

# HSHS SACRED HEART HOSPITAL VOLUNTEER PARTNERS

Spring/Summer 2020

April is National Volunteer Month, and we celebrate all volunteers for their dedication and commitment to our mission of care. The hospital volunteers listed are being recognized this year for their milestones.

**CONGRATULATIONS ON YOUR DEDICATION AND SERVICE!**

**\*\*\*WE GIVE GRATEFUL THANKS\*\*\***

<b>25 Years</b> Kitty Pille	<b>20 Years</b> Richard Hazelton Diane Richards	<b>15 Years</b> Kathy Dawald	<b>10 Years</b> Barb Heuschele Judy Peak Paul Vanderheiden	<b>5 Years</b> Sandy Gobler Georgia Haley Janet Lorentz Bill McCullough
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## HSHS SACRED HEART HOSPITAL PARTNERS PRAYER

Almighty God and Father, Bless our service here at Sacred Heart Hospital, in which we strive to bring comfort and hope to all who are suffering in mind, body or spirit.

Guide us that we may use the opportunity given us to help in carrying on the apostolic mission of the Hospital Sisters in serving the sick, the aged, the poor and the terminally ill without regard to race, color, creed or national origin.

Grant us wisdom and strength in directing our ministry, offered in collaboration with our medical and hospital staff to those who are in need. Heavenly Father, we ask this in your name. Amen

## FROM THE ADMINISTRATION

We're living in challenging times right now, aren't we? Thank you for staying home to help stop the spread of this unprecedented COVID-19 virus. I hope that you are well and staying safe.

Our hospital is incredibly focused on protecting our patients, colleagues and providers. Our country scientists are learning more every day about this evolving disease. I ask you to stay calm and stay healthy - not just physically healthy but mentally healthy too. Stay connected with your friends and family via video chat, a phone call, an email or a mailed letter. Reaching out to those you love can truly lift spirits and melt away stress. Take advantage of today and do something that makes you happy.

No one can predict what the future holds, but I am confident we will weather this storm. I wish you the gift of good health, and I look forward to seeing your smiling faces back in our hospital once this pandemic subsides.

Yours in Service,  
Sandy Anderson, Interim President & CEO  
HSHS Sacred Heart Hospital

## A NOTE FROM YOUR "FELLOW VOLUNTEER" AND PRESIDENT

There has been no volunteering at Sacred Heart Hospital since March 16, and unfortunately, this will continue for some time to come. It has been a profoundly difficult experience for all of us, especially as volunteers.

Volunteers, like you and me, are giving people. During these many weeks, our opportunities for serving others have been severely limited. Perhaps some of us have found other ways to serve, but I'm sure we have all greatly missed volunteering at our beloved Sacred Heart Hospital. We have not been able to distribute Communion to patients, or assist customers in the Gift Shop, or greet and provide help to visitors at the Information Desk, or transport needed items to various areas of the Hospital, or any of the other many ways in which we as volunteers make such a great difference to patients, staff and visitors.

This has been a time to reflect on many things, but as volunteers we reflect on the value and importance of volunteering, both for ourselves and for those we serve. It has been difficult for so many of us isolated in our homes without the opportunity for social contact that volunteering provides for us. May this challenging time that we have been experiencing be an opportunity for us to realize, more than ever, how important is the work that we do as volunteers.

Let's hope that we'll soon be volunteering again at the Hospital. Let's look forward to seeing each other again, offering to each other our friendly greetings, and doing what we all do so well, giving hope to others, for "There is hope here."

Steve Werner, President  
Volunteer Partners Council

## GIFT SHOP NEWS

At the same time in mid-March when volunteer activity was suspended due to healthcare safety concerns for your ultimate well-being, the decision was also made to temporarily close the gift shop. The hospital will determine when we can once again open for business. Gift shop coordinator Jen Stuber will be working towards that reopening as we move forward in the months ahead. She sends her thoughts to you all and also would want you to know how much she misses everyone and can't wait to return to shower everyone with one of those great smiles of hers!

## BOARD UPDATES

### 2020-2021 Volunteer Partners Council

### NEW Election: General Council Candidate

### **ACTION REQUIRED BY ACTIVE VOLUNTEERS:**

Please email Council president Steve Werner at [werner@alumni.nd.edu](mailto:werner@alumni.nd.edu) with yea or nay for our new Council member, Sharon Stearns, our new executive members and for the rest of our Council.

Information is as follows:

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My name is Sharon Stearns, and I am a western Kansas native where I grew up on a beef cattle and wheat farm.

I earned an Associate of Arts degree as a Physical Therapy Assistant and also earned an Associate of Arts degree as an Administrative Assistant.

I met my husband at college, married soon after, and moved to Oklahoma for 8 years where our three children were born. My family has been in Eau Claire for over 22 years, where I began working at St. Mary's Church as the parish secretary then Administrative Assistant for 21 years.

In 2015 I completed the Lay Formation Program at the Diocese of La Crosse and was commissioned by Bishop William Callahan as a Leader of Prayer.

I'm blessed to have three children and eight adorable grandchildren, and devote much of my time to them, volunteering at HSHS and at my parish.

You can typically find me enjoying camping with my family, reading, sewing, or playing with the little ones.

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## RE-ELECTION CANDIDATES (Current Council Members):

**President:** Kathy Herfel was elected to the Board in 2017 at the annual business meeting. She enjoys spreading joy through her volunteering with the Threshold Singers and using her talent to bring joy to the Hospital's patients. Kathy also serves on and helps analyze the Partners' Fundraising Committee commitments.

**President-elect:** Carol Dittmar was elected to the Council in 2019 at the annual business meeting. She is a retired lawyer but continues to serve as a Business Law professor at the University of Wisconsin-Eau Claire as well as being a very active community volunteer. She obtained both her accounting and law degrees at Marquette University in Milwaukee and immediately after her graduation in 1986 began her law career at the-then Garvey Anderson Law Firm in Eau Claire. Carol became the first woman partner there in 1991 and remained with that firm until their merger with Ruder Ware in 2005. At that time she opened her own law firm in Chippewa Falls, WI and concentrated in the representation of employees. She continued that law practice until retiring in 2017, however, and as earlier stated, remains active as an adjunct professor and community volunteer.

Her husband, Dennis Knutson, and she adopted three children from Russia, the youngest of whom is now 23, and they have been blessed with many grandchildren. Carol is an active member of her church and has served in leadership roles there and with the Threshold Singers of the Chippewa Valley, the Valley Gospel Choir and Luther Park Bible Camp. She enjoys singing (obviously), cooking, photography, gardening, traveling and yoga.

**Secretary:** Mark Richter was elected to the Board of Directors at the 2018 annual business meeting. Mark has worked at two other hospitals as a volunteer in Minnesota and Rice Lake before moving to Eau Claire. He also performs as an actor at the State Theatre.

**Treasurer:** Mary Ryberg was elected to the Board of Directors at the 2015 annual business meeting. She currently volunteers in the Gift Shop and as a Eucharistic Minister. Mary is from Winona, MN and obtained a degree from St. Catherine's College in Minnesota. She was a part-time math instructor at Chippewa Valley Technical College for 26 years. Mary enjoys playing bridge, golfing, flower-gardening, reading and babysitting her grandchildren.

Here is what we are looking at for the 2020-21 Council which starts effective, July 1, 2020:

President	Kathy Herfel	Executive Council Member
President-elect	Carol Dittmar	Executive Council Member
Immediate Past President	Steve Werner	Executive Council Member
Secretary	Mark Richter	Executive Council Member
Treasurer	Mary Ryberg	Executive Council Member
Council Member	Cathy Barkovich	Co-chair Health Education
Council Member	Mary Ann Bowman	Co-chair Health Education
Council Member	Bill McCullough	PPE Co-chair
Council Member	Sandy Gobler	Council Member at Large
Council Member	Judy Peak	Council Member at Large
Council Member	Sharon Stearns	Council Member at Large

## A TIME TO REMEMBER

The Volunteer Partners wish to extend our sincere and heartfelt sympathy to the families and friends of the following volunteers who will be honored in the TAG (Tuition Assistance Grant): Gerri Bainter and Georgiann Olson.

Our sympathy and prayers to the following volunteers on the loss of a loved one, or are experiencing serious illness: Mary Gervais and Karleen Notham.

## PUBLIC POLICY AND EDUCATION

**2020 CENSUS:** In October 2019, Governor Evers signed Executive Order #55, for the Creation of a Complete County Committee for the 2020 Census. From the data, the federal government will allocate over \$675 billion dollars in federal funds to states, counties and communities, and the result will determine the number of representatives each state will have in the United States House of Representatives and legislative districts for the State in the assembly.

### WHY IS THIS IMPORTANT TO HEALTHCARE?

1. The Federal Medicaid Assistance Percentage, FMAP, establishes how Medicaid benefit costs are shared between the federal government and each state. The result is determined by the per capita personal income data collected by the census and the result of both income and population data.
2. The Medicare Physician Fee Schedule determines the fee-for-service payments practitioners receive.
3. Health Professions Shortage Areas are determined by demographic data received through Census.
4. Medically Underserved Area/populations are those identified that lack access to primary care services.
5. Rural Health Clinic shortages: Governors can designate these areas and provide services through a Rural Health Clinic Certification based on many factors to include the percentage of age 65 and older citizens in particular areas based on census data.

Wisconsin had a respectable return rate of over 85% in the 2010 decennial census. Hopefully, we will meet or exceed that return in this critically important period.

Bill McCullough, State Public Policy Chair  
Partners of WHA

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The United States Census 2020 is of vital importance to healthcare. Since the U. S. census is only taken every ten years, it is important to view the changes in the status from the past ten years and to predict on the next ten years. Census data is used to distribute more than \$675 billion in federal funds to states. The largest impact is the federal Medicaid program in which the census data is used to allocate matching funds to states. In 2015, over \$300 billion of matching funds was used for Medicaid to states using census data. Undercounting people who live in Wisconsin costs the state healthcare revenue and impacts political representation as U. S. congressional seats are allotted based on state population.

An area affected by the census is the Medicare Physician Fee Schedule. The fee schedule is based on codes that represent the cost of resources required to provide partial procedures or services. Part of the census data provides one-year estimates of economic characteristics and wages. This is a simplified explanation of how the fee schedule is determined.

The U. S. Census Bureau data helps to determine Health Professions Shortage Areas. It also identifies Medical Underserved Areas and Populations. This information indicates geographic areas and populations which lack primary care. Census data shows provider per 1,000 population ratios, percent of population at 100% of the federal poverty level, percent of population 65 and over, and infant mortality rate. Rural Health Clinics indicate where the percent of the population is higher than the state average.

In Wisconsin, 7% of the current population (394,796) lives in hard to count neighborhoods. Almost a quarter did not respond in 2010, and after much follow up, 7% did not respond. The Census Bureau is urging most households to respond online via internet. The Waukesha area, and most northern counties across the state have no internet and dial up only.

To be effective and to make an impact on the entire Wisconsin population, all persons must be counted.

(Information cited from WHA The Valued Voice 2/13 2020 and 3/19/20)

Sharon Schug, PPE Chair  
Volunteer Partners Council

## COMMUNITY HEALTH EDUCATION

Anxiety disorders are real. They're the most common group of mental illnesses and medical conditions. These disorders affect about 40 million people overall, and up to 20% of Americans each year (this could be a low estimate due to lack of treatment). Too much anxiety can be paralyzing with fear and worry.

**Self-care steps** can be helpful in some less serious episodes. Learn what triggers your anxiety and alleviate it.

**See a doctor** if you notice the anxiety is interfering with daily tasks.

**See a doctor immediately** if you notice suicidal thoughts.

As we continue our health education focus on mental health in 2020, educate yourself and keep informed of the issues that help or hinder our journey for the best mental health. Remember there is no health without mental health. BEGIN TALKING AND STOP THE STIGMA!

Sherry Jeic, Partners of WHA State CHE Chair (Community Health Education)  
--Excerpts from the February 2020 *Reaching Out* Partners of WHA newsletter

## TAG (TUITION ASSISTANCE GRANTS)

Congratulations to Kayla Gardner and Tessa Wozniak, colleagues at Sacred Heart Hospital, and to Crystal McCormac, a colleague at St. Joseph's Hospital, for being awarded \$1,000 *Tuition Assistance Grants* this year by the Volunteer Partners of HSHS Sacred Heart Hospital! Not only are they currently providing excellent care to patients at the Hospitals, but they are continuing their education so that they may have the opportunity to expand upon the care and service they provide. We salute them for undertaking their studies and are proud to support their efforts.

Steve Werner, TAG Committee Chair

## LETTERS FROM TAG RECIPIENTS

The following are from this year's TAG recipients regarding their work at the Hospitals, their studies and future plans, and their appreciation for receiving the tuition assistance grants:

I am proud to say, that this year I am celebrating 10 years of serving patients at HSHS Sacred Heart Hospital! I am currently a registered nurse in the cardiac catheterization lab. I provide optimal bedside patient care through the integrated nursing process and my strong patient advocacy efforts. In my procedural nursing position, I provide comfort, hemodynamic stability and education to my patients, to further their best possible health outcome.

I am studying for my Doctor of Nursing Practice (DNP) degree, with a family nurse practitioner focus. My DNP degree will provide me with the knowledge of theory and evidence-based clinical decision-making with children, adults and families as a unit. As a provider I will integrate ethics, cultural influences, and social awareness in providing holistic care to my patients and their families. I will attain leadership skills with an analysis of external and internal influences through my studies. I plan to be a doctorally prepared family nurse practitioner that focuses on promoting, improving, and sustaining effective family functioning to individuals, families and the community. Furthermore, I will soften illness suffering and promote family healing through holistic and medicinal intervention.

I am blessed to be a recipient of the 2020 Volunteer Partners Tuition Assistance Grant. These funds will assist me in paying for my graduate program credits that are required for my degree.

Kayla Gardner

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Dear Volunteer Partners of HSHS Sacred Heart Hospital:

I was ecstatic to learn that I was the recipient of the Tuition Assistance Grant. I would like to thank you for your generous financial support towards my higher education.

The first time I visited HSHS Sacred Heart Hospital I knew this is a place that I would call my forever home. I moved my family from Washington State and have gradually put down roots in this wonderful community. During my years in college the first time, I worked 16-hour shifts as a CNA on the weekends and took a full-time second job as a phlebotomist in the lab working nightshift during the week. In between both jobs, I tutored a fellow struggling student. I started my career as an Echocardiographer in 2004. The encouragement and support from my upper management here at Sacred Heart Hospital has given me the drive to now pursue further education. I am currently studying Hospital Administration and have taken some extra classes in order to obtain a second emphasis in General Management. I am learning about how the many facets of a facility work together in order to keep the facility running efficiently. I am currently a junior at Lakeland University. I will graduate with my bachelor's degree in May 2021.

Post-graduation I will continue my work here at HSHS Sacred Heart Hospital. I love that my career has led me to a place where I have the time to properly care for the physical and emotional needs of my patients. I have incredibly supportive management and truly great co-workers. Awarding me this grant has lightened my post-graduation financial burden and allowed me to focus on the most important aspect of school: learning. I hope that one day I can help other students in the same way the Volunteer Partners of HSHS Sacred Heart Hospital have helped me.

Warmest Regards,

Tessa Wozniak, RDCS

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My name is Crystal McCormac, a Registered Nurse at St. Joseph's Wound Care Center since 2018 and one of this year's recipients of the Volunteer Partners Tuition Assistance Grant. I have been a nurse for almost 12 years. In 2008, I graduated from Riverland Community College and started working in Urgent Care. Since then, my career has taken me through Med/Surg, home care and hospice. It was about 7 years ago that I found my niche doing wound care and it's been my specialty ever since. I have always planned on continuing my education and I started applying to MSN programs last summer and chose my program doing the fall of 2019. I am currently enrolled in Chamberlain College of Nursing's RN-MSN program. My plan is to become a Nurse Practitioner within 3 years and continue working in Wound Care within HSHS. I work with an excellent team at St. Joseph's Wound Care Center. We all share a passion for wound healing and exceptional care.

To the Volunteer Partners, thank you for choosing me to receive one of the Grants this year. This award is a true blessing and it will provide much needed financial assistance for tuition, books and clinical supplies.

A little bit about myself: I relocated to Nashville in 2010 where I met my husband, and a few years ago we decided to head back north! I currently reside in Eagleton, WI with my husband Chris and our daughters Madelyn (15) and Sydney (4). We enjoy going to Bluegrass festivals, kayaking, visiting Duluth and our Gulf Shores beach trip every year.

Crystal McCormac

## VOLUNTEER APPRECIATED

The Volunteers provide supportive services for the colleagues of the Hospital. It was very evident to one volunteer that she is appreciated by the staff where she volunteers her time. She received a standing "O" applause from the staff on 8th floor when she reported for duty one day.

Leora Hansman volunteers on 8th floor and makes up two types of kits for dialysis patients and puts them in drawers. Leora is very conscientious and enjoys volunteering at HSHS Sacred Heart Hospital.

## PARTNERS OF WHA CONVENTION

"Volunteers, helping Hands touching Hearts" is the theme of the 2020 Partners of WHA fall convention to be held at the Chula Vista Resort, the Dells, on October 6 - 8, 2020. The convention co-chairs are working very hard to make this a very educational and fun convention. The Western District is hosting with Patsy Pippin and Iva Mulhern as Convention Co-Chairs.

## WANTED: STORIES

Do you have a story or an event you would like to tell about your experience as a volunteer? We would like to hear from you! You can contact me anytime.

Jaci Fuller, Volunteer Newsletter Coordinator, 715-225-3978 or [tomnjaci58@gmail.com](mailto:tomnjaci58@gmail.com)



## HAPPY BIRTHDAY TO VOLUNTEERS

MAY		JUNE		JULY		AUGUST	
Mary Ann Ogan	5/3	Sandra Grundman	6/3	Mavis LeBarron	7/7	Linda McLeod	8/1
Steve Werner	5/4	Patricia DesJardin	6/3	Kathleen Peterson	7/8	Kathy Dawald	8/1
Kathy Kovell	5/6	Cheryl Helland	6/6	Pat Everhart	7/9	Annette Wynn	8/4
Janet Lesniewski	5/13	Judy Pielhop	6/10	Daniel Kneer	7/10	Laura Rapienski	8/9
Catherine Barkovich	5/15	Lillian Niese	6/19	Rhonda Schnacky	7/15	Owen Moyer	8/9
Jennifer Reetz	5/20	Mark Richter	6/22	Yvonne Goth	7/16	Barb Heuschele	8/11
Barbara Fiskars	5/21	Penny Miller	6/25	Bill McCullough	7/18	Elizabeth Bauer	8/16
Marian Olson	5/27	Kathy Herfel	6/27	Julia Rohn	7/18	Mary Theisen	8/17
				Anna Bronson	7/19	Juanita Kniefel	8/17
				Barbara Gordon	7/20	Emma Gurgel	8/18
				Mallory Thies	7/22	Janice Ray	8/23
				Richard Hazelton	7/24	Ann Lamoureux	8/25
				Barb Filla	7/26		
				Theresa Spletstoser	7/28		
				Diane Richards	7/31		

## NEW VOLUNTEERS WELCOME

Welcome to the volunteers who have joined the Volunteer Partners Program at HSHS Sacred Heart Hospital since January, 2020. You are providing a valuable service to the patients, their families and Hospital staff while being a critical part of the Hospital's healing mission as you give your time and talents. Thank you for your service!

ADULTS		COLLEGE
Linda McLeod Patty Skawinski		Anna Bronson Jaiden Danelski Anna Herzog Ricki Ludwig

## WHO ARE WE?

### **PARTNERS OF WISCONSIN HOSPITAL ASSOCIATION (WHA) WHO ARE WE?**

**By Jan Molaska, President of Partners of WHA**

Many of you are probably under the assumption that your auxiliary or volunteer group is an entity in and of itself. Each local organization might do its own thing but there is a much larger picture. Many local organizations belong to districts and the districts make up Partners of WHA - the state-wide organization that represents healthcare volunteers from all over the state of Wisconsin.

I recently received this comment from a new member of a local board - it seems that the lack of knowledge of the "Partners" is itself a void. As I said, until I became involved in the Volunteer Partners Board, I do not believe that I had heard what "Partners" was or even the existence of it. The void is huge.

Partners of WHA (Wisconsin Hospital Association) Inc. is a non-profit, state wide volunteer service organization representing over 8500 hospital volunteers, of which the Wisconsin Hospital Association is a strong supporter.

The President of the Board moves into the presidency following two years as president-elect. A president-elect, secretary and treasurer are elected biennially by the voting delegates at the State convention.

**(\*The volunteers of HSHS Sacred Heart Hospital are members of this organization and a part of the West Central District of the Partners of WHA.)**

The statewide Partners of WHA organization is divided into 7 districts. The districts and number of local hospitals they represent include: Lakes (9 hospitals), North Central (10 hospitals), Northwestern (6 hospitals), Southeastern (7 hospitals), Southern (7 hospitals), West Central (6 hospitals), and Western (9 hospitals). Local organizations operate by the policies that their members establish.

In 2019 alone, 56 member organizations, representing 8500 volunteers donated 894,070 hours to their respective hospitals and communities. Money donated back to hospitals totaled \$1,706,170.70 in 2019 and 339 scholarships amounting to \$371,125.00 were presented.

Advocacy is a critical element of the work of the Partners. Partners' advocacy is grounded in the belief that people matter and their collective voices are powerful in shaping the future of healthcare. A tremendous number of Partners members show up yearly at WHA's Advocacy Day and visit with their State legislators. WHA's Hospitals Education and Advocacy team (HEAT) helps members communicate with local, state and federal legislators on legislative issues that impact our hospitals, our clinics, and the well-being of all people.

(continued further in next edition)

**All Volunteers at HSHS Sacred Heart Hospital are members of the State organization PARTNERS OF WHA. Visit the website : [www.partnersofwha.org](http://www.partnersofwha.org) for more information.**

### **VOLUNTEERS ACTIVE IN THE PARTNERS OF WHA**

Volunteers at HSHS Sacred Heart Hospital are active in the State Partners of WHA organization. Presently, Bill McCullough is the chair of Public Policy Education and is on the Strategic Planning Committee. Bill is committed to advocating healthcare services for Wisconsin. He also serves as the West Central District PPE (Public Policy Education) Chair. Bill volunteers in the PREVEA Cancer Center.

Sandy Gobler, a volunteer in the Gift Shop at HSHS Sacred Heart Hospital, is on the W.A.V.E. (Wisconsin Awards for Volunteer Excellence) Committee. This award recognizes outstanding contributions a volunteer group has given to their hospital. Awards are given at the yearly convention in four categories: Community Service, Fundraising, In-Service and Community Outreach and/or Collaboration.

Jaci Fuller is Chair of the Strategic Planning Committee. The Committee evaluates organizational functions, future objectives and projected resources as they relate to the purposes of Partners and shall make recommendations to the Board of Directors. Jaci volunteers at the Information Desk, the Family Waiting Center, and is coordinator of the Volunteer Partners newsletter.

### **PARTNERS OF WHA MISSION STATEMENT**

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 healthcare volunteers and their organizations.

**OUR VALUES:** Membership should be rewarding, fulfilling and fun. Strong member organizations strengthen the statewide organization. Promoting personal and organizational growth is critical to leadership. Respect and resources are essential to our mutual success. Advocacy is a critical element of all the work we do. Our members deserve information and education on issues, new programs and ideas for development.

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## A VOLUNTEER'S PRAYER

I thank thee, Lord, as a volunteer  
For the chance to serve another year  
And to give of myself in some small way  
To those not blessed as I each day.

My thanks for health and mind and soul,  
To aid me ever toward my goal. For eyes to see the good in all,  
A hand to extend before a fall.  
For legs to go where the need is great,  
Learning to love - forgetting to hate.  
For ears to hear and a heart to care,  
When someone's cross is hard to bear. A smile to show my affections true  
With energy a plenty - the task to do.

And all I ask dear Lord, if I may,  
Is to serve You better day by day.

*Pulpit Helps - August 1992*

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## Volunteer Partners Mission Statement

In partnership with HSHS Sacred Heart Hospital the Volunteer Partners will provide compassionate, supportive services for patients, their families and Hospital staff; promote community awareness of the Hospital's mission; and raise funds for Hospital needs.