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From the Manager

With all the negative news in the world, everywhere and every day, there still are wonderful people like you helping other people every day of the year. Although we don't often hear the positive news – I am blessed to see the positive side of life lived out by Ascension Mercy Volunteers daily. You are a key player in living out our core values at Ascension Mercy Hospital as a volunteer.

Service of the Poor

Generosity of spirit, especially for the persons most in need

Reverence

Respect and compassion for the dignity and diversity of life

Integrity

Inspiring trust through personal leadership

Wisdom

Integrated excellence and stewardship

Creativity

Courageous innovation

Dedication

Affirming the hope and joy of our ministry

These values are more important than ever in helping to guide us by clearly defining behaviors that are an essential part of our organization. This is a good time of year to take some time for yourself to reflect on your own personal goals and values. Thank you for being one of the "good people" who have chosen the goal of giving back to others. You have my heartfelt gratitude for sharing your passion and priceless time with our patients, visitors and staff. Have a Merry Christmas and a Healthy New Year!



Amy Brownson, Manager
Volunteer Services
Amy.Brownson@Ascension.org

Volunteer Spotlight - Lucia Franzen

Lucia Franzen has been a volunteer at Ascension Mercy Hospital for over 18 years donating over 3,400 hours of service. She decided to volunteer after retiring from nursing. Her last nursing role was in Case Management at Ascension Mercy. Lucia currently volunteers in the gift shop and, in addition, uses her sewing skills for hospital projects. Some of these include: making outfits for the Raggedy Ann dolls sold in the Gift Shop, making table skirts, and sewing a custom drape for the Christmas Village scene in the library.



Lucia in front of one of the ER curtains she altered

A major sewing project she recently completed was in altering patient care unit curtains to be used in the Emergency Room. Having Lucia make these alterations saved over \$10,000 - the cost for new ones! It took Lucia over a year to complete the curtain project but she was happy to do it. Rachel Loduha, Director of Environmental Services, said, "It was an amazing thing to do and really saved the hospital a lot of money. She did a great job. Thank you Lucia!"

Besides volunteering at Mercy and sewing in her spare time, Lucia also enjoys craft work such as: knitting, quilting, crocheting, and wood working. She also likes to go to the Senior Center to take her basket making class and is a member of Lakeside Quilters.

Morgan Olson, Field Placement Student
Volunteer Services

Ho, Ho, Ho!

Santa and Mrs. Claus are coming to Ascension Mercy Hospital on Saturday, December 16, 2017 from 9:00 a.m. to noon. Enter in the main hospital entrance at 500 S. Oakwood Road.

Come and share your wish list with Santa. Bring your camera so you can take a photo with both Mr. and Mrs. Claus. You'll be able to make a holiday craft and enjoy some music and refreshments too.



Ascension Branding Updates

In the coming year we will begin to see a more visible Ascension presence emerge at Ascension Mercy Hospital and throughout Wisconsin. Logos, signage, letterhead, etc., will begin to change.

As a part of the new Ascension branding there will be a change for our on-site volunteers to a new uniform vest! All Ascension Wisconsin volunteers will be in navy blue uniforms that have the Ascension logo and hospital name embroidered on them. This uniform color was chosen by Ascension administration while considering colors of uniforms currently used in each affiliate entity, colors used in other organizations and what the desired "look" is for Ascension. Most importantly, we need volunteers to be quickly identifiable, and the standard uniform color will achieve this goal.



We also need the additional security layer of all volunteers having a photo ID badge. All volunteers have an ID badge now and eventually those with Affinity branded ones will change over to Ascension badges as well. Because all Ascension badges are designed the same we will not be able to display volunteer hours of service on the badge.

Amy Brownson



The Joint Commission came through our area to evaluate the hospital on stroke certification. They chatted with the two volunteers at the North desk (**Marilyn Goska & Pat Uhler**) and they did fabulous. I also spoke with the Joint Commission person and answered her questions and as she walked away I was given a thumbs up by one of the Ascension staff that was along so I do believe we did well in our areas. Nice work!

Linda (Lynn) Swanson
Patient Registration Supervisor

We want to extend a sincere thank you for the quilts, from **Wisconsin Warmers** group. They are beautiful and will bring much joy and warmth to our patients. Thank you and them for thinking of us. They are truly appreciated.

Crystal Cram RN, BSN
Patient Care Manager Ortho/Neuro, Acute Inpatient Rehab & Respiratory Therapy

Debra Ebel RN CRRN
Inpatient Rehabilitation Services Coordinator

Violet Sorenson was spotted over at the Oakwood desk helping a family with billing questions using her Spanish skills! We are so impressed and proud to have such talented volunteers!

Alexis Dammann
Patient Access Representative

The **Gift shop** is 'exceptional' - good products for equally good prices- thank you.

Your volunteers are helpful, especially the nice girls at the **errands & information desk!!** So thankful to have such nice young people in our community! Your volunteers are so super! So helpful!

Notes from the entrance area suggestion boxes from June and July

School of Radiology Scholarship

Ascension Mercy Hospital Volunteers (MHV) are pleased to award three \$1000 scholarships to students in the Marian University Radiologic Technology (RT) Program for the 2017 - 2018 academic year; McKenna Schaubach, Grace Schuster, and Mia Voland. The students were honored at the Fall General Meeting and Luncheon.



Left to right, McKenna, Grace and Mia are this year's Radiologic Technology scholarship winners

Bev Fretchel, Scholarship Chair

Greetings from the Ascension Mercy Hospital Gift Shop

Christmas gift and decorating ideas abound in Ascension Mercy Gift Shop. Stop in during the busiest time of the year. You're sure to find decor to make your home festive for the holidays.

The volunteers are ready to help you find the perfect gift for that special someone and they will wrap the purchase for free. We celebrate Christmas - we celebrate giving.



Nancy Reichenberger
Gift Shop Coordinator
Nancy.Reichenberger@Ascension.org



Armchair Quarterback Raffle

Main Entry: armchair quarterback

Part of Speech: n

Definition: a person who offers advice or an opinion on something in which they have no expertise or involvement

Example: Super Bowl parties are full of armchair quarterbacks

Etymology: 1940; as a person watching televised sports from an armchair

Mercy Hospital Volunteers (MHV) are kicking off the football season with another Armchair Quarterback Raffle! We have received the generous donation of a 32" LG Television from Kossel's TV & Appliance and a recliner donated by Shopko.



Tickets are available for purchase in the gift shop. There will be a limited number (100) sold at the price of \$25 per ticket. We will be drawing the name of the winner a week before the Super Bowl on Friday, January 26, 2018.

So even if your team doesn't win you could finish the season ahead of the game, as the 2018 Armchair Quarterback winner! Proceeds to fund hospital and community health care programs or student scholarships.



Amy Brownson

UW - Oshkosh Citizenship Day



The UW O Citizenship day group

Citizenship Day is an annual project of the UW-Oshkosh Dept. of Residence Life and was held this year on Thursday, August 24, 2017. To demonstrate their commitment to volunteerism, staff of the Residence Life Department volunteered, for an afternoon, at various community organizations to learn more about the community and organizations that utilize students as volunteers. The group that came to Ascension Mercy Hospital, shadowed volunteers in a variety of areas and then spent some time cleaning patient charts.

Amy Brownson

Greetings from the MHV Chair

2018 will mark the 60th anniversary of the formation of the Ascension Mercy Hospital Volunteers (MHV) organization. To celebrate this milestone the MHV is planning to focus attention on a community based fund-raising event we are calling "60 for 60." This event's goal will be to raise \$60,000 for programs offered through Ascension Mercy's Oshkosh area service providers that address child wellness.

From a child's safe birthing, the ability to read and function with others, to coping rationally through their teen years with the forces that threaten mental stability- the statistics for Winnebago County are staggering. Our future is our children and they need our guidance and help.

To accomplish our task, we will be encouraging support from the community to form at least 100 teams. Seed money of \$60 will be given each team along with a challenge to go out into the community and raise funds toward our goal. Each team will determine their own unique method of raising funds.

This "60 for 60" Team Challenge Event will kick off mid-April of 2018 with a closing date of July 31. On Friday, August 10, there will be a wrap up celebration to announce the final results and thank our sponsors and participants.

However you choose to become involved, we'd love to have your assistance. We are depending on our volunteers to meet our goals. Please consider joining in the challenge to fight for child wellness.



Sue Boerschinger
MHV Chair
SBOERS42@gmail.com

Mercy Hospital Volunteers Fiscal Year 2017 Donations

We thank you for your support of Mercy Hospital Volunteers (MHV) fundraising endeavors. Below highlights the areas we were able to assist this past fiscal year.

Donated to Mercy Health Foundation Projects:

Physically Challenged Program \$7,000

P.E.A.C.E Program \$3,000

Reach Out and Read \$1,000

TOTAL \$11,000

Foundation Endowed Scholarships

1 MHV High School Senior Volunteer Scholarship \$500

2 MHV UWO Nursing Scholarships \$2,000

3 MHV Radiology Student Scholarships \$3,000.00

Memorial Donation for purchase of yarn for baby hats
\$250.00

Donation to Employee Emergency Life Crisis Fund \$324.00

Purchase of Books Donated to Schools on Color Blindness
(Children's Screening Services Group) \$500.00

TOTAL MHV DONATIONS \$17,574



Left to right: Sue Boerschinger and Debbie Seekings present Elizabeth Janzen, Mercy Health Foundation, with the MHV donation check

Be Internal-Customer-Service Savvy

You may be an external-customer-service pro, but are you internal-customer-service savvy? Internal customer service means taking care of those persons or departments in your organization and their needs with high-quality service and assistance. Knowing the key elements of internal customer service will help you so you can deliver the "wow!" factor inside as well as outside your organization.

- 1) **Promptness** - think responsiveness, speediness, and moving obstacles to "deliver the goods".
- 2) **Competency** - think showing your professionalism, skills, and completeness.
- 3) **Positivity** - think optimistic, affirming, polite, and energetic.
- 4) **Exclusivity** - show a your-needs-are-my-sole-concern-right-now attitude.

Does it sound like good internal customer service is a prescription for burnout? Just the opposite. These mostly attitude- and belief-driven behaviors can help insulate you because they produce a reciprocal response from others toward you!

EAP - Employers Solutions Frontline, Sept. 2015



Diane Griffin
Volunteer Services Specialist
Diane.Griffin@ascension.org



Pharmacy Volunteer, Judy Lambert, displays internal customer service with a smile!

Mercy Hospital Recognized for Role in Project SEARCH

Project SEARCH is a school-to-work program that takes place entirely at the work place. Ascension Mercy Hospital was recognized on October 12, 2017 by Office of the Governor with the "Wisconsin Exemplary Employer Award" for hosting Project SEARCH in Oshkosh at Ascension Mercy and Franciscan Courts and for employing those with disabilities.



Posing with the Award are L to R: Delora Newton- Administrator of the Dept of Vocational Rehabilitation, Denise Parrish- Mercy's Chief Administrative Officer, John Fuller - Director of Franciscan Courts, Amy Brownson and Amy Rolfs-Vocational Rehabilitation Supervisor

The focus of Project SEARCH is on helping youth with disabilities make successful transitions from school to adult life. Ascension Mercy and Franciscan Courts partner with the Oshkosh Area School District, Goodwill Industries, the Division of Vocational Rehabilitation and other agency support services for the benefit of the interns.

Of the twelve interns from last year's group, eleven are currently employed. Ascension Mercy hired one of last year's graduates and Franciscan Courts hired one as well.

The second class of Interns for the 2017-18 school year started their first job rotations this fall. Interns assist in the areas of PCU 1, PCU 2, Birthplace, Environmental Services, Food and Nutrition Services, Outpatient Behavioral Health, Maintenance and the Foundation at Ascension Mercy. At Franciscan Courts they are helping in the areas of Nursing, Environmental Services, Dietary and Maintenance.



Standing L to R: Surya P., Chad G., Jacob B., Daniel P., Jacob F., Nick N., Charles W. and Julia S. Sitting L to R: Morgan R., Laura V., Lura M. and Jessica H.

UW-Oshkosh Volunteers at Ascension Mercy Hospital

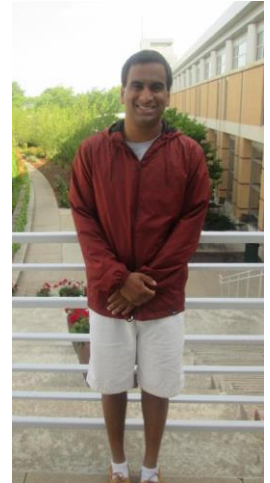
Over 60 college students, the majority from University of Wisconsin Oshkosh, volunteered at Ascension Mercy Hospital last year, donating over two thousand seven hundred hours of time. Students provide service in a variety of areas such as the Emergency Room, Patient Access, Information Desks, Errands, Pharmacy, Rehabilitation, and on Patient Care Units. While volunteering, students are able to catch a glimpse into the roles of doctors, nurses, and other staff members. Being immersed in the hospital setting can assist in cementing students' future health care career goals.



Hannah Follett

When asked why she likes volunteering at Ascension Mercy, UWO nursing student Hannah Follett says, "It's extremely rewarding. The people are always so grateful. It's also fun to explore the hospital and get to know it better as you volunteer more. For future healthcare workers, volunteering is a great way to see it in action and of course it is a great resume builder."

Medical student and former UWO Student volunteer, Vishwajit (Vish) Tuchscherer stated, "Volunteering has opened my eyes to interesting health topics, procedures, and medical advancements and has helped me realize that I want to pursue a medical career." The one major thing that he learned about Ascension Mercy in his five years of volunteering was that "a person is not just a volunteer; they are part of the healthcare team that has the common goal of making the patient's experience at the hospital the best one yet."



Vish Tuchscherer

UWO student volunteers impact Ascension Mercy in so many ways. Ascension Mercy returns the favor by enriching the lives of students and helping to mold their futures.

Haylee Hopp,
Field Placement Student Volunteer

Caregiver Background Checks - For Your Information

The following message is from Ascension Human Resource Operations regarding the Wisconsin Caregiver Background Check law.

In compliance with the state and federal equal rights laws and the state caregiver background check law, Ascension conducts caregiver background checks on existing volunteers at least every four years. Ascension will consider volunteer criminal arrest and conviction records in complying with statutory requirements. A history of criminal conviction will not automatically eliminate a person from consideration for volunteering with the organization. Ascension will evaluate the conviction record in light of the requirements of state and federal laws. In addition to criminal background checks, the organization will conduct other background checks as required by law.

All in facility volunteers are required to notify the Volunteer Services department in regards to changes related to any of the items listed below. The notification must be in writing and forwarded as soon as possible, but no later than the next working day:

- * Convictions of any crime
- * Substantiated findings of abuse, neglect or misappropriation
- * Current investigations related to abuse, neglect or misappropriation
- * Professional credential restrictions, limitations, or revocations
- * Program licensure limitations, revocations or denials
- * Discharged from any branch of the US Armed Forces, including any reserve component; residency outside the state of Wisconsin
- * Rehabilitation review requests

Human Resources

Ascension Mercy Volunteer Opportunities



Volunteers Nancy Kind and Joyce Ludwig offer friendly greetings and assistance at the Reception Desk

Reception Desk

Duties include greeting patients and visitors, customer service, office procedures and escorting patients and family. This is a great area for someone who likes a variety of interaction, can use a computer and push patients in a wheelchair.

Gift Shop

Bring your special retail therapy talents to our gift shop. The Ascension Mercy Gift shop is a cheery place to spend time as a volunteer and a great place to shop.



Gift Shop volunteer, Jan Gall, is ready to assist customers with their Gift Shop needs

You will operate the cash register, credit card machine and assist customers with shopping for baby items, fashionable jewelry and accessories, trendy clothing, candy and many other unique items. Evening, weekend and daytime shifts are available.

For more information, please contact Volunteer Services, at 223-0225 or apply online at www.affinityhealth.org/volunteer

Diane Griffin

OCM Cards Available in Gift Shop



A limited number of Oshkosh Community Media (OCM) cards are available for sale in the Ascension Mercy Hospital Gift Shop. These cards, priced at \$10.00 each, are good through December 31, 2018. They offer customers 10% or more discounts on a large selection of restaurants and other businesses, such as the House of Flowers, Ground Round, Dockside, Durango's, Hardees and Cousins. There are 24 vendors on the card. This is a MHV fundraiser that also supports community media TV channel 2 and radio station 101.9. For more information see www.friendsofocm.org

Amy Brownson

Winter Safety Tips from Your Safety Team



During winter weather, we want you to be safe not only while you're volunteering but while you're on your way to and from volunteering so plan ahead using the following safety tips. Watch your step! Be sure you wear appropriate footwear to get safely from your vehicle to your work site across potentially slippery parking lots.

If you have a cell phone be sure it is well charged and within reach. Program your department phone number into the phone so it is handy to call in if you'll be late.

If the roads are treacherous, we don't want you on them. Call volunteer services if you are not able to come in due to road conditions. Think slow in snow while driving!

To be prepared in the event of an emergency, it's good to keep a vehicle safety tool kit with the following items in your car: a shovel, windshield scraper, jumper cables, tow chains, warm clothing/blanket and gloves, high energy food, candles, flashlight with extra batteries, and matches or a lighter.

A friendly reminder when parking at Ascension Mercy Hospital - please do not park in the North/ER lot unless you have a handicapped parking permit or are parking in a white lined space. The yellow lined spaces are reserved for patients.

Carl Mohl
Safety Officer II
Emergency Management, EC, and Safety

Volunteer Holiday Hours

No volunteers will be scheduled on Thanksgiving Day (Thursday, November 23), Christmas Eve "day" (Sunday, December 24), Christmas Day (Monday, December 25) and New Year's Day (Monday, Jan. 1). New Year's Eve "day" (Sunday, December 31) is not considered a holiday except for those who volunteer after 4:00 p.m. If you have any questions on holidays, please call the Volunteer Service office at 223-0225.

For those who would like to mark their calendar for 2018, here is a list of all of the holidays where volunteers are not scheduled: Martin Luther King Day (Monday, 1-15-2018), Good Friday (3-30-2018), Easter Sunday (4-1-2018), Memorial Day (Monday, 5-28-2018), July 4, 2018 (Wednesday), Labor Day (Monday, 9-6-2018), Thanksgiving (Thursday, 11-22-18), Christmas Eve (Monday, 12-24-18) and Christmas Day (Tuesday, 12-25-2018).

Diane Griffin

In Memory ...



Emeritus volunteer, Alice Siebenhaar, passed away on September 12 at Alten Haus in Neenah. Alice began her Ascension Mercy Hospital volunteer career in 1981 and accumulated over 5,860 hours during her years of service. Alice volunteered as a Surgical and Procedures escort, making lap robes and, prior to her retirement, in Outpatient Testing.

Diane Griffin

Health Care Legislative Update

Senate leaders recently announced that a bipartisan agreement had been reached to continue funding the Children's Health Insurance Program (CHIP). The announcement of this bipartisan agreement is a significant step in the process to ensure that kids will have access to coverage through CHIP. Congressional leaders will be working to move this agreement on policy into formal language for a bill. As the legislative process moves forward, we will continue to monitor and add Ascension's voice as appropriate.

Ascension Wisconsin was part of a coalition made up of hospitals and associations across the State urging our elected officials to find a solution for CHIP funding quickly. We are glad the bipartisan work on the Senate side has resulted in a policy agreement.

Below are some additional points about CHIP for reference:

- CHIP provides affordable, comprehensive health coverage to nearly 9 million children.
- As of FY 2016, 8.9 million children were enrolled in CHIP, and as of FY 2015, CHIP provided coverage to 4,200 pregnant women.
- In FY 2013, approximately 89% of CHIP enrollees were in families with incomes at or below 200% of the Federal Poverty Level (FPL) and 97% were at or below 250% FPL.
- Since the enactment of CHIP, the uninsured rate of children age 0-17 fell from 13.9% in 1997 to 4.5% in 2015.
- Children covered by CHIP are healthier than children without insurance who have more unmet health needs.
- Children enrolled in CHIP are more likely to have a reliable source of health and dental care and to have regular well-child visits.
- Furthermore, most CHIP-covered children receive coverage for audiology exams and hearing aids.

If you have any questions about CHIP or any other developments in DC or Madison, please feel free to contact me or Reggie directly.

Elizabeth Cliffe

Director, Government Relations & Advocacy
Ascension Wisconsin
Elizabeth.Cliffe@ascension.org

Reggie Newson

Vice President of Government Relations & Chief Advocacy Officer
Ascension Wisconsin
Reginald.Newson@ascension.org

Invite a friend to volunteer



Do you know of any friends or family who may be interested in volunteering at Ascension Mercy Hospital? If an Ascension employee or volunteer recruits a new volunteer to Ascension Mercy, they receive a \$5.00 coupon to the cafeteria or Sacred Grounds Cafe. Thanks to the sixteen recruiters below for referring someone they knew. Can we add yours to the list?

Dallas Cavegn, Abby Davis, Jacob Dewhurst, Hannah Follett, Lori Herman, Stuart Klauer, Linda Kopp, Sarah Lairson, Diane Lang, Julie Latreille, Dr. John Leschke, Ruth Nevers, Haley Olkiewicz, Lauren Summers, Teresa Victory, and Garret Yakes

If you have someone you would like to recommend, call 223-0225, stop in the Ascension Mercy volunteer office, or e-mail MHVolun@ascension.org. New volunteers can apply at www.affinityhealth.org/volunteer.

Diane Griffin



New Volunteers 7/18/17 - 11/3/17

Nicholas Cappert - Food & Nutrition Service
Kayla Chu - Pharmacy
Leisha Chopra - ER Reception; Errands
Gavin Delfosse - Outpatient Procedures, Clerical
Brittany Ells - ER and ER Reception

Carol Farvour - Reception; Transport
Monica Geffers - Environmental Services Cleaning Aide
Cindy Grancorbits - Outpatient Procedures, Clerical
Namratha Hegde - ER
Andrew Herman - ER Reception
Zita Hicks- Information Desk
Cassidy James - Food & Nutrition Service
Isaiah Jolin - Outpatient Procedures, Clerical
Susan Kappell - Pharmacy
Abigail Kumbier - ER Reception
Diane Maki - Food & Nutrition Service
Ellen Meyer - Children's Screening Service
Morgan Olson - Field Student Volunteer
Nicole Peters - Outpatient Procedures, Clerical
Barbara Piencikowski - Spiritual Services
Megan Rabe - Errands
Katelyn Rand - ER Reception
Barbara Rosenthal - Information and Oakwood Desks
Roselynn Schultz - Food & Nutrition Service
Emily Thao - Errands
Maggie VandenLangenberg - Errands
Jared Victory - Errands
Aidan Zeimet - ER Reception

Diane Griffin

Calendar of Upcoming Event



2017

Dec. 1 Volunteer and Employee Bake Sale
Dec. 7-8 Collective Goods Book Sale

2018

April 19 Volunteer Recognition Event



*Wishing you all a very Merry Christmas and
a Happy and Blessed New Year*