
Lois Sell, Partners Gift Shop	22
Nancy Schwantz, 2nd Floor Reception	24
Jodi Reyes, HIM Records	26
Cathy Coughlin, Kids Care	26
Chahir, Stephanie, HIM Records	27

March Birthdays

Tom Amberson, Hillside Manor Activities	2
Dorothy Weber, Partners Gift Shop	2
Ken Waddell, Lions Happy Hour	4
Rita Kleindl, Partners of BDCH	5
Jackie Fure, 2nd Floor Reception	8
Linda Ludtke, Partners Gift Shop	8
Hunter Braun, Hillside Manor Activities	12
June Huettnner, Hillside Manor Activities	12
Pastor Thomas Drews	13
Rita Sheskey, Catholic Mass/Communion	13
Jerry Zehren, Partners Cookie Sale	14
Shannon Kelly, Hillside Manor Activities	16
Jaye Caughlin, 2nd Floor Reception	17
JoAnn Gehrke Wahlen, Partners of BDCH	17
Tom Radke, Pianist, Hillside Manor Chapel Services	20
Jean Militello, Kids Care	21
Dori Nowicki, 2nd Floor Reception	23
Warren Retzlaff, Hillside Manor Activities	23
Joan Zuehlke, Hillside Manor Beauty & Spa Day	26
Carlos Puga, HIM Records, & Hillside Manor Activities	28
Jan Sheppard, Partners of BDCH Gift Shop	29
Dale Oestreich, Rehab Reception & Foot Clinic	29
Ruth Meylink, 2nd Floor Reception	31



Save the Date

Trinity Irish Dancers Return To Beaver Dam

You're invited to join the Beaver Dam Community Hospitals Foundation, Inc., as it hosts the Trinity Irish Dancers on Friday, March 11, 2016, at the Beaver Dam High School Auditorium. The show starts at 7 p.m. and will feature fabulous costumes, colorful lights, traditional music and the spins, leaps and clicks of the world-traveling progressive Irish dance group. All proceeds benefit the BDCH Foundation and additional information on tickets will be released in February. Until then, be sure to save the date on your calendar for this fun-filled evening! Please call the BDCH Marketing & Development Office at 920-887-4851 if you have any questions.

Winter Weather Reminder

The fog, ice, snow and wind will be returning to our area before you know it! As a reminder:

- ✧ *When weather makes driving or walking hazardous and if coming in to volunteer is dangerous for you, please call and let us know you won't be in.*
- ✧ *If you are already here volunteering and the weather takes a turn for the worse, you can leave early.*
- ✧ *We want you to be safe and feel safe at all times.*



Beaver Dam Community Hospitals, Inc.
Volunteer Department
707 S. University Ave.
Beaver Dam, WI 53916

Upcoming Partner Sales

PRN SCRUB SALE

Wednesday, March 2nd

7:00 AM-4:00 PM

BDCH Conference Center

Upcoming Cookie Sales

3rd Thursday of every month

JANURAY 21 ♥ FEBRUARY 18

MARCH 17

The Nutman

BDCH Main Lobby

JANUARY 26-28 (Tuesday-Thursday)

&

MARCH 21-23 (Monday-Wednesday)

Books Are Fun!

Wednesday & Thursday

March 9 & 10

BDCH Conference Center

Cash - Credit Card - Personal Checks

Employee Payroll Deduction Available

The BDCH Volunteer Dept. strives to enhance the exceptional patient/customer experience by utilizing volunteers' unique skills, interests and qualities.