

*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 Acting President/  
President-Elect*

## Volunteers are the “Positives”



*Jan Molaska*

It is with sadness that I write this article as acting president. Mary Licht, our president, continues to battle medical problems. It is my privilege to continue to serve in Mary's absence.

On a daily basis, the news is mostly negative. The antidote is a huge dose of positives. POSITIVES were everywhere at the Association for Healthcare Volunteer Resource Professionals (AHVRP) and our Partners of WHA Convention. It was very

easy to overdose on all the positive activities these organizations are performing. Attending these conferences was what I needed to reinforce the fact that volunteers are a team of individuals working together and making a difference in our communities.

As volunteers, we have a great opportunity to touch many lives. Happiness is a conscious choice that comes from our own attitude and the quality of our thoughts. We are all only on this earth for a short time. The past cannot be changed and the future is promised to no one. The present is ours to affect.

Health care continues to be a major focus across the nation. If we want quality health care, it is essential that we support programs that attract and keep the best health care professionals in our state. We need to be advocates for our clinics, hospitals, and communities. Please respond to HEAT alerts when contacted and keep abreast of what is happening with regard to health care. We must work together for bi-partisan solutions.

If you volunteer, you know that nothing is as rewarding as giving and nothing is as valuable as time. Your time as a volunteer is a treasure. Your smile can be a gift to another person. It could be the sunshine of their day. I challenge each of you to focus on the positive and let your smile change the world.

Please, know you can contact me at any time and I look forward to visiting with all of you on Spring Tour 2018.

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## Bea Named 2017 Best of the Best Recipient



*Jan Molaska (left) and Jackie Halverson, Best of the Best Administrative Award chair, presented Javon Bea, President/CEO of Mercyhealth in Janesville the Best of the Best Award*

Javon Bea, President and CEO of Mercyhealth in Janesville, was named the 2017 Best of the Best Administrative Award recipient by Partners of WHA in October at the State Convention in Green Bay.

In nominating Mr. Bea, his volunteers said it is “our honor to work with someone whose every endeavor is truly and honestly focused on making our community a better, healthier place to live.”

To enhance that statement, they listed the many programs he encouraged and promoted with his volunteers which included personal 24-hour emergency response service, home meal delivery, community thrift shop, expanded the community-based homeless center, a program for wigs for patients, a first of its kind in the area program for pet care for Hospice patients, an oncology patient service support group, and a music program for patients. *(Continued on page 2)*

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In his 29 years at Mercyhealth, Mr. Bea has been the “bridge between the volunteer organization and the system.” He leads, as well as supports, his volunteers. And, he finds time for his wife, Vita, their six children, and nine grandchildren.

The committee consisted of Jude Bolterman, Mary Lou Bausch, Cindy Hermel, Ned Wolf (2016 Award recipient), Jennifer Frank, and myself had to choose one out of a superior group of six for this award. We all congratulate Mr. Bea as the 2017 Best of the Best Administrative winner!

*Jackie Halverson, Chair*

## Total Recall of 2017 Partners of WHA Convention



*Registration*

brought us up to date on what is happening in the Legislature. We learned about the early history of the Packers. The silent auction was impressive. Thanks to all who donated items that were auctioned off. I wish we could have had a few more vendors, but distance restraints and prior commitments hurt us.

We had good company—an awesome hotel and staff, good food, and great weather. I would like to thank all our hospital sponsors who donated money for the convention. Without them, this convention wouldn't happen. When you see your CEO thank them for their donation.

The hospital displays were, as usual, outstanding. There are some real artistic geniuses out there.

Thanks to our workshop presenters: Chris Freytag, Sarah Jones, Jenny Boese, Dr. Wendy Molaska, Susan Broberg, Emily Dilley, Peg Larson, Linda Nett-Duesterhoeft, and Lauri Webster.

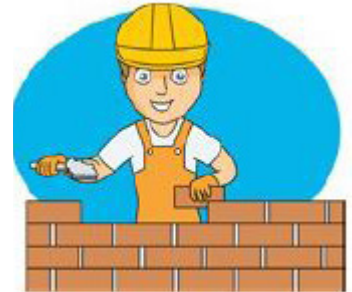
Finally, I would like to thank all my committee chairs and their volunteers. Without you this would not have happened. Thanks to everyone who attended and I look forward to seeing you in 2018 in Stevens Point.

*John Tully, 2017 Convention Chair*

WOW! The 2017 Partners of WHA convention has come and gone. Seems like just yesterday that I started planning this year's convention. I hope everyone enjoyed it as much as I did—from our opening speaker, Chris Freytag, who got us off to an exciting start, to Rep. John Nygren, our closing speaker, who shared his experiences with opioid abuse in his family. There was much to learn and take home and share with our fellow volunteers.

The workshops were all very well attended, so much so that Sarah Jones gave away two trips to Las Vegas instead of just one. Volunteers were able to learn about how to fight pain without using opioids; instead try using exercise and meditation to fight pain. We learned what one community is doing to fight opioid abuse using all parts of the community.

The CEO Panel was fantastic with some saying the best ever. Jenny Boese



*Yo Voight and John Tully*



*Chris Freytag, Convention Opening Speaker*



*The CEO Panel consisted of, from left to right, Andrew Bagnall, St. Nicholas Hospital, Sheboygan; Clarisse Oland, Rusk County Memorial Hospital, Ladysmith; Chris Woleske, Bellin Health System, Inc., Green Bay; Jan Molaska, Partners of WHA Acting President; Barb Filla, Partners of WHA Public Policy Education Chair; Ed Harding, Bay Area Medical Center, Marinette; and Eric Borgerding, WHA President and CEO.*



*Columbus Community Hospital volunteers with Rep. John Nygren (center), convention closing speaker*



*Some of the displays at convention*

*Past Presidents that attended the 2017 Convention are left to right: Sue Lynch, Ann Bergman, Linda Fish, Fran Frigo, Bonnie Olson, and Mark Schaefer.*





*Sheree Schaefer received the District Chair Award*

## Web Coordinator Needs Your Help

Have you been to the Partners of WHA website and Facebook page lately? There are many pictures of the fun activities at convention. Congratulations to all of the winners and participants.

We need your help! If you have more pictures from convention, please email them to Peg Larson with the names of those in them. If you know names of people in the pictures that are online, please email them to me. (Right click on the picture, copy it, and paste it in your email, so I know which one you are talking about.)

Throughout the year, the website and Facebook content needs to be fresh and active. Please help by sending me dates and pictures of activities in your local organization and district. If one of your volunteers receives an award, send me the information. If your organization does a major fundraiser, send me pictures. Send me your newsletter (electronically) to add to our newsletter page.

Look at the website and Facebook page regularly. There will (if you and others help) be new content there. The more often people visit the pages and “like” the content, the more often our site will show up in searches.

Thank you for all you do to help your local community. Help us to toot your horn! Thank you.

*Peg Larson, Web Coordinator  
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## Best Foods for Arthritis

Diet is one of the easiest things to think about when you have arthritis without having to take pills. Here are some ideas of what to eat:

- Fish – salmon, mackerel, tuna, herring
- Soy beans (soy)
- Oils – extra virgin oils, safflower
- Cherries, strawberries, watermelon, grapes, red raspberries, avocado
- Dairy products – low fat milk, yogurt, cheese
- Broccoli, spinach, Brussel sprouts, dark green and leafy vegetables
- Citrus such as oranges, grapefruit, limes
- Garlic, onions, leeks
- Peanuts, pistachio. Pine nuts, almonds, walnuts
- Grains – oatmeal brown rice, whole grain cereals
- Beans – red, kidney, pinto
- And now, what to drink – green tea, coffee, milk, juices, smoothies, and water. Now it’s time for you to plan your menu!



*Dr. Wendy Molaska, Jan Molaska’s daughter, did a work shop comparing Palliative Care versus Hospice Care*



*Jan Molaska and John Tully*

2017 Honor Point Award Winners  
*Congratulations!*



## 2017 WAVE Winners Announced

I was extremely happy to chair the Wisconsin Awards for Volunteer Excellence (WAVE) committee this year. The reference binder is very well put together and the procedures are easy to follow.

My committee this year consisted of Pat Freeders, South District; Julie Steiner, Western District; and Sharon Scott, Southeastern District. Also, Jennifer Frank, our WHA Liaison was very helpful throughout the process and was there when I had a question. Thank you so very much for all your professionalism in determining the winners.

I would recommend that if you want to know what programs are out there, this is the committee you want to be on. It is amazing all the wonderful programs that all of our Wisconsin hospitals have. We wish they could all receive the WAVE award, but you are all winners in your own right.

The 2017 WAVE Recipients are:



### Community Service Program

*"Dignity Quilts"*

River Falls Area Hospital Auxiliary, River Falls, WI



### In-Service Program

*"Discharge with Dignity"*

Ascension Good Samaritan Volunteers, Merrill, WI



### Fundraising Program

*"Rag Cutters"*

Flambeau Hospital Auxiliary, Park Falls, WI



### Community Outreach and/or Collaboration

*"Santa's Workshop - Enchantment in the Park"*

Partners of St. Joseph's Hospital, West Bend, WI

Thank you to all the hospital volunteers for all the wonderful work you do. You are very much appreciated!

*Liz Emmerich, Chair*

## Strategic Planning Report

The Strategic Planning Committee has been working very hard to fulfill their obligation to meet the goals they have established.

The four major goals for the years 2017 and 2018 are:

- Address the Changing Face of Volunteers
- Continuous Improvement of Communication Within All Levels of the Partners of WHA Organization
- Strengthen Partners of WHA/WADVS Relationship/Collaboration
- Increase Advocacy Activity

The progress made by the Strategic Planning Committee so far is as follows:

### **Address the Changing Face of Volunteers**

- The Bylaws were reviewed with the future in mind. We changed contradicting ones and eliminated duplications. They will be voted on at the 2018 convention.
- Some of the names submitted to us as good candidates for local, district, and state positions have now assumed positions on the State Board. Others from the initial list have moved or withdrawn. As of now there are only four names from the original list that could be contacted.
- New leaders were assigned a mentor, if they wanted one. A follow up will be done.

### **Continuous Improvement of Communication Within All Levels of the Partners of WHA Organization**

- Partners of WHA Organizational Chart has been revised.
- Conference call was held regarding the Wave and Best of the Best Awards applications. Approximately 23 persons called in to participate.
- All current state, district, and local job descriptions are being updated to reflect the Bylaws updates.

### **Strengthen Partners of WHA/WADVS Relationship/Collaboration**

- Jan Molaska met with Cindy Clark, WADVS President, and both agreed that working together would benefit both organizations.
- Jan attended the WADVS conference.
- The WADVS President was invited to attend the Partners of WHA Convention.

### **Increase Advocacy Activity**

- Members were given HEAT information and encouraged to join and to respond to "HEAT Alerts." Three members joined.
- Informed of the valuable information in the Valued Voice - 164 members subscribed.
- Monthly advocacy-action worksheets were given to the PPE chairs and District chairs to help them in preparing reports.

*Dorothy Revnew, Chair*

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## 2018 Convention Begins Planning

Mark your calendars now for the 2018 Partners of WHA Convention in Stevens Point at the Holiday Inn and Convention Center October 2 - 4. "Volunteer Super Heroes" will explore our own super powers to make our hospital and community a better place. Will you be Superman or Wonder Woman for this event?

Host districts will be Northwestern and North Central. More information will be shared in future issues of *Reaching Out!*

*Sheree Schaefer, 2018 Convention Chair*

*Shereeschaefer98@gmail.com*

# Public Policy Education Report



Barb Filla

At the WHA Partners Convention October 3 - 5 in Green Bay, we received excellent information from the CEO Panel members. The focus of the questions from Eric Borgerding, WHA president/CEO, was on forward-looking health care.

From notes I took, I share a summary for you in outline form sharing some of the questions and CEO panel members' real-life and future needs/potentials in their responses.

**Q: How do we need to change for the future? Do we build flexibility into the physical systems and more?**

- Focus on Triple AIM project – quality, patient experiences, and cost – Barb: Soon you'll see more on this.
- For rural community and independently-owned hospitals:
  - Telemedicine
  - Update ERs (emergency rooms) because that is the first level of service for rural hospitals and then to patients transferred to larger hospital if/when need additional and immediate more intense services
- Provide seamless, high-quality services that are relevant to your community
- Provide new services or do them in a new way
- Starts with a well-run physician clinic

**Q: How do changes in health care and health affect new construction of hospitals?**

- Incorporate flexibility to enable physical building add/change as technology progresses. Example: telehealth where 24/7 cameras in ICU rooms where the doctor and staff can look into eyes of patient to understand current condition of the patient.
- Electronic 'whiteboards' rather than handwritten, which allows for instant updates, current information, easier reading, etc.
- Number of hospital beds considered based on trend and current situation where outpatient services are in majority.

**Q: How are mergers/affiliations affecting health care, including the impact on smaller hospitals? Eric Borgerding stated Wisconsin is in forefront in this area.**

- Many more physicians are employees of the hospital rather than outside or independent physician providers.
- If these consolidations are done well, it can be an improvement as the first hour of care for patients is most critical to quality outcomes. Example: ER in small hospitals have the best diagnostic tools, i.e., take picture on smart phone and sent to a specialty doctor in a larger hospital for analysis, guidance on treatment such as quick transfer, etc.
- Insurance coverage networks - whereby better coverage for patients that are covered by insurance.
- Continuum of care is available. Inpatient to post-acute care such as hospice or home health.
- Quick access to specialty expertise as needed.
- Best-practice procedures and processes that can be shared amongst larger and smaller hospitals in the health care group.

**Q: Why and how will Wisconsin sustain its high quality of health care in the future that it currently has?**

- Maintain the local independent board of directors because they know their own community, its culture, and characteristics, and therefore, its health care needs the best. The local board sets the tone and future or further commitment to local needs and can give attention to 'consistency and constancy of attention.'
- Wisconsin Hospital Association (WHA) creates a forum for hospitals to collaborate on legislative, educational, and strategic planning on statewide basis. Examples: CheckPoint comparison between hospitals/providers (WHA developed it and even runs this program for others states) with FlashPoint and more.
- Volunteers are a huge asset to Wisconsin hospitals (where there are 10,000 of us). Our passion and dedication is great!
- Update in Wisconsin statutes to allow sharing of information from peer review, etc. so we can learn from each other things like 'best practices.'



## Community Health Education Report



Sherry Jelic

As part of our project this year, “Drugs End Dreams,” we’ve discussed how opioids (including prescription drugs and the illegal drug heroin) are affecting the young, the old, families, communities, and health care systems. But we haven’t discussed how this epidemic is affecting our youngest—the babies born to mothers who are

addicted to opioids.

**Newborn withdrawal** refers to a group of symptoms that can be seen in a baby whose mother has taken certain drugs or medications during her pregnancy. When the baby has been exposed to an opioid, the term used is **NAS**, for **neonatal abstinence syndrome**. Symptoms usually appear 1 to 7 days after birth. Symptoms can be mild or severe, but they usually go away by the time a baby is six months old.

In withdrawal, a baby may experience some or all of these symptoms:

- Unusual irritability, continual high-pitched crying
- Sleeping trouble, sleeps less, and may sleep only for short stretches of time
- Unusual stiffness, startling, arms, legs, and back are unusually stiff or rigid
- Trembling, twitching, jittery, or shaky overall
- Trouble feeding, sucking
- Diarrhea and vomiting
- Poor weight gain
- Fast or interrupted breathing
- Sweating
- Sneezing, stuffy nose
- Skin problems, with the baby’s skin looking raw in places

The treatment for a newborn in withdrawal depends on the symptoms, their severity, and their cause. Extra monitoring, sometimes medication to manage withdrawal symptoms, and sensitive care are needed to ease symptoms and address any rest, feeding, and development issues. Babies suffering from neonatal abstinence syndrome spend an average of 16 days in the hospital at a cost of over \$53,000 according to research done by the *Journal of the American Medical Association*, compared to the cost of \$1,000 to \$2,000 for an average healthy neonatal stay. Our nation has experienced a rise in the number of babies born dependent on opioids or other addictive drugs. In Wisconsin, the number of live births involving NAS rose from 142 in 2006 to 598 in 2015, according to the state’s Department of Health Services.

Hospitals in the United States have involved volunteers to physically embrace drug-addicted babies going through withdrawals. This may include cradling, rocking, singing, and whispering to these infants. Snuggling helps relieve nervous and digestive system problems in babies with NAS. Through cuddling, many of these infants have shown improvements, such as faster weight gain and shorter hospital stays.

I want to thank each of you for your prayers and support as our family navigates through our grief of the loss of our loved one October 3 to this horrific epidemic. Three days after his death I read that the drug store chain, CVS, is taking steps to combat opioid abuse. Over the next several months, they will limit opioids dispensed for new acute prescriptions to seven days, enhance pharmacist counseling for new opioid patients, and add 750 new medication disposal kiosks. Taking a position on dispensing and increasing knowledge—**great start!**

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### Public Policy Education Report... continued from page 6

There’s more to share, so look for the next *Reaching Out* article and check the Partners website under the “public policy” category for updates. Also, feel free to contact me for details, updates, and more information that you desire.

It’s an exciting time of opportunity for volunteers to offer services in new, effective, and efficient ways.

Plan for these events in 2018. Don’t miss out on being in the forefront of knowledge and information on Wisconsin’s health care future.

- March 1, 2018 in Madison – Advocacy Day
- October 2 - 4, 2018 – WHA Partners Annual Convention in Stevens Point, WI.

I bet you don’t want to miss things like the ‘CEO Panel’ and much more.

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## Around the State

### Partners of Stoughton Hospital, Stoughton:

Thursday summer evenings in Stoughton were spent at “Gazebo Musikk” listening to the free outdoor music performances while Partners offered food for a nominal fee. Proceeds helped support the hospital, provide scholarships for local students pursuing careers in the medical field, and the continued development of the new walking trail.

### Flambeau Hospital Auxiliary, Park Falls:

Rag Cutters? What are they? Well, there are four ladies who take items of clean clothing, old sheets, and towels (mostly cotton) that they recycle from area businesses, cut off buttons and ink, sequins, lace, or other decorative material, and make them into rectangular pieces. Next, they fold and place in boxes, priced by the pound at the hospital maintenance department. Many area businesses and individuals buy the rags, which are sold at the Thrift Shop. It’s a win-win situation for all!

### Gundersen Health System Volunteers, La Crosse:

Recently, the annual “Steppin Out in Pink” walk for local breast cancer research and services was held. It draws approximately 6,100 walkers from 23 states. Proceeds raised help local breast cancer patients in need, subsidize mammograms to the uninsured and underinsured in the region, lend support to the services of the Center for Cancer and Blood Disorders, and Norma J. Vinger Center for Breast Care. That’s Pink Power!

### Agnesian HealthCare Volunteers, Ripon:

The theme was “Kentucky Derby” for the volunteers’ appreciation luncheon finishing in the Winner’s Circle with many showing up with bow ties and big hats. Games included “Manes or Tales.”

### Oconomowoc Memorial Auxiliary, Oconomowoc:

As in the past, this hospital is offering two wonderful trips. One is a “Spotlight on Tuscany” in June 2018 and will feature the cities of Florence, Siena, Pisa, and Lucca plus Chianti wine tasting and a Tuscan cuisine cooking class. The other is “Colorado Rockies” in September 2018 to Rocky Mountain, Arches, Canyonlands, and Mesa Verde National Parks. These are traveling volunteers – what fun!

*Kay Lyndahl, Editor*

## 2018 Schedule

March 13 - 15	Spring Board Meeting - Madison
March 21	Advocacy Day - Madison
April 10	Spring Tour – Marinette - Lakes
April 11	Spring Tour – Burlington - Southeastern
April 12	Spring Tour – Beaver Dam - Southern
April 15 - 20	Volunteer Week
April 24	Spring Tour – Shell Lake - Northwestern
April 25	Spring Tour – Rice Lake - West Central
April 26	Spring Tour – Rhinelander - North Central
May 6 - 8	SAL/AHA Meeting – Washington D.C.
Oct. 2 - 4	Convention – Holiday Inn & Convention Center, Stevens Point
2019 Convention - Radisson Paper Valley, Appleton, Oct. 1 - 3	

## Reaching Out Deadlines

<u>Issue</u>	<u>Deadline</u>
February 2018	Mon., January 15, 2018
May 2018	Fri., April 13, 2018
August 2018	Sun., July 15, 2018
November 2018	Fri., October 12, 2018

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