



HSHS  
Sacred Heart  
Hospital

The Volunteer Partners newsletter is published three times a year to communicate information of interest and usefulness to volunteers and friends. We welcome all suggestions and comments. You may contact me at 715-225-3978 or e-mail me at Jaci.Fuller@hshs.org. Jaci Fuller, Volunteer Partners Newsletter Coordinator.

**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.

HSHS SACRED HEART HOSPITAL  
**VOLUNTEER**  
*Partners*

May 2017

*A Special Thank You!*

To all volunteers for your help in making  
HSHS Sacred Heart Hospital  
a place of healing, comfort and hope!

The following volunteers were recognized and honored for their milestone years (anniversary recognition of date started in 5-year increments) at the annual Volunteer Partners and Volunteer Service Department Open House held on Monday, April 24, 2017.

5 years

Sandy Gravunder  
Sandy Hart  
Janet Lesniewski  
Denise Madland  
Russ McElroy  
Marianne McElroy  
Carol Mieske  
John Mieske  
Martha Munger  
Carol Oller  
Connie Olson  
Diane Parr  
Brenda Sommerfeldt  
Sharon Thobaben

10 years

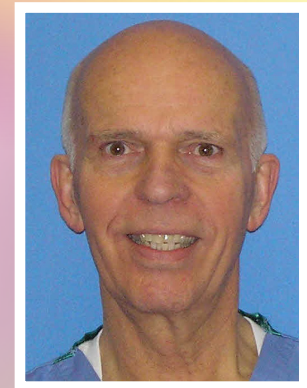
Kathy Fandel  
Barb Fiskars  
Jaci Fuller  
Leora Hansman  
Mary Jacobs  
Nita Kniefel  
Phyllis Pecor  
Jack Ruppelt  
John Snyder

15 years

Mark Hediger  
Pat Janowitz  
Tom Zimbauer

20 years

Bob Green



30 Years

Ceil Marshall



*Congratulations and thank you for your commitment, dedication and contributions in providing services for patients, families and colleagues!*

Continued on page 11

### *Message from Chief Executive Officer*



**Dear Volunteer Partners:**

Spring typically brings a renewed sense of hope. But for those suffering from depression, anxiety and other mental health disorders, it's one of the toughest times of the year. Sadly, people who are struggling with these issues have the most difficult time during the spring as they watch others find joy in warmer weather after a long winter, according to statistics.

Like our founding Sisters did so long ago, we continue the mission of offering hope and support to those struggling. Not only do we offer mental health services, but we're constantly looking for ways to educate and help the public outside of our hospital walls.

In February, we were able to bring football Hall of Fame inductee, two-time Super Bowl winning retired professional quarterback Terry Bradshaw to The State Theater. He candidly shared his struggle with depression to a packed house.

We offer these types of programs a few times a year to help reduce the stigma of mental illness. The positive response we continue to receive by offering these events is why we do what we do. If we can give hope to just one person, we are successful. Bringing Terry Bradshaw to Eau Claire was a large event planned and executed by our 3D Community Health: Body.Mind.Spirit colleagues, our marketing team and you – our volunteers.

With your help day after day, we are able to carry on the mission of our Hospital Sisters – the values of respect, care, competence and joy. As the Sisters did, we are here to heal the body, but also the mind and the soul. Thank you for standing with us, and for voluntarily offering your time and talents to help us heal the sick.

“For I know the thoughts that I think toward you, says the Lord, thoughts of people and not of evil, to give you a future and a hope.”  
Jeremiah 29:11

Sincerely,

Julie Manas  
President and CEO, Sacred Heart Hospital

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**Historical Note: April 2013: Volunteer Partners were awarded the Daily Point of Light Award, signed by George H. W. Bush, 41st President of the United States, which honors individuals and groups creating meaningful changes in their community.**

### *A note from your President*



“My, My, Time Does Fly”, as I always grew up hearing. My year of serving as your President is drawing to an end soon. I wish to say thank you all for the privilege of serving this year. I could not have done it without the help of a great group of Board members and knowing all of you were out there serving faithfully each day. Rotating off the Board this year is Ken Anderson who has done an outstanding job with Legislative Advocacy. He has been out in the community gleaning information and advocating for healthcare legislation. He has also done an outstanding job with education back to the Volunteer Partners and encouraged all to take a stand in speaking up for healthcare issues.

I am very excited about two major changes the Board accomplished this year. One change being the addition of a general meeting for all volunteers to attend after each monthly board Meeting. Our primary goal for this is multi-fold, in that we wanted to provide the opportunity to get to fellowship together with those we don't see on a regular basis, while exposing you to health and legislative updates. Additionally, members get firsthand knowledge of Board decisions/plans; get the latest hospital updates from our CEO. The Board freely encourages questions and interaction from members. I think the more ideas and feedback we have from members, the better we can serve as a Board. Lastly, it provides an opportunity for others to hopefully aspire to serve as a future board member. Those who have attended are very positive about this experience, and it is hoped that this will continue to grow in numbers.

The other exciting highlight of Board accomplishments this year has been the revamping of our TAG (Tuition Assistance Grant) criteria. In the past, we gave small scholarships to anyone who applied for them. Depending on the numbers the amount of dollars varied. We gave \$5,000 each year. A committee composed of Steve Werner (Chair), Bill McCullough, Kati Diaz, and Jaci Fuller diligently worked on this overhaul. Now we have a process whereby applicants apply, are interviewed, and the committee selects five applicants to receive a \$1,000 grant each once they complete the semester following the selection of the award. We are especially excited that this application is now open for volunteers who are eligible to apply. Previously it was open only to hospital staff. This year there were nine applicants. The committee was very pleased with this number of applicants for the first time of this major change. Many hours were spent on revamping the criteria and the actual interviews. I cannot say thank you enough to the committee members for their hard work. All the information regarding the application and selection process is available through the volunteer office if you as a volunteer are pursuing a college degree and would like to apply next year.

We had another very successful Love-Light Tree event in December. A check in the amount of \$25,000 from the proceeds of this event was awarded to The Healing Place. The Healing Place provides an invaluable service of free community grief support and is the recipient of the proceeds from the Love-Light event.

I wish to end this note by saying how much I appreciate our volunteers that so faithfully serve at Sacred Heart Hospital. Your commitment, your dedication, your smiles and your willingness to go the extra mile when needed are invaluable. There is no substitute for a great volunteer! I pray God's blessings for you and your families. May His supernatural peace provide you with strength, comfort, and peace throughout the year.

Most sincerely,

Sandra M. Harman, President

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**Historical Note: January 1989: (TAG Assistance Grant) Program established which provides scholarships to colleagues to further their medical education.**

## VOLUNTEER PARTNERS

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### *Directly speaking...*

Our annual board meeting and recognition luncheon was held on April 24 this year. It was the first time we conducted the regular Board meeting, took a short recess then migrated to the Monsignor Klimek Community Auditorium for our general/annual meeting. The luncheon that followed encompassed the election of officers and recognition of those volunteers who were celebrating a milestone year of service. The structural change was so successful we will look at doing this for future years.

New to this year are adhesive service pins that adhere to your ID badge...right above your name. They showcase the years of service for all to wear with honor. This year's recognition ranged from those volunteers with 5 to 30 years of service. We salute you all. Over the next several weeks, I will visit with those of you who had a milestone year previous to this year ensuring you receive one of these special pins. It is a great way to demonstrate to other volunteers and our colleagues your commitment to Sacred Heart Hospital's mission of care.

The Japanese have a term, *kenzoku*, which translated literally means "family." It suggests a bond between people who've made a similar commitment. As volunteers you all have made a pledge to be present for our patients, their families, our colleagues and to each other.

Volunteers are true friends of the hospital. Each volunteer being recognized was presented with a gift certificate to our hospital's beautiful gift shop, service pins and three lovely yellow roses. A reliable source (internet) provided what each color of rose means, and yellow means friendship. It also signifies joy, gladness, promise of a new beginning, welcome back, remember me and I care.

Friendship is synonymous with volunteers. Each time you come here you are welcomed back from the time before, you are promised a new beginning with every experience. Your heart is given freely with gladness and joy to others. Your demonstration of "I Care" ensures you are and will always be remembered for the beauty of your soul. Friendship is splendid just like our volunteers are beautiful to all of us who are blessed to work side by side with you each day you are here.

A hearty "Welcome Back" to our snowbirds, and continued thanks to our year-round volunteers who are steadfast and loyal in their commitment to excellence. Just like our daily vitamins, a healthy dose of volunteers each day makes life so much better! I wish you well, and may your springtime be beautiful like your giving and generous hearts. The saying "Together We Make a Difference" is true. Thanks for serving with distinction.

Jesus said, "This is my commandment: Love each other in the same way I have loved you. There is no greater love than to lay down one's life for one's friends. You are my friends if you do what I command...Now you are my friends, since I have told you everything the Father told me." (John 15:12-15, NLT)

In Christ,

Mary Pengra, Director  
Volunteer Services

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**"A friend is someone who reaches for your hand but touches your heart."**

**Kathleen Grove**

### Gift Shop News



After a friendly volunteer has welcomed you into the Gift Shop and after you have shopped around and found that perfect gift, you then have to step up and pay for your treasures. In the Gift shop, you have a couple of options available for you to seal the deal and walk out the door with a bag full of goodies.

The first option is plastic in the form of a credit or debit card. As long as it is Visa, MasterCard or Discover, we will gratefully accept it as a form of payment. Secondly, you can use good ol' greenbacks. Cash is still legal tender so count your pennies and come on in! Next, colleagues employed by Sacred Heart Hospital can use their badge for Gift Shop purchases. The Gift Shop has always allowed for payroll deduction and looks to continue to do so in the future. You can scan your

badge for any amount and can do so multiple times a day. (Yep...that happens quite a bit!) We encourage the use of payroll deduction in the Gift Shop: just sign your name and off you go. We strive to make purchases as easy and painless as possible while providing excellent customer service. There is always a lot to see and new arrivals happen weekly so stop in and shop around!

Another perk in the Gift Shop is we give a 10% discount off your qualifying purchases during your birthday month for volunteers and colleagues. We appreciate all the time you give to this hospital, and it is always nice when a kindness is directed back to you. Just let us know it is your birthday month to receive your discount. As always, all profits go directly back to the hospital. Small actions do great things!

Jen Stuber, Gift Shop Manager

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### Board Updates



#### A TIME TO REMEMBER

The Volunteer Partners wish to extend our sincere and heartfelt sympathy to the family and friends of the following volunteers who will be honored in the TAG

(Tuition Assistance Grant) Program: Bill Jahr, Catherine Flynn, Elsie Ritchie and Janet Hoff.

Our sympathy and prayers to the following volunteers on the loss of a family member: Marie Thorson, Pat Weiland-Schuster and Sandra Grundman.

Joan Cook and Kati Diaz  
Friendship Committee

#### WE REMEMBER THEM

At the rising of the sun and its going down,  
We remember them.  
At the blowing of the wind and in the chill of winter,  
We remember them.  
At the opening of the buds and in the rebirth of spring,  
We remember them.  
At the rustling of the leaves and in the beauty of autumn,  
We remember them.  
At the beginning of the year and when it ends,  
We remember them.  
As long as we live, they too will live;  
For they are now a part of us  
We remember them.  
When we are weary and in need of strength,  
We remember them.  
When we are lost and sick at heart,  
We remember them.  
When we have decisions that are difficult to make,  
We remember them.  
When we have achievements that are based on theirs,  
We remember them.  
As long as we live, they too will live;  
For they are now a part of us  
We remember them.  
(Author unknown)

## *Board Updates* continued

### **PUBLIC POLICY AND EDUCATION**

#### **WISCONSIN RURAL HEALTH CONFERENCE**

The Wisconsin Hospital Association has announced the dates for the annual 2017 Wisconsin Rural Health Conference. The annual Wisconsin Rural Health Conference is the statewide forum for examining the issues that impact small and rural hospitals and healthcare providers the most. Attendees learn from experts and each other as they continue to collaborate on innovative models for rural healthcare delivery. In addition, each year the Wisconsin Rural Health Conference includes a track of education specifically focused on governance for hospital trustees.

The Wisconsin Rural Health Conference is offered annually by WHA, in collaboration with the Wisconsin Office of Rural Health, and the Rural Wisconsin Health Cooperative. The annual Wisconsin Rural Health Conference is designed to highlight public policy issues affecting rural healthcare, identify how the delivery of and access to total healthcare are changing, and identify ways in which data and technology are improving healthcare for rural populations.

For more information visit [www.wha.org](http://www.wha.org).

Ken Anderson, PPE Chairman

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### **HEALTH EDUCATION**

#### **ANIMAL HOARDING**

With April being Prevention of Cruelty to Animals, I thought I would discuss a subject we have all been exposed to and that is animal hoarding. We have all seen the shocking stories of “home found with 70 cats,” etc., rarely considering what leads to this behavior. The term “animal hoarding,” is according to the Anxiety and Depression Association of America, the compulsive need to collect and own animals for the sake of caring for them that results in accidental or unintentional neglect or abuse. They have found that every year about 3,500 animal hoarders come to the attention of the authorities and at least 250,000 animals are affected. Seventy percent of the hoarders are single, widowed or divorced.

Studies show that their behavior often begins when an illness, disability, death or difficult life event occur. The animals become a form of comfort and source of love for the hoarder. Often these people become known as the “dumping” areas for unwanted pets and will always take them in and therefore the hoarder see themselves as a rescuer. They initially have every intention of caring for the animals but due to their illness and unhealthy living conditions are not able. The animals, like the objects in the house, become attachments that the hoarder is not able to get rid of without intervention.

The result is animal neglect. The animals are in poor health, malnourished and often dead. They live in very stressful situations with other animals. The hoarder lives in a home overcome by animal waste and can suffer health problems created by inhalation of ammonia, fleas, ticks and animal-borne illnesses.

Many states have laws against hoarding but that is not the answer alone. Numerous Humane associations have employed social service workers to work with the issue. Vets have also become more involved. One of the major forms of therapy used to treat hoarding is Cognitive Based Therapy, a short-term, goal-oriented therapy. The goal is to change patterns of thinking or behavior that are behind the problem at hand. Without intervention and treatment the hoarding will continue.

Carol Gassert, Chair

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### **GIVING BACK**

At the September 28, 2015 Volunteer Partners Board of Directors meeting, the Board approved a motion to give \$150,000 for the Women and Infant Service Renovation Fund. The final payment of \$50,000 will be made in October, 2017. A thank you from the HSHS Sacred Heart Hospital Foundation director Ann Kaiser was given to the Volunteer Partners for being the largest supporter of the women’s/infants project which concludes this year.

The planning is in its final stages. The renovation will provide for expanded isolation of infants, more security and a newly remodeled floor. The volunteers are to be commended for their dedication to the hospital!

## Board Updates continued

### **TUITION ASSISTANCE PROGRAM (TAG)**

The Volunteer Partners recently awarded \$1,000 grants to five colleagues at HSHS Sacred Heart Hospital to reimburse them for education expenses incurred in pursuit of a healthcare degree. The TAG (Tuition Assistance Grant) Committee of the Volunteer Partners Board of Directors selected the five candidates after interviewing those who applied for the grants.

The recipients of the grants are:

<b>NAME</b>	<b>POSITION</b>	<b>DEPARTMENT</b>
Angela Quick	Clinical Facilitator	Radiation Oncology
Robin Schultz	Urgent Care Manager & EMS Coordinator	Urgent Care and EMS
Michelle Willcutt	RN	Critical Care Unit
Hannah Schroeder	Nurse Educator/RN	Clinical Education
Jason Schunk	RN	Neuro/Peds

The Volunteer Partners are proud to support our colleagues with these grants as they advance their healthcare careers.

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### **LETTERS FROM GRANT RECIPIENTS**

The following letters were received from the TAG recipients:

My name is Michelle Willcutt. I am an Associate Degree Registered Nurse who is seeking a Bachelor's of Science in Nursing. I graduated with an Associate Degree in Nursing in 1997. I had spent several years at the University of Wisconsin - Madison. I thought about changing my major several times, but in the end I went back to my original goal of becoming a nurse. By that time, I had already taken out multiple student loans, so I found the 2-year degree to be a good option. I was told that the only restriction I would face from holding an ADN instead of a BSN is that I could not go into management. Since I was very eager to begin my career of caring for people, I chose that route. Management did not interest me. But, it was always a personal goal of mine to obtain my BSN, as that was the degree I originally sought. So, within a year of graduating with my ADN, I started taking courses toward my BSN. For the next 15 years, I took the required courses whenever I could work it into my family life. Still, it was just a personal goal so I was in no hurry.

Five years ago a goal was set by the Institute of Medicine's report, the Future of Nursing: Leading Change, Advancing Health to increase the number of nurses with a baccalaureate degree from 50 to 80% by the year 2020. Along with that, hospitals began strongly encouraging ADNs to complete their BSNs, making completion with 5 years of a hire date a requirement in some settings. It is now more than a personal career goal. It is a necessity to be competitive in the job market. Currently at HSHS Sacred Heart Hospital, it is preferred that applicants hold a BSN. I expect that could change in the future. This motivated me to aggressively seek my BSN.

I began the RN to BSN outline program at Viterbo University. This program was flexible enough that I could still work full time and raise my family, while working on my degree. I was relying on the Hospital's tuition reimbursement to pay for my courses as I just simply cannot afford it on my own. Being awarded the Tuition Assistance Grant allows me to continue taking courses this summer. Upon completion of the summer course, I will only have one more semester!

I am grateful for the work that the volunteers do at HSHS Sacred Heart, as their presence is felt throughout the building. I am honored to have been chosen as a recipient of the Tuition Assistance Grant. This gift will bring me closer to reaching my goal. The additional education will allow me to provide higher quality care and improve patient outcomes, and that is the goal of every nurse.

Sincerely,  
Michelle Willcutt

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**To the Volunteer Partners:**

As a nurse at HSHS Sacred Heart Hospital, I have been blessed to work with many amazing and inspiring individuals. Because of the influence and impact of these people, I have focused on the goal of finding ways to connect with my peers and with patients, to be an impact, and leave a legacy demonstrating my passion for seeing the best in individuals. I aim to encourage others to seek the truth and the best answer or response to a situation, to perform at his or her best and show others how to love and accept one another. I think that the most important goal in my career and life is to be an excellent role model. Thus, I am pursuing my Master's degree in nursing education so that I can continue to be a positive influence not just with the organization, but also with patients and families in the community.

Receiving the Tuition Assistance Grant from the Volunteer Partners of HSHS Sacred Heart Hospital has been both a blessing and an honor. It has helped me focus on achieving my Master's degree and has reaffirmed the passion I have to better this organization and the individuals we serve.

Thank you!

Hannah B. Schroeder, BSN, RN, PCCN  
Nurse Educator

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**Dear HSHS Sacred Heart Hospital Volunteer Partners,**

I am writing to thank you for your gracious gift in the form of the one thousand dollar Volunteer Partners scholarship. I was honored to be selected as a recipient of this support for my continuing education. Your generous support will help me as I work toward my goal of becoming a family nurse practitioner. I am currently enrolled full time in the Family Nurse Practitioner program at Chamberlain College of Nursing. I also work as a registered nurse on the neuroscience and pediatrics unit of HSHS Sacred Heart Hospital. My goal after graduation is to use my training to provide family healthcare in rural areas of Wisconsin and to be able to work in developing countries as opportunities arise.

My employment at Sacred Heart has offered me the opportunity to gain experience in acute care nursing and to be a part of a healthcare team who shares my desire to give back to the community and to use our skills to improve the lives of the sick. I truly appreciate your investment in my education and hope to be able to pass on this generosity by helping others.

Sincerely, Jason Schunk, RN

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**Dear Volunteer Partners of HSHS Sacred Heart Hospital:**

It is an honor to have been awarded one of the Tuition Assistance Grants from the HSHS Volunteer Partners. I am completing my Master's studies at The George Washington University. Through their online program, I am able to earn a graduate degree in Clinical Management and Leadership. This education has given me an abundant amount of confidence and competence in my current role as Radiation Oncology Clinical Facilitator in the Cancer Center at HSHS Sacred Heart Hospital. There are opportunities for our cancer service line in the next few years while we join with Prevea medical oncology. I intend to be a skillful leader who is able to make a significant impact on the future of our organization.

This grant you have given will help me with my education and allow me to contribute my learning to our strong future.

Thank you,  
Angela Quick

**To the Volunteer Partners of HSHS Sacred Heart Hospital:**

A heartfelt thank you for the \$1,000 Tuition Assistance Grant Award! I am Thrilled.

I have been with HSHS Sacred Heart Hospital since August, 2000. At that time, I was hired as the EMS Coordinator, a role I still carry today. In my EMS role, I help to educate and train 37 outlying EMS agencies that transport patients to our facility. With a Paramedic background, I feel that the hospital plays a pivotal role in education and the nurturing of these services. With our support we are able to guide the EKG transmissions of the patient who might be experiencing a heart attack. The service can notify us early and we can prep our Cath Lab and be ready for patient care. The same goes for stroke patients. In the past two years we have been working to be leaders in pre-hospital EMS. We now provide early notification of incoming stroke and other critical patients to the facility. We start IVs and draw blood in the back of an ambulance to save time upon delivery to the Emergency department. Quicker time to imaging saves tissue!

Personally, I felt the need to go back to school and obtain my nursing degree. In 2010, as a mother of three very young boys, I enrolled at school full time, worked full time and made my way to becoming a registered nurse. In the fall of 2010, I was asked to lead a new department at Sacred Heart Hospital - Urgent Care. We opened in June of 2011. I am currently leading a fabulous team of Paramedics and Nurses in our Urgent Care and EMS departments. Last year I received my Bachelors of Science in Nursing, and will complete my Master's program in Nursing Leadership by the end of summer. This has not come without the support of my family, my colleagues and the leadership at HSHS Sacred Heart Hospital.

My future plan once I complete my schooling is to continue working at Sacred Heart Hospital. It has become my "other family." Not only do I enjoy the camaraderie of colleague relationships, but I truly love patient care and the work we provide here. My hope is to gain knowledge and experience through leadership responsibilities and be offered a position that inspires as well as challenges my passion.

Thank you again, I am grateful.

Sincerely, Robin Schultz



# VOLUNTEER PARTNERS

## Past Events continued



### **VOLUNTEERS ATTEND DISTRICT MEETING**

The Volunteer Partners of WHA West Central District held their spring meeting on Thursday, April 6, 2017, hosted by the Volunteer Partners of Osceola Medical Center. Attending from Sacred Heart Hospital were: Sandra Harman, Sandy Gobler, Steve Werner, Bill McCullough, Sharon Schug, Carol Gassert and Volunteer Services Director Mary Pengra. Also representing Sacred Heart Hospital were Jaci Fuller, West Central District Chair, Barb Filla, District and State Public Policy Education Chair and Bonnie Olson, District and State Community Health Education Chair. Attending were State officers Jan Molaski, President-Elect, and Sherry Jelic, Community Health Education Chair.

Morning activities included reports by the State representatives, followed by an interesting presentation by Marybeth Gustafson, Pharmacist, on Prescription Drug Abuse/Opioid Overuse. Following a delicious lunch, the West Central District business meeting was held. Installation of officers, conducted by State President-Elect Jan Molaski, included: Jaci Fuller (Sacred Heart Hospital)-West Central District Chair, John Tully (Rice Lake - Lakeview Medical Center) - Chair-Elect. Betty Oddo, St. Joseph Hospital, was unable to attend, but was installed by proxy for the position of Secretary-Treasurer.

Following the business meeting, a drawing for the 50/50 raffle was held and door prizes given. The next West Central District meeting will be September 7, 2017 in St. Croix Falls.

### **PARTNERS OF WHA**

The volunteers of HSHS Sacred Heart Hospital are members of the Volunteer Partners of WHA Inc., a non-profit volunteer organization affiliated with the Wisconsin Hospital Association. It is governed by a Board composed of four elected officers, district chairs and committee chairs appointed by the president. The State is divided into districts, and the district chair serves on the Partners State Board, giving representation to local volunteer health organizations.

Sacred Heart Hospital is part of the West Central District with the following as officers:

<b>Jaci Fuller, Chair</b> HSHS Sacred Heart Hospital 715-225-3978 tomnjaci58@gmail.com	<b>John Tully, Chair-Elect</b> Rice Lake-Lakeview 715-859-6775 balduck@citizens-tel.net	<b>Betty Oddo, Secretary/Treas.</b> St. Joseph's Hospital 715-559-9021 bettybro43@gmail.com
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Barb Filla, Public Policy Education Chair Sacred Heart Hospital 715-514-0904 1bluebird88@gmail.com	Bonnie Olson, Community Health Education Chair Sacred Heart Hospital 815-834-1320 bonnie.o.pfowha@gmail.com
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As a member of the Partners of WHA, volunteers may receive leadership opportunities, gain access to resources, become involved in legislative issues (become a member of HEAT), network with other volunteers and be recognized for service.

The Partners of WHA organization is committed to advocating for the health of our communities and advancing the success of local healthcare volunteer organizations through the coordination and provision of volunteer education, development resources and leadership opportunities for healthcare volunteers and their organizations. For more information, visit the website: [www.partnersofwha.org](http://www.partnersofwha.org)

You may also contact any member of the Board of Directors or district officers.

Jaci Fuller, Chair  
West Central District of the Partners of WHA

### **2017/2018 VOLUNTEER PARTNERS BOARD OF DIRECTORS**

The following volunteers will serve on the Volunteer Partners Board of Directors at HSHS Sacred Heart Hospital July 1, 2017 through June 30, 2018: Executive Board: President - Sandy Gobler, President Elect - Bill McCullough; Secretary - Sharon Thobaben; Treasurer - Mary Ryberg; Past President - Sandra Harman. Serving on the Board of Directors are Steve Werner, Carol Gassert, Kathleen Diaz, Judy Peak, Kathy Herfel and Sharon Schug.

## VOLUNTEER PARTNERS

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### *Past Events* continued

#### **VOLUNTEERS ATTEND ADVOCACY DAY**

Over 1,000 hospital leaders, employees, trustees and volunteers attended Advocacy Day in Madison on April 19, 2017. Advocacy Day is an annual event, sponsored by WHA (Wisconsin Hospital Association) that connects hospital supporters with their Legislators in Madison so lawmakers can learn how issues impact local hospitals and communities.

Volunteers and colleagues from HSHS Sacred Heart Hospital and HSHS St. Joseph's Hospital traveled by bus for the event. The morning activities included a legislative panel who answered questions regarding health related issues. Governor Scott Walker addressed the group during lunch. In the afternoon, attendees met with their legislators to make them aware of key issues in healthcare.

#### **SPRING OPEN HOUSE**

On Monday, April 24, 2017, from 10:30 a.m. - 2 p.m., the annual volunteer recognition, appreciation and business meeting sponsored by the Volunteer Partners and Sacred Heart Hospital was held in the Fr. Klimek Community Auditorium. A delicious buffet of sandwiches, fruits, vegetables and dessert was provided by Nutrition Services. The annual business meeting of the Volunteer Partners was held, with election of board members and officers for the coming year of July 1, 2017 through June 30, 2018. President Sandra Harman conducted the business meeting and officers were installed.

Speakers at the Open House included Julie Manas, President and CEO of the Western Division of HSHS (Hospital Sisters Health System) gave an update of the Hospital activities. Spiritual Care Director Philip Anderson gave the invocation. Volunteer Services Director Mary Pengra recognized the volunteers with milestone years.



L-R: Mary Ryberg, Treasurer,  
Sandy Gobler, President,  
Sandra Harman, Past President,  
Bill McCullough, President Elect  
and Sharon Thobaben, Secretary

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### *Upcoming Events*

#### **BACK BY POPULAR DEMAND!**

The Volunteer Partners are again sponsoring a Linen Sale on Tuesday and Wednesday, May 16 and 17 in Bishop/Treacy Halls. This popular fundraising event features oh-so-soft sheet sets in a variety of colors, blankets and comforters in beautiful colors and designs and different sizes, plus pillows for a good night's sleep! Now is the time to purchase wedding gifts, graduation and Mother's Day gifts plus something for you!

The Linen Sale is a fundraising project for the Volunteer Partners and all profits benefit the Hospital. So, mark your calendar and plan to attend! Although payroll deductions are no longer accepted, the vendor will accept check, cash or credit card for your purchases.

Bill McCullough, Chair

## VOLUNTEER PARTNERS

Continued from page 1

### MILESTONE YEARS

#### **CEIL MARSHALL**

has volunteered at Sacred Heart Hospital for 30 years! When asked why she started volunteering at Sacred Heart Hospital, she said her husband had been in the hospital and was treated so well, she wanted to give back and help other patients, the staff and Hospital. She began her volunteer experience in the Critical Care Lounge (now Family Waiting Center) and continued in that position for almost 25 years. Ceil is now a Eucharist minister and also in the “Footsteps” program. She said the Footsteps program is a worthwhile program as no one should die alone and it also keeps Fr. Klimek’s memory alive. Ceil feels being a volunteer is a very rewarding experience. She is also a Pastoral Minister at Sacred Heart/St. Patrick’s Church and a volunteer at Dove Rehab for their “No One Dies Alone” program.

#### **BOB GREEN**

has been a volunteer at Sacred Heart Hospital for 20 years! He was employed by Sacred Heart Hospital as Director of Physical Therapy for twenty-six years, retired from that position and then was a pharmacy technician. After Bob retired from Sacred Heart Hospital, he wanted to “give back” as the hospital had been so good to him. Bob started volunteering before he retired. He and his wife Sharron volunteered at the Information Desk in the evening for a number of years and then volunteered in the Surgery Center Lounge. Bob has no thought of retiring from volunteering!



### **NATIONAL HEALTHCARE VOLUNTEER WEEK APRIL 23 - 29, 2017**

President Richard Nixon established National Volunteer Week with an executive order in 1974, as a way to recognize and celebrate the efforts of volunteers. Every sitting U.S. president since Nixon has issued a proclamation during National Volunteer Week (as have many U.S. mayors and governors).

Since then, the original emphasis on celebration has widened; the week has become a nationwide effort to urge people to get out and volunteer in their communities. Every April, charities, hospitals, and communities recognize volunteers and foster a culture of service.

The National Healthcare Volunteer Week, April 23 - 29, was celebrated at HSHS Sacred Heart Hospital with a luncheon and recognition of volunteers with milestone years. Congratulations and thanks to all Volunteers for their dedication, compassion and giving of your time to help patients, families, visitors and colleagues.



### **Nursing: The Balance of Mind, Body, and Spirit**

### **NATIONAL NURSES WEEK MAY 6 - 12, 2017**

National Nurses Week is celebrated annually from May 6, also known as National Nurses Day, through May 12, the birthday of Florence Nightingale, the founder of modern nursing. The week is devoted to highlighting the diverse ways in which registered nurses work to improve healthcare.

The American Nurses Association (ANA) has declared 2017 to be “the year of the Healthy Nurse.” In keeping with this focus on improving the health of our nation’s nurses, the theme for National Nurses Week 2017 is “Nursing: the Balance of Mind, Body and Spirit.”

Thank you to all of the nurses at HSHS Sacred Heart Hospital for their dedication and professionalism.

## VOLUNTEER PARTNERS



### MAY

05 03 Mary Ann Ogan  
05 04 Steve Werner  
05 04 Etta Johnson  
05 06 Samantha Reiter  
05 06 Kathy Kovell  
05 08 Claire Everson  
05 10 Mary Jacobs  
05 13 Janet Lesniewski  
05 14 Katelyn Zuelsdorff  
05 15 Aleah Hogan  
05 15 Miriam Carr  
05 18 Judy Amundson  
05 19 Alexandra Zedler  
05 20 Jenifer Reetz  
05 21 Barb Fiskars  
05 23 David Benert  
05 25 Roman Lowney  
05 27 Marian Olson  
05 28 Lauren Longhenry

### JUNE

06 01 Andrew Gearhardt  
06 03 Sandra Grundman  
06 05 Robert Ciske  
06 08 McKenzie Kruse-Pillsbury  
06 13 Meghan Bauer  
06 17 Patti Johnson  
06 22 Scott Stagliano  
06 22 Mark Richter  
06 22 Emma Boley  
06 25 Penny Miller  
06 27 Kathy Herfel

### JULY

07 04 Carol Oller  
07 07 Zachary Arndt  
07 07 Mavis LeBarron  
07 08 Kathy Peterson  
07 09 Pat Everhart  
07 16 Rhonda Schnacky  
07 16 Yvonne Goth  
07 17 Calvin Diaz  
07 18 Celine Sabbagh  
07 18 Bill McCullough  
07 18 Julia Rohn  
07 18 Edie Weisenbeck  
07 20 Barb Gordon  
07 22 Sandry Gravunder  
07 24 Dick Hazelton  
07 26 Barb Filla  
07 28 Theresa Spletstoser  
07 29 Kitty Seyffer  
07 31 Diane Richards

### AUGUST

08 01 Kathy Dawald  
08 09 Owen Moyer  
08 10 Sandra Harman  
08 10 Beth Moos  
08 11 Barb Heuschele  
08 12 Kathy Mosack  
08 16 Marie Thorson  
08 17 Mary Theisen  
08 17 Nita Kniefel  
08 18 Emma Gurgel  
08 19 Kelly Lemke  
08 25 Ann Lamoureux

***To all a birthday wish for a beautiful day and a year of happiness!***

### HOSPITAL VOLUNTEERS

What is a Hospital Volunteer?

A volunteer is a special and wonderful kind of person who generously offers their time, free of charge, to help others.

Why are Hospital Volunteers important?

Volunteers are important because they provide many extra services that supplement the basic, Essential functions of the professional staff.

Volunteers assist in services that add to the comfort, care and happiness of the patient. Volunteers add to the quality of healthcare by helping the patients, their families, staff, visitors and the entire community.

## VOLUNTEER PARTNERS

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### *New Volunteers Welcome*

Welcome to the volunteers who have joined the Volunteer Program at Sacred Heart Hospital since September 2016. 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

Roxanne Miescke  
Pinal Patel  
Kay Kruse-Stanton  
Sarah Annen-Stephan  
Sandi Stanton  
Ann Lamoureux  
Teri Blaskowski

#### COLLEGE

Andrew Gearhardt  
David Benert  
Emily Clancy  
Lauren Longhenry  
Megan Larson  
Emma Boley

#### HIGH SCHOOL

Molly Ford  
Emma Gurgel  
Matthew Kim  
Elayna Chambers

#### HAND CRAFTERS

Margie Zank  
Peggy Hughes  
Mennonite Church-Barron

#### PET THERAPY

Rhonda Schnacky & Bella  
Lynnda Anderson & Pete

#### **A NOTE OF THANKS!**

Volunteers are Great! Recently I had the "opportunity" of receiving the services of Sacred Heart Hospital and services of the volunteers, instead of volunteering myself! On January 30th I was admitted at Sacred Heart Hospital. Volunteers were very visible and helpful during my hospital stay. Eucharist Ministers brought communion to me on a daily basis, and the Threshold Singers cheered me up with their beautiful voices and hymns. Many volunteers visited me while I was a patient at the hospital and at Dove Rehab, which I appreciated. Thank you, volunteers, for your services, dedication and smiles! You do make a difference!

Jaci Fuller, Volunteer, Newsletter Coordinator

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### **DATES TO REMEMBER**

<b>Date</b>	<b>Event</b>	<b>Location</b>
May 16 & 17, 2017	Linen Sale	Bishop/Treacy Hall
May 22, 2017	Board of Directors Meeting	Lobby Conference Room
June 26, 2017	Board of Directors Meeting	Lobby Conference Room
August 28, 2017	Board of Directors Meeting	Lobby Conference Room
September 7, 2017	West Central District Meeting	St. Croix Falls
September 25, 2017	Board of Directors Meeting	Lobby Conference Room
October 3 - 5, 2017	Partners of WHA Convention	Green Bay



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### *spotlight on Volunteers*

The "Footsteps" Volunteer Program has been in existence since August 2015. The program provides companionship and supplemental support to a dying patient when family and/or friends are unavailable to keep vigil for one who does not want to die alone. The program provides compassionate presence at the bedside of dying patients when death is expected within 48 - 72 hours and no family or friends are present or family and friends are in need of respite care.

Volunteers state their availability to attend vigils according to the time frame of their choosing. Volunteers are notified

by telephone when a "Footsteps" vigil is activated and there is a need for scheduling a time for a Footsteps Volunteer to attend a vigil.

Volunteers follow Sacred Heart Hospital's Standards and Guiding Principles of Respect, Care, Competence and Joy. They have sensitivity and empathy for the spiritual needs of the patient, show respect and maintain confidentiality. The volunteers have a calming and positive demeanor, with a strong commitment to the mission of the hospital.

At the February Ethics Committee Meeting, Julie Manas and the rest of the committee asked that this program be made available for any critically or

# Spotlight on Volunteers continued

dying patient who either has no family/loved ones or where family/loved ones need respite. The Volunteer Services worked with the Spiritual Care Director and Palliative Care Facilitator to review the written Volunteer Services description and procedures.

Currently, there are five volunteers in the program, including Don Winrich, Judy Peak, Marianne McElroy, Sharon Schug and Ceil Marshall. When asked why they volunteer for the program, some comments included: it has always been important to me that a person never die alone and also patients who are lonely need someone to talk to; it gives me joy and purpose to be with the dying as it is needed; my husband was treated so well in the hospital I wanted to give back and help other people; volunteering with Footsteps helps keep Fr. Klimek's memory alive; I am interested in helping patients and it is very rewarding to provide some comfort; it is very humbling.



## FOLLOWING IN FATHER KLIMEK'S FOOTSTEPS

Originally the volunteer program "Footsteps" was called "Compassionate Care Volunteers." However, it became clear the volunteers were "Following in Father Klimek's Footsteps" so then shorted to "Footsteps." For a little history, the following is information from the book "...An Instrument of Thy Peace - Celebrating the Life and Ministry of Monsignor Edmund Klimek."

Father Edmund Klimek on June 18, 1968 was appointed Chaplain at Sacred Heart Hospital, with residence at the Hospital. In 1970, Father Klimek was certified as a hospital chaplain by the National Association of Hospital Chaplains. In 1972 Father Klimek formally created the Department of Pastoral Care at Sacred Heart Hospital and was appointed its Director. On September 7, 1978, Father Klimek requested to be relieved of his responsibilities as Director and became Head Chaplain, stating "I feel that my personal strengths are in a one-to-one patient relationship, Chaplain to medical staff and employee relationship."

On November 10, 2005, Pope Benedict XVI bestowed upon Father Klimek the honor of being named a member of the Papal Household, bearing the title of "Monsignor."

Monsignor Klimek was always available for patients and families, no matter day or night. He prayed with the sick and dying, so that no one died alone. He always answered the call and comforted those in need. Monsignor died on August 28, 2013. He will always be remembered for his kindness, compassion, walking the halls of the hospital, each time for the purpose of bringing hope and comfort to people in its rooms, to its staff and administration and always giving loving service.

## FOOTSTEPS VOLUNTEERS



Ceil Marshall



Don Winrich



Judy Peak



Marianne McElroy



Sharon Schug