

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 the Partners of WHA President

Thoughts from the President



Jan Molaska

I recently read “No matter how long the winter, spring is sure to follow!” After this last winter, I’m sure many of us wondered if spring would ever come. At one of the spring district meetings, people were talking about the winter. “Brutal, depressing, felt like I was living in an igloo, prisoner in my own house, and nasty” were just a few of the comments people used to describe this past winter. Thankfully, winter is behind us and spring is here to renew our spirits and bring

smiles to our faces once again.

I returned home today after attending the fifth spring district meeting. Each meeting is informative, educational, and inspirational. It is truly amazing to hear about all the projects and programs the different organizations are participating in. We need to TELL OUR STORIES! Your story might be the inspiration another organization needs to tackle a similar project or develop a new undertaking. As I mentioned on Spring Tour, send me your stories (and as Peg says – “and pictures”). These items will be shared with Kay Lyndahl, the *Reaching Out* editor, and posted on Facebook and the website.

Another “take away” from Spring Tour is the commonality of challenges the locals and districts are facing. At each of the district meetings we asked the groups to list the greatest challenges they are having and how the state Board can help. Thus far, almost every card, in one way or another, has indicated “getting individuals to step up into leadership positions” as the greatest concern. We are listening and we hear your concerns. There are two more districts we need to hear from. Following their input, we will be investigating ways to address these concerns and hopefully be able to provide some insights on how to tackle this issue.

Communication also came across as a weakness within our organization. We (the four board members) were quite taken aback by the number of groups that were not familiar with the *Reaching Out* newsletter, or the extent of the information that can be found on the website. In my opinion, for any relationship to be a successful, communication—the human connection—is the key. In my past life, for 36 years, I was a Speech and Language Pathologist. I know first

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A Message from the President-Elect

Bylaws Needed by Organizations

Welcome spring! I have thoroughly enjoyed meeting many of you on Spring Tour. We have had great discussions about governance and the proposed bylaws. Please be sure to contact me if you have any questions or concerns about any part of them. There will be a conference call at 11:45 AM on September 5.



Peg Larson

One of the benefits that WHA grants Partners of WHA is funding for three board members to attend the American Hospital Association meeting in Washington, D.C. This year, I was privileged to go. The meeting includes information on governance of local organizations and public policy. As we work on the Partners of WHA bylaws, I was struck by a discussion of hospital boards and their workings. Here is the information I took away.

The speaker stated that the most vital ingredient of an effective board is trust. The members need to exhibit respect, candor, and absolute trust. There are three duties for each member of the board: care, loyalty, and obedience.

The duty of **care** is to share judgement and good faith with the organization. Each member has a responsibility to share their good judgement openly and

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hand the frustration of not being able to communicate your thoughts, feelings, and needs. I have also witnessed the jubilation when an individual who was not able to communicate, realizes that they have conveyed their message to another human being. My promise to each individual and the organization is that there will be increased communication from the state level, and we need you to communicate with us as well. Please be sure to respond when contacted and share your thoughts and ideas.

The opportunity to visit the districts, meet and listen to the members, and develop friendships is truly a privilege and an honor. Dedication, commitment, and passion are only a few of the characteristics demonstrated by the volunteers. Vince Lombardi said, "The achievements of an organization are the results of the combined effort of each individual." Partners of WHA is a strong organization because of you—the members. I am humbled to be a member of Partners—an incredible organization that continually gives from the heart.

With gratitude,

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honestly on the issues facing the group. This includes a fiduciary responsibility to do the right things for the right reasons at the right time in the right way.

The duty of **loyalty** includes acting objectively, without bias. Any conflict of interest should be handled carefully to ensure decisions are made fairly in the best interest of the organization. Board members should avoid using their position inappropriately.

The duty of **obedience** requires members to follow the rules of the organization and the laws of the land. The governing rules in an organization are the mission and purpose statements followed by the bylaws and the policies and procedures. A Code of Conduct spells out the expected behavior of the individuals and always includes the expectation of confidentiality. The details of what happens in the meeting should not be discussed outside the group that was present. The results of the meeting and any decisions that were made will be recorded in the minutes and, therefore, are public record.

Boards that function well build trust and partnership among the members. Individuals can rely on each other for support, consultation, and advice. Each person should be unafraid to confront the tough issues and to express opinions honestly and respectfully. The Board makeup will be best if there are complementary strengths and a positive rapport.

Partners of WHA is blessed with an excellent Board with very talented individuals. I hope that they can serve as resources to your organization to develop your board.

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Goals to be Considered by Strategic Planning Committee

The 2019/2020 Strategic Planning Committee consists of the following members: Jan Molaska, Peg Larson, Sharon Scott, Julie Steiner, Ron Williams, Jennifer Frank, Judy Jaggard, Sherry Jelic, Ginny Bosse, Robert Schuck, and me. A meeting was held March 19 and 20, 2019 and the following goals for 2019/2020 were decided upon:

- Continuous improvement of communication within all levels of the Partners of WHA organization.
- Evaluate and improve value of the Partners of WHA annual awards.
- Enhance leadership development and identification at the local level.
- Research how to improve ROI (Return on Investment) of the annual convention.

Committee members will be working on the above goals, researching and making recommendations to the Partners of WHA Board of Directors. Any suggestions or ideas you have for the betterment of the organization and/or the above goals, please contact me. Your input is important!

Thank You!

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Perceptions of Administrators

In my health care career, I have had the fortunate opportunity to work with some dedicated volunteer groups across many states, in Wisconsin called Partners. When I think of the word “partner,” I’m drawn to descriptors like—those helping you do something better than if you did it yourself, those helping you with tools you do not have, those helping you see something you didn’t see initially, and those helping you connect to someone you didn’t already know. I think those perfectly describe, as I see it, the mission of the Partners of Wisconsin Hospital Association.

As we all face the uncertainty of what health care will transform into, as we more greatly appreciate the role social determinants have upon the health of the communities we serve, and as we all try to be impactful in our health care organizations to move our focus to one of being about health as compared to being about health care, we will all be called to “Take Action.” This move is not one of just semantics, but a seismic change on so many levels—policies, practices, reimbursements, structures, and cultures—that it will take all parts of a community for this move to be successful, and thus this is where the Partners can play a hugely valuable role in being a lever to success.

In Marian Banker’s article “7 Tips for Successful Partnerships,” she identified elements, a few I’ve highlighted here, that as we Take Actions on health, along with the Partners (of WHA?), we can work hand in hand on things we have tried to do here in Boscobel, and elsewhere.

1 - Start by creating a shared Vision & Mission

As in any venture, it is critical for the partners to define the vision and mission of the venture as the very first step. If all brains aren’t going in the same direction in the same way, problems are bound to arise. While the motives for each partner can be different, the overall objectives and methods need to be the same.

2 - Make sure each partner’s needs and expectations are addressed

Each person(s) in the partnership has their own reasons for being in the partnership. Sometimes people seek a partner for capital, sometimes for expertise, sometimes for connections. These are not always expressed, yet they remain as an underlying expectation. If the expectation goes unmet, the relationship can become strained. Because each person’s expertise, motivation, and personality are different, it’s important to have these discussions regularly, especially if expectations change over time, and as individuals in any group change.

3 - Identify and utilize the strengths of each partner

Because partners join forces for a variety of reasons and expectations, sometimes the strengths of each individual may be overlooked. The most obvious strengths will probably be recognized; however, underlying strengths, when brought out, can often make a big difference in long-term motivation, commitment, and success. Good partners bring out and utilize the strengths of the individuals within the partnership, adding to the motivation, the energy, and the odds of long-term success.

We appreciate the relationship our hospitals and health care systems have with their Partners, and look forward to Taking Action together to improve the health of the communities we call home across this great state.

*David Hartberg, CEO
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Partners Tell Their Stories

Stories of Life

The Stories of Life project chronicles the lives of the tenants of Water’s Edge Assisted Living facility in Hayward, Wisconsin. It was begun as a way for tenants to become acquainted with each other, but it is also used by staff to learn more about those they care for. The tenants come from a large variety of settings, backgrounds, and experiences, but they all have two things in common—age and health.

The project is a simple one, the tenants are asked if they would like to participate in the project, and if they agree, their names are given to the volunteer writer who calls on them to set a date and time for an interview. When the individual’s story is written, it is reviewed with the tenant to make sure the information is correct and the tenant approves the story. The stories are placed in a notebook that can be shared with all who wish to read them.

“VOLUNTEERS, OUR PRECIOUS GEMS” Prepares for State Convention



Mark your calendars for Tuesday, October 1 - Thursday, October 3, 2019, at the Red Lion Paper Valley Hotel and Convention Center in beautiful

downtown Appleton for the annual Partners Convention.

As convention chair, I'm truly excited how well the planning is progressing. Volunteers from Southeastern and Lakes Districts are working diligently to ensure an educational, spirited, and enjoyable three days of speakers, workshops, delicious food, and the opportunity to network with fellow volunteers throughout our great state of Wisconsin.

Both the keynote speaker, Rob Toonkil, and closing speaker, Alison Starr, are looking forward to presenting educational and inspiring messages to all attendees. A “tickle” to workshop presentations include: wills and trusts (in layman language), advocacy and legislative updates, technology in health care, community health needs with an emphasis on suicide statistics, simple strategies for taking charge of your wellness, and the Oak Creek Sheriff involved in the Shik shooting. A sampling of choices and other presentations being pursued include: gift shops, fundraisers, and leadership topics—a little something for everyone.

Raffle tickets have been distributed during Spring Tour. There are some wonderful prizes and more coming in!!!! Please remember to bring your tickets (**both sold and unsold**) to convention. **Do not send tickets through the U.S. postal service since it is unlawful.**

“Oh, what do I wear throughout convention?” is a common question. In answer, business casual is always acceptable; **HOWEVER, gems being in our theme - why not bring out those sparkly tops, earrings, and shoes....** whatever makes YOU feel like a precious gem.

Registration information and convention booklet will be coming mid-summer.

So looking forward to sharing convention with you, greeting familiar faces, and welcoming new faces. Have a most enjoyable summer and see you in October!!!!

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Partners of WHA attend WHA's Advocacy Day, meet with 130 Legislators

Thank you Partners of WHA! You turned out in numbers and joined nearly 1,000 hospital leaders, employees, trustees, and volunteers for WHA's Advocacy Day 2019 April 17. This annual event brings hospital advocates together to learn about key health care issues facing Wisconsin, and also provides an opportunity to meet with lawmakers to discuss how their policy decisions impact communities across the state.



Partners of WHA officers at WHA's 2019 Advocacy Day.
L to R: Julie Steiner, Treasurer; Jan Molaska, President; Peg Larson, President-Elect; and Sharon Scott, Secretary.

Former four-term Wisconsin Governor and U.S. Health and Human Services Secretary Tommy Thompson started out the day with a discussion about Health Care Policy's Progress and New Challenges with Eric Borgerding, WHA President and CEO. The crowd then heard from the popular bipartisan state legislative panel:

- Rep. Evan Goyke (D-Milwaukee)
- Sen. LaTonya Johnson (D-Milwaukee)
- Sen. Howard Marklein (R-Spring Green)
- Rep. John Nygren (R-Marinette)

Governor Tony Evers provided the luncheon keynote address focusing his remarks on the current state

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biennial budget process. Evers noted that he has heard from health care advocates across the state who are adamant that he delivers on his promises to invest in health care, which Evers believes is important to foster economic growth and stability in the state. Evers said his proposed budget is structured to improve access to medical care across the state.



Attendees at WHA's 2019 Advocacy Day

In the afternoon, Partners joined nearly 500 attendees to meet with 130 elected officials in the State Capitol. They urged legislators to fund increases in Medicaid reimbursement which lags significantly behind the cost of caring for some of Wisconsin's most vulnerable citizens, as well as treat telehealth the same as other Medicaid services to expand access to health care and keep up with the pace of technology. Advocates also expressed that Wisconsin hospitals are a vital asset for the state's economic future and are woven into the fabric of rural, urban, and suburban communities across the state.

Save-the-date for Advocacy Day 2020! Mark your calendars now for **March 18, 2020 and plan to join us for next year's Advocacy Day!**



Gundersen Boscobel Area Hospital and Clinics volunteers



Crossing Rivers Health Medical Center, Prairie du Chien volunteers



Mayo Clinic Health System-Franciscan Healthcare, LaCrosse volunteers



Constituents meet with Rep. Gordon Hintz



Constituents meet with Sen. Jerry Petrowski

Public Policy Education Report

The Wisconsin Hospital Association (WHA) continues to acknowledge the value of volunteers by including members of the Partners Board as part of the Wisconsin contingent to the American Hospital Association (AHA) meeting and visits to the Wisconsin Congressional members in Washington, D.C. I sincerely appreciate the opportunity to participate with WHA and express our gratitude for their tremendous support of Partners of WHA.

During the visits, WHA members focused on three main issues—site-neutral payments, price transparency, and growing our workforce.

Site-neutral payments refers to the Centers for Medicare & Medicaid Services (CMS) policy designed to pay the same rate for the same services, regardless of the setting. Although the idea sounds logical, it creates challenges for hospitals by reducing their payments. Hospitals face higher costs because they typically care for patients with more complex medical needs. Hospitals are open 24 hours a day, 7 days a week. Hospitals also face a more complex and expensive regulatory environment than other settings. Currently, Wisconsin hospitals only receive 65% of costs for Medicaid patients and 75% for Medicare patients. Congress has previously protected existing hospital outpatient departments from these cuts, recognizing their high costs and that hospitals need to be able to plan for their budgets. Wisconsin has a reputation for providing some of the highest quality care in the country. WHA is asking that rather than doing piecemeal cuts, CMS pursue fundamental payment reform that rewards high-quality, high-value states like Wisconsin.

Price transparency is another issue that is currently being discussed. Wisconsin has been a national leader in transparency, providing meaningful price and quality data through [PricePoint](#) and [CheckPoint](#) for more than 15 years. WHA supports Congressional efforts to further increase transparency for consumers. WHA has reconvened its Transparency Taskforce to gather recommendations on how to improve transparency and reduce instances that lead to surprise medical bills. We need to protect patients from “surprise” medical bills, and make it easier for consumers to understand what they will pay before they access health care services. WHA and its members want to be part of the solution and ask that Congress work with all stakeholders as it explores legislation to address these complicated issues.

The third main issue being addressed by WHA is “growing our workforce.” Wisconsin faces a projected

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Community Health Education Report



Sherry Jelic

With many of today’s news reports, it is evident that we are in the midst of an ongoing mental health crisis. Everybody has mental health. And, just like physical health, a person’s mental health may need attention. Since we advocate for our hospitals and health, let’s look at

mental health statistics in our own state.

With a population of approximately 5.8 million people, nearly 1.45 million people in Wisconsin live with a mental or behavioral health issue, such as anxiety, depression, schizophrenia, addiction, or substance abuse. Wisconsin ranks 4th in the nation for mental health issues.

Almost 4% of adults in Wisconsin (SAMHSA) live with a serious mental health condition. Mental Health in America - 2018 Access to Care Data reported 52.4%, or 436,000 adults living with a mental health illness in Wisconsin, did not receive treatment. And, the U.S. Department of Health and Human Services states that of those with a *diagnosable* mental health condition, only about 44% of adults receive treatment.

Wisconsin statistics for *child* mental health do not look much better. A 2017 study found that 42% of Wisconsin high school students report high levels of anxiety, and 27% report high levels of depression. Suicide is the 2nd leading cause of death in ages 15-24. Wisconsin is 42nd in the nation for child access to mental health services. Of Wisconsin’s 72 counties, 48 lacked a practicing child psychiatrist according to 2017 statistics of the American Academy of Child & Adolescent Psychiatry. Two-thirds of children with mental health needs do not receive care.

Addressing provider shortage is one vital step to improving treatment. Nationally, there are 9,000 child psychiatrists, but the need is for 32,000. It was stated at the Mental Health Summit held in DePere, March 29, 2019, and sponsored by the Medical College of Wisconsin, that Wisconsin’s 68 of 72 counties report inadequate provider coverage for mental health issues. Twenty counties do not have any coverage. In order to address this shortage, Wisconsin needs 255 more psychiatrists. Another factor is Wisconsin is the 15th ‘oldest’ state in the country—which translates to an aging workforce—59% of psychiatrists are over the age of 55, and 25% are over 65.

In the U.S. there are 220,000 licensed nurse practitioners—5.4% of these NPs are psychiatric trained. In Wisconsin there are about 275 advertised vacancies for

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physician shortage driven by aging demographics. The number of people over age 65 will double in every Wisconsin county by 2030. Congress capped graduate medical education (GME) funding of physician residency slots in 1996 and has not adjusted levels despite the growing need for new physicians. With the federal GME levels capped, WHA has worked with state lawmakers in a bipartisan fashion to enact a tremendously successful residency grant program. By 2020 there will be 133 new physician residency slots across the state in both rural and urban areas and including key specialty areas like psychiatry. Hard data shows that 86% of Wisconsin students who go to medical school and do their residency in Wisconsin will stay and practice in Wisconsin, making this a key tool toward recruiting new physicians. WHA is extremely grateful to Wisconsin's Congressional delegation for their support of the Kind/Gallagher Advancing Medical Resident Training in Community Hospitals Act, HR 1358. WHA is also asking for continued support for the Resident Physician Shortage Reduction Act of 2019, which would create 15,000 new residency slots above today's current GME caps.

There will be much more conversation on these issues in the future. Please continue to follow the issues and respond to HEAT alerts as they become necessary.

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How to Live Our Lives

A village decided to pray for rain. On the day of prayer, all the people gathered but one boy came with an umbrella...

That is **FAITH!**

When you throw a baby in the air, she laughs because she knows you will catch her...

That is **TRUST!**

Every night we go to bed, without any assurance of being alive the next morning, but still we set the alarm to wake up...

That is **HOPE!**

We plan big things for tomorrow in spite of zero knowledge of the future...

That is **CONFIDENCE!**

We see the world suffering, but still we get married and have children...

That is **LOVE!**

On an old man's shirt was written a sentence "I am not 66 years old – I am sweet sixteen with 50 years' experience..."

That is **ATTITUDE!**

Thanks to Ascension Good Samaritan Hospital Volunteers, Merrill for sharing this article!

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psychiatric prepared nurse practitioners.

Lack of access to mental health services strains not only the individual, but also his or her family, coworkers, caretakers, and the community. It is estimated that costs associated with mental illness have a \$9 billion impact on Wisconsin's economy due to lost productivity, public assistance, and crime. It could make a huge difference if we put even a portion of that into better mental health access and services. Wisconsin hospitals are actively engaged in actions that will improve our ratings in mental health treatment, so that Wisconsin can be top rated for quality and access not only for physical health, but mental health as well.

There is NO health without mental health. We must ask ourselves, our communities, and our legislators not what we CAN do, but what we ARE going to do to address mental health issues.

RESOURCES: Medical College of Wisconsin
 Namiwisconsin.org (National Alliance on Mental Illness)
 rtor.org (Resources to Recover) - sign up for their newsletter!
 mhawisconsin.org (Mental Health America of Wisconsin)

Sherry Jelic, CHE Chair
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Around the State

Oconomowoc Memorial Auxiliary and Volunteer Services, Oconomowoc:

Future donations will be made to “Cancer Angels 4 Kids,” which is a new local organization that provides financial aid to families of children diagnosed with cancer and other life-threatening illnesses. Way to go volunteers!

Ripon Medical Center Volunteers, Ripon:

“Treats for Sweets Sale” was held February 13 in the Ripon Medical Center. Volunteers assembled the treats, which include cookies, chocolate goodies, and candies. Great money-maker!

Ascension of Our Lady of Victory Hospital Partners, Stanley:

Partners are contributing to purchase waiting room chairs and couches, which are higher, for ortho patients who cannot sit in the lower furniture due to hip and knee replacements. The chairs are made of a durable material that can be cleaned more easily, making them better for infection control.

Volunteer – Partners – Ascension Eagle River Hospital, Eagle River:

A Volunteer Advisory Board is being established to ensure ongoing collaboration and partnership. The role of the Advisory Board will be to provide advice and guidance to the management of Eagle River Hospital (Coordinator Volunteer Services, Director of Nursing, and Chief Administrative Officer) for the ongoing activities and support of the volunteer members. The Advisory Board will meet four times a year to give input, to react to ideas from management, and to make suggestion that will advance the work of and collaboration with the hospital.

Kay Lyndahl, Editor

Best of the Best Award Nominations Due June 7

The Best of the Best Award honors on-site administrators of Wisconsin hospitals who demonstrate a cooperative, supportive, enthusiastic, and well-defined relationship with their volunteer organization.

The Award nominations are due by June 7, 2019. Nomination forms have been mailed to all Partners of WHA presidents and were available at all spring district meetings. If you didn't receive a form or need a new one, they are available on the www.partnersofwha.org website.

The Best of the Best Committee will evaluate each nomination and make a decision based upon the information provided on the application. Even if you have submitted an application in the past, and your nominee wasn't chosen, please feel free to enter the nomination again.

The 2019 Committee includes last year's recipient, Jenny Derks, Chief Administrative Officer, Ascension Calumet Hospital, Chilton; Bev Lazar, Hawkins; Donnell Christianson, Stanley; Randy Abraham, Janesville; Jennifer Frank, WHA; and Arletta Trejo, Chair, Beaver Dam.

If you have any questions, please contact me.

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Reaching Out Deadlines

<u>Issue</u>	<u>Deadline</u>
August 2019	Mon., July 15, 2019
November 2019	Sat., October 12, 2019
February 2020	Tues., January 14, 2020
May 2020	Sun., April 12, 2020

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

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