

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

Greetings and Happy New Year



Diane Westbrook

First and foremost I want to thank everyone who made the past year such an amazing success - you turned out in greater numbers than ever before for the convention in Eau Claire, expanded your membership base, and found new and innovative ways to raise money for your local hospitals and health care organizations. You are truly a blessing!

The Presidents' end of the year reports will have been sent out by the time this issue reaches you. I will go over them and make note of the new officers and chairs. This information will be passed on to Tammy, our Webmaster, so that they can start receiving *Reaching Out* and *The Valued Voice*. More information on the end of the year reports will be in the next issue of *Reaching Out*.

Remember to reach for new goals in this New Year. My goal for Partners is to increase membership, and I ask that you join me in this effort/goal for your respective groups. We need to increase the membership numbers and increase the numbers at the district meetings and at convention, as well. These meetings have so much to offer in the way of speakers, workshops, and good old fashioned networking! Continue to bring newer members to these meetings. What better way do they have to learn just what Partners is all about? On that note, I received a phone call today and was told that there are still people who do not know what WHA stands for, and the other day I had a phone message asking me to define just what Partners of WHA is and what we have to offer to a volunteer organization. This is the opportunity we have been looking for! I ask that each and every member join me in explaining to our members just what Partners of WHA is all about, what the name means, and what they have to offer! Leadership training, peer support, district and state support, education, and advocacy are just to name a few. As an organization, we are here to offer support, training, and information so that each local group can succeed and prosper.

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A Message From the President-Elect

Facing the Challenges of Running Effective Meetings

We all attend meetings small and large. Some seem to go smoothly while others seem to drag on and lose the focus of the meeting. As leaders of our organization we have and will be having the responsibility of running a meeting. I want to share some tips from *Trout's Top*



Ann Bergmann

Ten Rules of Order (parliamentary procedure made easy) from Stan L. Trout, PRP.

1. Don't let the rules get you down. Many meetings run smoothly with informal use of rules.
2. Disagree without being disagreeable.
3. The Chairman (President) runs the meeting.
4. Voting is important. Even if a meeting uses informal rules, it's important to ensure that each member's vote is properly counted.
5. Every meeting is a partnership between the leader and the participants.
6. Your meeting should enforce the will of the majority while protecting the rights of members.

Thank you for being leaders in our great organization, Partners of WHA!

Ann Bergmann, President-Elect
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A Message from the President...continued from page 1

I am so pleased to announce that we have a new member of Partners of WHA – Agnesian Healthcare Volunteers from Agnesian Healthcare in Fond du Lac. Please join me in welcoming the 550 new members and their Volunteer Director Linda Becker. Please introduce yourselves to them at the district meeting and at state convention this year.

The spring Board meeting for the board of directors of Partners of WHA is the third week of March. This is your opportunity to bring your concerns and questions to your district chair, who will in turn bring it to the attention of the board.

Ann Bergmann, Sue Lynch, and I will travel to Washington, DC the beginning of April to take part in the SAL (State Auxiliary Leaders) conference and to be a member of the WHA contingent at the AHA annual meeting that follows. We will travel to Capitol Hill to visit our respective legislators and to discuss the issues that are impacting the hospitals in Wisconsin, especially the Medicare funding. This is an exciting year for Wisconsin. On Sunday evening, April 6, there will be the formal investiture of Froedert Hospital CEO Bill Petasnick as AHA Board of Trustees Chair for 2008.

Plans are underway for the **spring district meetings**. More information will come to you from the host

organization within the next several weeks. Please plan to attend and as I have mentioned, please bring those members who have not attended before. It is important that the local Public Policy Chairs and the Community Health Chairs attend along with the other officers. We will bid good-bye to four of the district chairs and install four new district chairs at the district meetings. By attending you will have the opportunity to welcome and honor these new officers. Spring Tour is our way of getting to know you and hopefully in turn you will learn more about us and the organization we call Partners!

WHA (Wisconsin Hospital Association) sponsors Advocacy Day each year and this year the date is Thursday, May 15. It will be held at the Monona

Terrace in Madison and there is no charge for this fun and informative day. It is an election year, so it will definitely be interesting! More information will follow from Sue Lynch, Public Policy Chair. Do plan to attend - follow what some other groups have done and come by the busload - and remember to wear red, white, and blue. Our group grows larger and larger every year - keep it up, Partners!!

Convention plans for 2008 are well underway and if you have not heard, it will be at the Kalahari in Wisconsin Dells. In this issue is a photo of the “mother and daughter” team who are co-chairing this convention. They come with a wealth of experience. Chris chaired the convention at Devils Head in the 90s and was the Southern District Chair as well. Jodi was on the committee of the convention when it was last held at the Kalahari.

The venue for the 2009 convention has been chosen and it will be at the newer Country Springs Hotel in Stevens Point in October of 2009.

“Twenty years from now you will be more disappointed by the things that you didn’t do than by the ones you did do, so throw off the bowlines, sail away from the safe harbor. Catch the trade winds in your sails. **Explore, dream, discover.**” - Mark Twain

Explore new ways to bring new life and new members to your group, **dream** up new programs and fund raisers and **discover** what wonder, talents, and beauty already exist in you and your Partners group!

Diane Westbrook, Partners of WHA President
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Agnesian HealthCare Volunteers

Spring Tour Schedule

April 14	West Central District	Osceola
April 15	Northwest District	Spooner
April 16	North central District	Medford
April 17	Western District	Black River Falls
April 21	Lake Michigan District	Marinette
April 22	Lake Winnebago District	Kaukauna
April 23	Southeast District	West Allis
April 24	Southern District	Madison



*Convention Co-chairs
Chris and Jodi*

Nobody can make you feel inferior without your consent.
- Eleanor Roosevelt

WHA President's Report

Wisconsin Health Care Quality is Tops in Nation

Perhaps the most significant and tangible 2007 achievement was the announcement this past summer that Wisconsin health care quality is tops in the nation—at least according to the well respected Agency for Healthcare Research and Quality (AHRQ). And this #1 ranking was clearly facilitated by the leaders and caregivers of Wisconsin hospitals who have embraced measurement and public reporting as a strategy to improve clinical performance. WHA's CheckPoint initiative, along with the ongoing work of the Wisconsin Collaborative for Healthcare Quality, have propelled the Badger state into the national spotlight as it relates to the proactive, private sector advancement of a meaningful quality and safety improvement agenda.

This record-shattering achievement was matched by another record shattering "achievement" this year that reflects the current state of Wisconsin's political dynamics— Wisconsin was the last state in the nation to pass a state budget. And to compound matters, that budget failed to deliver meaningful Medicaid payment increases that

...Partners support for Wisconsin hospitals remains strong and is indicative of your commitment to improve the health of our patients and our communities.

are so desperately needed to shore up our "safety net" hospitals and reduce the "hidden tax" on health insurance premiums.

Medicaid payment will continue to dominate WHA's advocacy agenda in 2008 and beyond.

Finally, Partners support for Wisconsin hospitals remains strong and is indicative of your commitment to improve the health of our patients and our communities. Thanks for your involvement and for the "can do" attitude that contributes to the success of our community hospitals.

Please remember that our Advocacy Day is May 15 this year. Hope to see many of you in Madison!

Steve Brenton, President

Strategic Planning Committee Asks for Help

Strategic Planning committee is busy gathering for the Resource Center. We need your help! Please send to any member of the committee or to Jennifer Frank or Jenny Boesse at WHA any materials that you would like us to consider for the Resource Center.

Some of the materials we are looking for are: Speakers and their fees, topics, and an evaluation of them. We are looking for By-laws that are working for you. We need materials for how to conduct a meeting and a simple modified Roberts Rule. If you have a health education project that you are proud of and want to share, please do. Sue Lynch has already sent to WHA all that she has on PPE that is relevant - sure she would not mind you contributing to that part of who we are. If you have developed an in-service or leadership programs and orientation, please share with us.

I am sure that everyone in their local organization has something that would be of value to others; please send it to WHA, a committee member, or to me.

Thanks again for your help in keeping Partners a viable organization and one that we can all be proud of.

*Pat Dagnon, Strategic Planning Chair
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State Partners Treasurer Has Request

Happy New Year from Partners own "Queen of Coin."

As I start my last year as your treasurer, I am praying that I will finally get it right. The support and patience of the membership and board has been wonderful these past three years.

I have one request for this year. When the raffle tickets are handed out on Spring Tour, please have checks made out to your local partners group and then send in one check from your treasurer to the raffle chairman. Some of the checks have been held for several months creating accounting problems for individuals. And please do not send cash in the mail.

As always, you will be receiving a dues statement from me in early April. Your dues are based on your President's Report giving your membership numbers. Last year, all the dues were paid in a very timely fashion. Let's have that happen in 2008. It makes me happy. And you want to keep me happy don't you?

Stay warm and pray for an early spring.

*Sue Plimpton, State Partners Treasurer
Email: petersue@new.rr.com*

A Look at the 2008 Legislative Session

Advocacy Day 2008 set for May 15



This is a significant election year. In addition to the Presidential campaign, Congressional races and an April Wisconsin Supreme Court race, total control of the State Legislature is also up for grabs. But before any of these elections can take place, the State Legislature still has several months of legislative session to finish. What issues will the Wisconsin Hospital Association (WHA) and its Hospitals Education & Advocacy Team (HEAT) watch in the coming months?

“Quality Improvement Act” (QIA) – WHA is proposing the QIA and believes it is essential to ensure that modernized patient safety and quality improvement initiatives are encouraged through appropriate statutory legal protections. In addition, the QIA includes language to address the situation where a Madison area nurse was criminally

charged for an unintentional medical error, which led to a patient’s death. This situation sent shockwaves through the health care community. The QIA legislation passed overwhelming (vote of 129-3) in 2006, but unfortunately was vetoed by Governor Doyle. WHA is committed to reintroducing this legislation again this session.

Hospital Assessment – As you are aware, a proposal to levy an assessment on hospitals was removed from the state budget last year. However, this proposal may be re-introduced as separate legislation by Sen. Roger Breske (D-Eland). Should an assessment move forward, WHA will continue to advocate to legislators and the Governor that it guarantee dollars for increased hospital reimbursements and that these dollars be statutorily protected.

Health Care Reform – Though the “Healthy Wisconsin” proposal offered by Senate Democrats was ultimately removed from the state budget last year, it will be introduced as separate legislation in the coming months.

Health Care Pricing Transparency Legislation – Senator Jim Sullivan (D-Sturtevant) introduced legislation to require health care providers and insurers give consumers certain health care charge and payment rate information. WHA is supportive of pricing transparency and offered Sen. Sullivan’s office information already available through WHA’s Information Center and our PricePoint web site (www.wipricepoint.org).

If you want to keep up-to-date on legislation impacting Wisconsin hospitals, join WHA’s HEAT grassroots program. Legislative alerts, background information, resources and more are available free-of-charge to you as a hospital volunteer when you join HEAT. Join online at www.wha.org/speakUp/heatsignup.aspx or contact Jenny Boese at jboese@wha.org or 608-268-1816.

WHA 2008 Advocacy Day Set for May 15!

Over 600 expected at this year’s event

Mark your calendars now for WHA’s 2008 Advocacy Day to take place May 15 in Madison at the Monona Terrace. Advocacy Day is always a first-class event, featuring national speakers and insight from key Wisconsin politicians. You are strongly encouraged to meet with your legislators in the afternoon. WHA will schedule these visits for you. Visits will happen in the early afternoon and should take about one hour total. Watch for more Advocacy Day information or contact Jenny Boese with questions (jboese@wha.org, 608-268-1816). See you there!



The value of a man should be seen in what he gives and not in what he is able to receive. - Albert Einstein

2008 Best of the Best Administrative Award

To recognize and thank administrators for their support of Partners/Auxiliaries, the Best of the Best Administrator Award was established fifteen years ago by Partners of WHA.

This award honors on-site administrators, CEO's, presidents, executive directors, first vice-presidents, and CFO's of Wisconsin hospitals and medical centers who demonstrate a cooperative, supportive, enthusiastic, and well-defined relationship with their volunteer organization.

The 2007 winner was Gregory K. Britton CEO, Beloit Memorial Hospital, Beloit.

Nominating forms will be mailed to all Partners of WHA presidents in March. They will also be available at the Spring District meetings. Information is also available at www.wha.org/partners. Please keep in mind that your nominee must have been in the present position for not less than 24 months as of June 27, 2008.

All entries must be returned to Patsy Pippin, postmarked on or before June 27, 2008.

The 2008 committee includes 2007 award winner Gregory K. Britton, CEO, Beloit Memorial Hospital, Beloit; Arnie Lee; Joy Caine; and Laura Baalrud.

Patsy Pippin Chair, Best of the Best Committee
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Reminder!

Anyone who took digital pictures at the 2007 Convention in Eau Claire and wishes to share them, please send a CD of those photos to Ann Bergmann, 803 22 1/2 Ave., Cumberland, WI 54829. We'll have a compilation video of 2007 to show at the 2008 convention. Thanks!

Partners Adopts Medication List as Statewide Health Project

Group Urges Public: List it. Don't risk it! Write down your medicines. Carry the list.



People carry a lot of different lists in their pockets. Grocery lists. Lists of chores and errands. They all find their way into our purses and wallets. But one list you carry could save your life in a medical emergency—a medicine list.

Safe Care Wisconsin, a statewide group of health professionals and organizations dedicated to patient safety, announced today their first statewide health safety project: "List it. Don't Risk it. Write down your medicines." The project emphasizes the importance of writing down and carrying an accurate list of medications. The medication list project is aimed at getting people who take both prescription and non-prescription medications to write down the name, dose and other important

information and to carry the list in their wallets.

The campaign will be bolstered by radio ads and Partners of Wisconsin Hospital Association. Partners President Diane Westbrook, River Falls, said her group set a goal of having all 12,000 of their members fill out a medicine list—and then complete one for a friend or family member, for a total of 24,000. Westbrook said her hope is that their efforts will lead to more people in the community recognizing how critical it is to write down and carry a list of medicines.

Information on this project, including a blank medicine list can be downloaded from www.safecarewisconsin.org. In addition, medicine list forms are available at hospitals, medical clinics and pharmacies.

Kathy Leonhardt, MD, MPH is the patient safety officer at Aurora Health Care. She said patients and their family members have a difficult time recalling what prescription and non-prescription medicines they take when asked to help fill out a medical history at the doctor's office.

"Many of us take medicines on a regular basis—either prescribed by a doctor or medications that we select ourselves like vitamins or aspirin, things bought without a prescription. Some of us have to take a lot of medicines to stay healthy—and it can be very confusing—both for patients and their doctors," according to Dr. Leonhardt.

"For patients, it can be hard keeping track of all the pills and the instructions for each one. For doctors, they may not know what other doctors have prescribed for a patient or what over-the-counter medicines the patient is taking—unless all that information is given to the doctor at the time of the visit," she said. "We all want to be safe when taking medicines, but it is easy to see that mistakes can happen," Dr. Leonhardt added.

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From left: Greg Simmons, Metastar; Mike Flint, Mallats Pharmacy; Diane Westbrook, Partners of WHA; Heather Grant, RN, UW Hospitals & Clinics; Kathy Leonhardt, MD, Aurora Health Care, at a news conference in Madison promoting the List it. Don't risk it! campaign

Dr. Leonhardt urges people to keep the list where it can be found quickly, such as in a wallet behind a driver's license. As an emergency department nurse at the University of Wisconsin Hospitals and Clinics, Heather Grant, RN, knows that seconds count in a medical emergency.

"At any time, you or a family member could have an accident or fall seriously ill and be unable to communicate with emergency responders or personnel in the emergency room. The recent I-90 weather-related multi-vehicle pileup demonstrated how emergencies can take place any time and far from home. We look for every piece of information that we can when a patient comes in to the emergency department. The more we know about the patient, the faster we can treat them. We always worry that a patient is taking medicine that will have a negative reaction with a drug we administer in the ER," Grant said. "A medication list can truly save your life in an emergency," she added.

Mike Flint, a registered pharmacist and owner of Mallatt's Pharmacy in Madison, said the pharmacist is often the last person to talk to a

patient before they take home a new prescription. He urges his patients to update and carry a current list of medicines and to note any allergies that they have on the list as well.

"It is very important that you show the pharmacist the list of medications that you are taking, including vitamins and supplements that you purchase that do not require a prescription. It becomes even more important that you show your pharmacist the list if you pick up prescriptions from more than one pharmacy or if you order prescriptions through the Internet. Ask questions about your prescription if you don't understand how often to take it, or what it is for. Ask your pharmacist to print out a list of medications that you take and use that list to fill out your own list," Flint said. "Don't be shy about asking for help in completing your list. Many people have multiple prescriptions, and it is confusing. A list goes a long way in preventing medication errors at home," he said.

Safe Care Wisconsin members represent hospitals, physicians, insurers, quality improvement organizations, patient safety organizations, and others committed to ensuring the safety of patients throughout Wisconsin. For more information on Safe Care Wisconsin, visit www.safecarewisconsin.org.

Positive Steps to a Blue Chip Attitude

- Smile
- Talk "positive"
- Do a victory list
- Use music
- Surround yourself with winners
- Get a hero
- Dare to win
- Have fun

The Joys of Volunteering! From A to Z

Answering a need
 Building lasting relationships
 Caring for others
 Developing new skills
 Earning respect and admiration
 Feeling good about yourself
 Giving back to the community
 Hearing "thank you!" from all those you help
 Inspiring others with our dedication
 Joining the millions like you improving the world
 Keeping active and involved
 Lifting spirits
 Making great use of your time and talents
 Noting the difference your efforts make
 Opening doors to new experiences
 Putting your compassion into action
 Quieting others' worries and fears
 Reaching out to people in need
 Spreading smiles wherever you go
 Touching lives forever
 Understanding people better
 Vitalizing programs with your service
 Warming hearts with your kindness
 Exploring new opportunities
 Year-round appreciation
 Zeroing in on what's important-being part of the solution!

Taken from Partners of Richland Hospital newsletter

Community Health Education Report



Bonnie Olson

You've heard it a million times: Having cholesterol levels that are out of whack is a risk factor for heart disease, stroke, and other health problems. Know your numbers! The first step to heart health is to know and understand the numbers that matter most:

- Total Cholesterol less than 200
- LDL (Bad Cholesterol) less than 100
- HDL (Good Cholesterol) 50mg/dL or higher
- Triglycerides under 150 mg/dL

When you're ready to improve your numbers, the first line of defense involves increasing physical activity, losing excess weight, and choosing a diet that is low in saturated fat and trans fats.

Sign up to receive a FREE subscription to *Heart Insight* online at www.HeartInsight.com and www.stroke.org to receive *Stroke Smart* magazine. Both are good magazines.

Learn about high blood pressure, heart failure, diabetes, and other related conditions at 1on1health.com.

Why do you need to keep your own medical records? The more doctors you see, the more medical files you have. And the more scattered your medical records are, the higher your risk of drug errors, missed diagnoses, and other dangerous medical errors.

Keep a set of your own records at home. Your at-home records can be on a sheet of paper or computer generated. Keep in a RED folder. A guide to formats is available at www.myphr.com.

Always carry a mini record that names your emergency contacts, name of your physician, and all medications and dosages. (See "List it. Don't risk it!" article on page 5)

Here's wishing you a healthy and happy New Year.

Bonnie R. Olson, CHE Chair
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If you always do what interests you, at least one person is pleased.

- Katherine Hepburn

Public Policy Education Report

Happy New Year! It's time... to breathe free!

The Wisconsin State Senate Public Health Committee took an important step on Tuesday, January 8 in advancing Senate Bill 150 - legislation that would make all public places and workplaces in the state smoke-free. Unfortunately, amendments were added to the bill by the committee that creates loopholes for Big Tobacco and delays health protection for restaurant and bar workers for two years. A coalition of public health and business groups urges a vote on the Senate Floor as soon as possible to correct and pass SB 150.

A last minute amendment was passed that exempts place of employment operated by a manufacturer, importer, wholesaler, or distributor of tobacco products as well as "a tobacco storage facility" from the law (Quoted from amendment LRBa0722/1). These broad and undefined exemptions would exempt tobacco-owned businesses and possibly open up broader loopholes.

You need to call your State Senator and Assembly person and ask them to support a smoke-free Wisconsin in 2008. I would also encourage everyone to write a letter to the editor in your local newspaper. All your efforts will help pass this legislation.

An impressive coalition of health and businesses have joined together with us to support SB 150, including the American Cancer Society, American Heart Association, American Lung Association, SmokeFree Wisconsin, Wisconsin Medical Society, Wisconsin Restaurant Association, Wisconsin Innkeepers Association, and others. (Note: Information taken from Smokefree Wisconsin press release on 1/9/08)

I will be talking more about this effort on Spring Tour 2008. I'm looking forward to seeing everyone as we travel our state in April.

Mark your calendar now for Advocacy Day 2008, May 15 in Madison.

If you have additional questions please feel free to contact me.

Sue Lynch, PPE Chair
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Email: kells52@aol.com



Sue Lynch

Around the State

Ripon Medical Center Associates, Ripon:

These sewer volunteers make walker bags and ice bag covers, which patients enjoy and use with ease and makes their lives less complicated. Keep up the good work!

Friends of Vernon Memorial Healthcare, Viroqua:

Seventy-four backpacks with supplies were distributed to area schools in their "Back-to-School Backpacks" program. Supplies were donated by the VMH staff.

Saint Mary's Hospital Volunteers, Rhinelander:

The SMH Gift Shop participated at Holiday Acres' Holiday Expressions fundraiser for the Rhinelander Area Food Pantry in November 2007 and took first place in the table decorating entry. Guests voted for their favorite table by placing a dollar in a jar designated for each table. Items from the gift shop were used for the arrangement.

Partners of Memorial Medical Center, Ashland:

If you're looking for a speaker for a meeting, consider asking someone from a nearby technical school or college to speak to your group on "The Magic Formula of Public Speaking." An article in this newsletter states that public speaking is the top fear of Americans and it comes before heights, death, flying, financial problems, deep water, sickness, etc. Some ways to overcome this fear are to plan and practice your speech, focus on a friendly face and know your audience, do deep breathing and move around, and repeat and repeat.

Mercy Medical Center Auxiliary, Oshkosh:

The auxiliary reached their goal of 400 recipes for their 50th anniversary cookbook. What a great way to celebrate 50 years!

Did You Know . . .



- When having a conversation, women make eye contact 15% more frequently than men.
- Did you know that ephelides are freckles?
- Be careful! Non-dairy creamer is flammable.
- Do you like canned Spam? Well, in South Korea, a can of Spam is considered a prestigious wedding gift.

Peanut Butter Facts

- ◆ Peanut butter is a good source of protein, as it has 8 grams of protein in one tablespoon.
- ◆ One tablespoon of peanut butter has 3 milligrams of antioxidant vitamin E.
- ◆ Don't skim off the oil that rises to the top of the jar, as it contains valuable nutrients and heart-healthy mono-unsaturated fats.
- ◆ It's the sodium in peanut butter that could be a problem for some people.
- ◆ Some peanut butter has sugar added.



Reaching Out Deadlines

<u>Issue</u>	<u>Deadline</u>
May 2008	Mon., April 14, 2008
August 2008	Mon., July 14, 2008
November 2008	Wed., October 15, 2008
February 2009	Thur., January 15, 2009
May 2009	Wed., April 15, 2009
August 2009	Wed., July 15, 2009
November 2009	Thur., October 15, 2009

"If I were given the opportunity to present a gift to the next generation, it would be the ability for each individual to learn to laugh at himself."

- Charles Schulz

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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