

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

Convention Welcome



Ann Bergmann

Partners friends, directors of volunteer services, honored guests, and visitors. We've been cooking for two years now tweaking our tried and true recipe looking for and adding new ingredients to make our organization a huge success—an organization that men and women will want to be part of!

At the Spring District Meetings you were able to take a good look at your local organizations and at your ingredient for a successful organization. One main ingredient was used in every Partners group recipe: That ingredient is YOU! To quote Albert Schweitzer, *"I don't know what your destiny will be, but one thing I do know: The only ones among you who will be really happy are those who have sought and found how to serve."* This quote is speaking about you—serving and giving back to your community and your hospital. You are a vital part and a vital ingredient of the health care team.

You wear many and varied health care volunteer hats. Some may choose to make a difference by baking a pie for a fundraiser, while someone else uses their computer skills to publish a newsletter. There are over 300 volunteers in this room with 300 different gifts to share. God provides us endless ways to use our gifts, talents, our skills to the fullest extent.

We have been working together on this recipe - The Recipe for a Successful Partners organization - striving to be the "Best We Can Be." Now the success depends on you.

Here is my **Recipe for Partners of WHA Success.**

Ingredients:	1 pint of participation	1 c. listening	4 Tbs. sharing
	2 qts. of kindness	1 c. amazing attitudes	
	8 oz. of organization	a healthy dash of thankfulness	
	2 c. cooperation	1 gallon of effort	

Mix all ingredients together in our local, district, and state organization each day, each meeting, each convention, and we will make a full serving of SUCCESS!

In closing, thank you for your kindness, your friendships, and your support. I have been truly blessed.

Ann Bergmann, President
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A Message From the President-Elect

Drive to Success



Mark Schaefer

What a spectacular convention we had! Thank you to Dorothy Revnew and the entire convention committee. And thank you to each attendee; I am

humbled by your election and support as I become your president. The night of the banquet and each of your individual good wishes touched my heart. Every day will be dedicated to Partners of Wisconsin Hospital Association and your volunteer organizations.

This year's convention committee, along with our 2011 convention chair, Carolyn Ward, met after the convention to discuss the comments you provided to the committee in order to enhance our next convention. The 2011 convention will be in Eau Claire October 4 - 6; please note these dates on your calendar.

Volunteers gave positive comments about this year's location (Hotel Sierra in Green Bay) and registration, as well as the guest speaker, workshops, silent auction, raffle, vendors, and volunteer displays. I also had attendees mention they liked the increased amount of flexible time that was provided. They used this time for district meetings, visiting displays, shopping at the silent auction, or just to relax.

When you attend your district fall

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meetings, please share the information you obtained at the convention, as not everyone was able to attend. We were delighted to have over 24 volunteers that attended the convention for the first time. Maybe you will be a first-time attendee next year. The convention is an excellent occasion to share your successes or gain knowledge to improve your organization or personal life.

God Bless!

Mark Schaefer, President-Elect
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2010 Convention was Recipe for Success

It is hard to believe the 2010 Convention, "The Recipe for Success: Be the Best You Can Be," (cooking in Title Town) is over. We had 308 attendees, which included 23 one-day registrations. There were 24 "smiling faces" for first-time convention registrants. They all seemed to be very excited about being there, felt it was worth their time, and were looking forward to next year.

The tailgate party on Tuesday evening was enjoyed by everyone. Looking around the room you could see a lot of people wearing aprons to go along with the theme, and a lot of Packer apparel. Although taking a closer look, you could see some Bear and Viking fans, which created some friendly rivalry. A fun time for all!

We couldn't have had our convention at a better place. Hotel Sierra was great in every way. All of the staff was friendly and very helpful. Every time we asked for something, it was done almost before we asked. Thank you to everyone at Hotel Sierra!

A big "thank you" to all of you and there were many that helped me.

Now on to the 2011 Convention at The Plaza in Eau Claire, October 4-6. Save the date.

Dorothy Revnew, Convention Chair
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WAVE Award Winners Honored at Annual Convention

At the recent Partners of WHA State Convention, four Partners organizations were honored with WAVE Awards at the Tuesday evening tailgate banquet.

In the category of community service programs, Mercy Health System Association of Volunteers (Janesville) was honored for their "Hospitality House" program, which provides free lodging and supportive services in a spacious, furnished duplex home, with fully-stocked kitchen, bedding, and bathroom supplies. The Hospitality House extends the good neighbor philosophy and volunteer spirit to anyone in need.

The Aspirus Volunteers (Wausau) were honored for their "Aspirus Therapy Dog Program" with a WAVE Award in the category of in-service hospital volunteer programs. The program's effectiveness has significantly grown during the last decade, as evidenced by the number of volunteer handlers increasing from four to 24; the number of departments visited increased from three to 12 plus the Aspirus Hospice House; and visits expanded from twice per week to visits throughout the entire week.

The "Annual Salad Luncheon," celebrating its 44th year, was the recipient of the WAVE award in the fundraising programs category, and honored the St. Croix Regional Medical Center Volunteer Partners (St. Croix Falls). What started in 1966 as a fundraiser to purchase equipment for patient care has resulted in one of the largest annual social events in the community of St. Croix Falls, planned and hosted by over 65 volunteers contributing more than 500 hours of their time.

Finally, in the category of community outreach and/or collaboration programs, the Partners of Gundersen Lutheran, Inc. (La Crosse) were honored for their "Organ/Tissue Donation Education Fair." The day-long fair includes education sessions and informational displays aimed at providing participants with an appreciation of the importance of organ/tissue donation and the value of donation to the donor family and recipient. It is a free event that benefits nurses, social workers, pastoral care providers, and all professionals caring for the dying patient, as well as interested community participants.

During the presentation, 2010 WAVE Award Committee Chair Carey Kroner encouraged all Partners groups to consider submitting a program in 2011, and encouraged the 2010 WAVE winners to forward their programs on to the American Hospital Association for consideration for their national HAVE Award.

Best of the Best Administrative Award Presented to Diane Postler-Slattery

On October 13, the Partners of WHA, Inc. presented its 2010 Best of the Best Administrative Award to Diane Postler-Slattery, RN, PhD, FACHE, president and chief operating officer of Aspirus Wausau Hospital in Wausau.

During the presentation, Best of the Best Award Chair Joy Caine shared that those who nominated Postler-Slattery indicated, "Our administrator doesn't just show up at events, but truly knows the work that we do and is passionate about how important our volunteer services are to the hospital's ability to provide excellent care and service." In nominating her, the Aspirus Volunteers shared that their administrator regularly walks around the hospitals to interact with and thank volunteers individually to let them know they are valued. As well, her volunteer group said Postler-Slattery has helped foster an environment and culture where staff automatically considers how volunteers can help accomplish the work, particularly when new services are developed.

In accepting her award, Postler-Slattery indicated what an honor it is to work each day with such a special group of people who give so freely and passionately of their time and talents to their hospital.

The Partners of WHA Best of the Best Administrative Award is presented annually to recognize an on-site hospital executive who demonstrates a cooperative, supportive, enthusiastic, and well-defined relationship with his or her volunteer organization.

2011 Spring Tour:

Southern District	Tuesday, April 5
Southeast District	Wednesday, April 6
Lake Winnebago District	Thursday, April 7
Lake Michigan District	Tuesday, April 19
North Central District	Wednesday, April 20
Western District	Thursday, April 21
West Central District	Wednesday, May 4
Northwestern District	Thursday, May 5

WHA President's Report *Collaboration Cited as #1 Success Factor*

In case you missed it, the senior vice president of performance improvement for Thomson Reuters (sponsor of the 100 Top Hospitals Program), had some nice things to say about hospitals located in the Midwestern U.S. in a recent *Modern Healthcare* column. And her focus was on collaboration as a model for accelerating clinical performance improvement.

Specifically, Jean Chenoweth noted that hospitals in the five highest-performing states—Michigan, Ohio, Wisconsin, Minnesota, and Iowa—"have left previously high-performing states like California and Florida far behind." Chenoweth promises to "conduct research to learn more about the industry shift," but in the meantime hypothesizes that beginning in the early 2000's the states "consciously chose to collaborate rather than compete on quality." She noted that Midwestern hospital, health system, and state hospital association leaders "courageously committed to collaborate on transparency and quality improvement

to solve two intractable industry-wide problems: the prevalence of poor patient safety and unnecessary deaths

in hospitals." That commitment, according to Chenoweth, led to the favorable separation of delivery organizations in those states from national counterparts.

Wisconsin has been at the forefront of the transparency and performance improvement movement. Organizations like WHA, WCHQ, WHIO, and WMS have devoted substantial resources to efforts that have contributed to our state consistently ranking at or near the top of national quality report cards. But while the recognition is nice, it is also something of a calling to maintain and advance collaborative efforts in the future. WHA's recent commitment to align more closely with WCHQ is just one opportunity to do just that.

The fact that national health reform legislation, at best, may only modestly reward value remains one of the biggest disappointments of the recently-concluded national debate. But that reality should not be an impediment for doing the right thing for our patients and our communities. And the notion that highly competitive organizations have agreed to collaborate on the most important thing they do is an excellent precursor as we establish future priorities.

*Steve Brenton, President,
Wisconsin Hospital Association*

Midwestern hospital, health system, and state hospital association leaders "courageously committed to collaborate on transparency and quality improvement to..."

...the recognition is nice it is also something of a calling to maintain and advance collaborative efforts in the future.

Partners Organization Turning Up the HEAT in 2010

"Partners understand how important their hospitals are, not only for their families, but also for the economic impact on their communities, and they want their voices heard."

- Statewide Public Policy Education Chair Janet Rubenzer-Pike

The Wisconsin Hospital Association is very grateful for the continued collaboration it has with the Partners of WHA. One of the priority areas of collaboration is advocating on issues of importance to Wisconsin hospitals.

The Partners of WHA organization, especially through its local, district, and statewide public policy education chairs, has been a strong supporter of WHA's HEAT (Hospitals Education & Advocacy Team) grassroots program, annual Advocacy Day event in Madison, and much more. The volunteers of the Partners of WHA have much to be proud of in terms of their grassroots advocacy in 2010.

Take a look at these statistics:

- **Over 250 members in the WHA HEAT program** (Hospitals Education & Advocacy Team). The HEAT program educates and mobilizes hospital employees, trustees, and volunteers to engage on timely issues pending in the state Legislature or federal Congress. Join HEAT online at www.wha.org/speakUp/heatsignup.aspx.
- Partner volunteers self-reported (to the Partners organization) a total of **4,333 legislative contacts** on issues in 2010. That's amazing! See the chart at right for more details.
- Partners comprise approximately **45% of WHA Advocacy Day attendees**. Mark your calendars for April 27, 2011 for Advocacy Day 2011.

In addition to the advocacy efforts of Partners of WHA, the organization also reports the following wonderful ways volunteers continue to assist their hospitals and communities:

- Partners volunteers **raised and donated over \$2 million** in 2009, to hospitals and nursing homes throughout the state for needed equipment and other capital projects. This was accomplished through hundreds of fundraising activities.
- Partners volunteers organizations **awarded over \$450,000** in scholarships to both traditional and non-traditional students seeking health care-related degrees in 2009.
- Partners **volunteered 1.26 million hours of service** to Wisconsin hospitals in 2009. The financial value of a hospital volunteer's time has been estimated nationally at \$20.25 per hour (2008, most current figure). At that rate, the volunteers donated a total of \$25.5 million of their time and services to Wisconsin hospitals and health systems during 2009.

Type of Legislative Contact	# of Contacts
Phone Calls	605
Letters	2,635
In-Person Meetings	508
Postcards	35
Emails	555
Totals Contacts (2010)	4,333

On behalf of WHA, thank you for all you do for your hospitals!

Jenny Boese, Vice President, External Relations & Member Advocacy, Wisconsin Hospital Association

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Strategic Planning Needs You

HELP - WE NEED YOU!!

Send your project successes to the Resource Center. The tools we provide are a collaboration of your talents/activities/successes. We have had over 400 visits to our Web site each month. If you have not checked us out, do so.

The new *Leadership Handbook* is here! Each local president will receive a handbook from their district chairperson. If you would like your own handbook you may purchase a handbook by emailing Pat Dagnon. The cost for a handbook is \$30, including postage. You may also download the handbook from our Web site.

Ann Bergmann has agreed to be our resource and Web site coordinator.

Pat Dagnon, Strategic Planning Chair

Email: pmdagnon1@gmail.com; 608-732-4715

Public Policy Education Report



Janet Rubenzer-Pike

When I was appointed Public Policy Chair by our president, Ann Bergmann, I made it my "goal" to increase the number of legislative contacts by motivating and informing our members of the importance of responding to legislative issues, how those issues affect our hospitals, our communities, and ultimately each of us. I am thrilled to report that our legislative contacts have increased from **1,263 contacts in 2008 to 4,333 contact in 2009!** GREAT WORK

EVERYONE!

OUR WORK IS NOT DONE! You are all encouraged to become members of Wisconsin Hospital Association Hospitals Education and Advocacy Team, known as HEAT. HEAT is a grassroots program helping you bring important issues directly to your legislators. As a **HEAT** Advocate, you help propel legislation forward and to stop harmful legislation. As a member of HEAT, you have access to information, insight, strategy, and assistance so you can impact issues affecting your hospital and communities. Your district and local public policy chairs will be promoting and educating you about HEAT. Join HEAT today. You can sign up at: <http://www.wha.org/speakUp/heatsignup.aspx>.

While at convention, we heard from Eric Borgerding, Executive VP, Government Relations, WHA, the importance of volunteer advocacy in the quest to keep our hospitals in our community; we also heard the same message from our CEO panel. I cite, in part, Jenny Boese's message of August 17 as an example of the importance of Grassroots Advocacy. Jenny states *"All of your efforts-from face-to-face meetings, phone calls, and at least 625 emails through WHA/HEAT's voteVoice website have helped propel this issue into law. The result of your efforts will be an additional \$185 million in Medicaid dollars coming into Wisconsin. Thank you!"* HEAT MEMBERS have been telling Congress that additional Medicaid dollars (through an increase in Federal Medical Assistance Percentage-FMAP) are essential in order to help Wisconsin stabilize its Medicaid budget.

On Tuesday, November 2, we cast our votes for several important federal, state, and local positions. We live in America with so many freedoms, and one of the most fundamental freedoms is the right to vote and to vote in privacy. Never forget that with rights comes responsibility and it is our responsibilities as Americans to be knowledgeable about the candidates and to cast our VOTE November 2.

Thank you to our President Ann Bergmann for appointing me to this position. Throughout my time on the Board, I have learned so much and have met so many folks that are enthusiastic about their hospital and their communities. A very special "thank you" to Jenny Boese, WHA, for all of her help and assistance—without her, advocacy would be nearly impossible for volunteers.

Janet Rubenzer-Pike, PPE Chair
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SAVE THE DATE!
Advocacy Day
April 27, 2011

Community Health Education Report

"One by one Lord, I see and thank all those you have given me to sustain and charm my life" – Chardin

Thank you
Partners for all
that you are, and
will become. This
has been a great
opportunity to meet
so many new friends
and inspiring people.



Lisa Pepp

The work that
you do on your local, district, and state
levels reaches the heart and soul of
Wisconsinites and beyond. Continue
to do your great work in your health
projects, and remember to share them
in the Resource Center and district
meetings. Spread your passion and pick
up new volunteers on the way.

Thank you, Ann, for your
phenomenal leadership for Partners. It
has been such a privilege to work with
such a great team.

Convention 2010 was "a wow"
and will live long in our memories.
We are so lucky. Our communities are
richer because of all the gifts of self that
you bestow. Continue to be the best
health ambassadors. Many thanks to
everyone!

Lisa Pepp, CHE Chair
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Leadership Handbook

\$30.00

(includes postage)

Call Pat Dagnon

608-732-4715

pmdagnon1@gmail.com

Around the State

Fort HealthCare Partners, Fort Atkinson:

Recently, volunteers bought a carrying case for "Matilda" who is their super deluxe programmable mannequin, which is used for training purposes in the hospital and at locations away from the hospital. What a wonderful home for Matilda!

Partners of Stoughton Hospital, Stoughton:

"Dancing With the Stars" will be a new event, March 12, 2011, for this group. It will be held at the Stoughton High School. There's a lot of interest within the hospital staff, community, and volunteers. Several couples have agreed to participate in the contest. Please keep Partners all around the state informed of this new endeavor!

Partners of Eagle River Memorial Hospital, Eagle River:

The Palliative Players presented a play titled "Now or Later" at the closing session of the state convention in Green Bay in October and it was wonderful! Volunteers have organized the Abider Program to "abide" with dying patients who have no one to be with them, or family has not arrived, or family needs rest. Lisa Pepp is the chairman.

Volunteers of Ministry Saint Mary's Hospital, Rhinelander:

"Pamper Me" event was held in October in the gift shop. Hand massages using Camille Beckman hand care products were performed all day – no appointments needed. Great way to learn about skin care and receive a 20% off all Beckman products! Refreshments and door prizes were also given.

Mercy Health System Association of Volunteers, Janesville:

What do you do if you have a fellow volunteer who goes above and beyond their call of duty? You award them with the RAVE Award! Applications for nominations are available in the volunteer office for that someone who gives a little something extra, can be depended upon, or enjoys what they are doing. Keep the award going – great idea!

Partners of Black River Memorial Hospital, Black River Falls:

Partners had a gigantic Garage Sale at the National Guard Armory in August. Catchy categories for items included Granny's Attic (antiques, linens, doilies, quilts, towels, tablecloths, etc.), Pop's Toys, Tools, and Treasures, Plug-It-Ins (items that plug in), Kid's Korner (toys, dolls, games), Art, Jewelry and Gems, Kitchen Katchalls (dishes, silverware, pots, pans, jars, small appliances), Furniture Gallery, Holidays, Miscellaneous Items, and Antique Corner. Proceeds from this fundraiser went to the Partner's pledge to the hospital.

Treasurer Soon to Bid Farewell

When January 1 arrives, I will give the checkbook of Partners of WHA to a very capable gentleman, Ralph Spindler. Ralph is very familiar with QuickBooks computer accounting program. He will serve Partners well.

I would like to thank Partners for giving me the opportunity to serve as Treasurer. I have improved my accounting skills and learned the QuickBooks accounting program.

The 2010 raffle and silent auction results are: 50/50 - \$565, raffle - \$2,477, and silent auction - \$2,199. These are our biggest fundraisers. Thank you for your generous support.

To the Partners members who paid their dues on time, thank you. It is so helpful to the treasurer.

It has been an honor to serve with such fine board members. I continue to make so many wonderful friends through Partners. Your friendships are a blessing to me.

Again, my thanks to each and every one in the Partners membership for being so supportive and caring for the past two years.

Bonnie R. Olson (Hat Lady)
State Treasurer of Partners of WHA

Reaching Out Deadlines

<u>Issue</u>	<u>Deadline</u>
February 2011	Sat., January 15, 2011
May 2011	Fri., April 15, 2011
August 2011	Fri., July 15, 2011
November 2011	Sat., October 15, 2011

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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