



VOLUNTEER Connection

News and Notes
for our Volunteers at
Mercy Medical Center



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From the Manager

The fiscal year came to a close on June 30, 2016. Thank you to the 513 volunteers who contributed their many talents serving Mercy Medical Center's patients, visitors and staff this past year donating 64,111 hours of service. We couldn't provide the care that we do without YOU!

Our students are an important part of our volunteer team. Over two hundred and fifty volunteered at Mercy Medical Center giving of their time and enthusiasm this past year. Many begin their training in the summer months. Thanks to associates and volunteers who work with students.

Please note the article on Project Search coming to Mercy in the fall. Let's all welcome and support this collaboration with the Oshkosh Public Schools, Goodwill and other area agencies. Enjoy the rest of the summer!



Amy Brownson, Manager
Volunteer Services
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Hats Off to Our Volunteers!

The Mercy Medical Center volunteer recognition event was held on April 28th, 2016 at the Oshkosh Convention Center as a part of National Volunteer Week. The celebration included dinner, prizes, entertainment and a kick-off celebrating 125 years of Mercy Medical Center. Here are some photos of the evening's festivities:



Barb Jiricka, Arianna Jiricka, Sarah Lairson, Janice Mathe and Carolyn Mafredas



Lucia Franzen, Floyd and Jean Wouters



Richard's School of Dance perform "Top Hat"



Vish Tuchscherer, Evan Schultz, Vicki Moen, Lauren Summers and Elainna Jentz



Stu Klauer, Sharen Schoen, Joyce Ludwig and Peggy Koeppen

2016 Advocacy Day

A number of staff and volunteers from Mercy Medical Center, St. Elizabeth Hospital, and Calumet Medical Center headed to Madison via an Affinity sponsored motor coach on March 30, 2016 to attend the Wisconsin Hospital Association's (WHA) Advocacy Day. Advocacy Day is an annual event that connects hospital supporters from across the state with their legislators in Madison so lawmakers can learn how issues impact local hospitals and communities.

The crowd of over 1,000 heard from the morning's keynote speaker, Rick Pollack, the President and CEO of the American Hospital Association as well as a bipartisan state legislative panel. Governor Walker provided luncheon keynote remarks and signed important WHA legislation - the Wisconsin Health Care Data Modernization Act - into law.

After lunch, attendees made their way to the State Capital for meetings with their elected officials. Advocates made sure their legislatures were aware of the role hospitals play in communities across the state in providing high quality, high value health care and how the legislature can support those efforts through the policies it enacts.



Rep. Gordon Hintz, Diane Griffin, Joan Bitter, Sue Boerschinger, Kristal Wiese, Pat Brown, Bill Brown, Kelsey Kastorff, Tom Wollangk, St. Elizabeth volunteer, Peg Larson

Mark your calendar now for the Advocacy Day 2017 event set for Wednesday, April 19, 2017. The event is an excellent way to learn about health care legislation and hot topics at the state and federal level.



Diane Griffin
Volunteer Services Specialist
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Adjusting your Attitude for More Success

Stanford researchers are making the case that attitude is more important than IQ. Good news: Attitude is easier to change! Start with understanding your "mindset." Either you have a mindset that is "fixed" or your mindset is "growth-oriented," says researcher, Carol Dweck, Ph.D. A fixed mindset means you're not very open to change or willing to adapt to it. You don't view mistakes as opportunities or stepping-stones to your success. People with a growth mindset do. (Think Thomas Edison-he kept trying hundreds of times before the bulb finally glowed.) Embrace challenges, persist in the face of setbacks, see effort as the path to mastery, and learn from criticism to achieve an open mindset. How well do you identify with these critical elements of a successful mindset?

Source: "Mindset: the New Psychology of Success", by Carol Dweck

Project SEARCH is coming to Mercy Medical Center in the fall of 2016

Project SEARCH is a high school transition program; a unique, business led, one year school-to-work program that takes place entirely at the workplace. The focus is on helping youth with disabilities make successful transitions from school to adult life. Mercy Medical Center and Franciscan Courts will be the worksite for the project partnering with the Oshkosh Area School District, Goodwill Industries, the Division of Vocational Rehabilitation and other agency support services for the benefit of the interns. Visit <http://www.projectsearch.us/Home.aspx> to learn more.

In addition to learning employability skills in an onsite classroom setting, the interns will be available five days a week when school is in session to provide service for about 4 hours per day within hospital departments such as Environmental Services, Birthplace, Surgical Services, Food and Nutrition Services, Outpatient Behavioral Health, Patient Care Units One and Two, the Mercy Health Foundation and the Nursing, Maintenance and Dietary departments at Franciscan Courts. Please welcome the Project SEARCH staff; Dana Zander, Chris Dirkes, Kayla Countney, Mike Schneider, and Pachoua Lee and our interns for the 2016-17 school year listed below:

Lucas Caramanidis
Cooper Carlson
Alyssa Haidlinger
Angel Helm
Kayla Hetzel-Smith
Noah Keltesch
Peter Kindt
Deanna Krystek
Luis Rodriguez-Jinks
Montana Schultz
Alayna Vadnais
John Walter

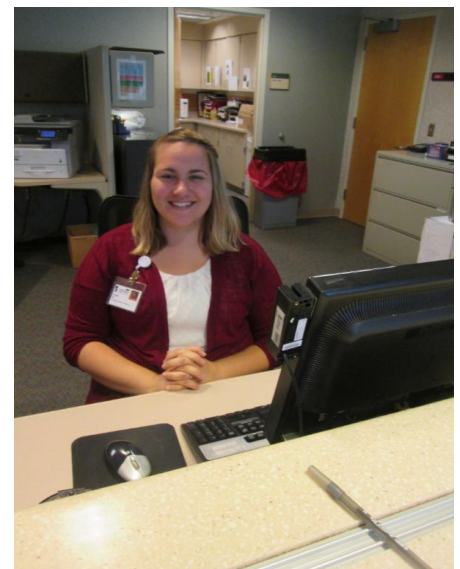
Amy Brownson

Volunteer Spotlight - Kristal Wiese "Everything happens for a reason."

Kristal Wiese started volunteering at Mercy Medical Center in July of 2015 in the Patient Access/ER Reception area. In 2016, she added the assignment of field student volunteer in the areas of Patient Access and Volunteer Services. Kristal is a student at Marian University in Fond du Lac majoring in Radiological Technology. She also has a double minor in Communication and Leadership. She will be schooling and training on site at Mercy beginning in August for the Radiological Technology program.

Little did she know that her volunteer and field placement experience would lead to a job at Mercy. Kristal recently applied and was hired as a receptionist in outpatient testing. She is also continuing to volunteer by helping volunteer services with Project Search.

Kristal says her favorite part of volunteering is seeing the different areas of the hospital, networking, and gaining a better understanding of how a hospital runs behind the scenes. It also has given her an opportunity to practice her communication and leadership skills.



Kristal Wiese in outpatient testing

"I love the people I work with, and helping patients get their tests done so they can receive answers in a timely manner," says Kristal. "I also really enjoy seeing people smile when I know I've helped them." When Kristal is not working, going to school, and volunteering, she loves scrap booking, and outdoor activities such as hunting, fishing and playing softball.

Amy Geurden
Field Student Volunteer



Kudos to our Volunteers

I write to express my appreciation for the excellent care I received from all the Mercy Staff who assisted me during my outpatient surgery in March. Many individuals were involved creating such a positive experience for me. These include: the person who did the registration at the North Entrance, **the volunteer** who took me to my room, all of the nursing staff in the recovery area, the Anesthesiologist, the surgical staff and Dr. Tsai. I am grateful to all of them.

-a grateful patient

I spoke with the director of the childcare site at UWO on Friday and she reported that one of the little ones who got glasses as a result of the vision screening from **Mercy's Children's Screening Services volunteers** and the student would just stand around with the new glasses in wonder of the things he could now see in the classroom. She was impressed and thanks us for the good work.

-Mim McCann, CSS President

The family of a patient called to give a pretty significant compliment for ER and Patient Access staff and Reception desk volunteer **Brenda Ellis**. "Everyone was incredibly helpful, comforting and they all went so far above & beyond to provide wonderful service & care. I couldn't have gotten through this without each of them. They were just wonderful!"

-Jaime Petrasko, Patient Relations Assistant
Quality Management

Thank you so much for the wonderful opportunity to volunteer at this hospital, I truly enjoyed all the hours spent there, and appreciate everything I've learned from staff and fellow volunteers. I would definitely recommend volunteering at Mercy to anyone! Thanks so much for the wonderful experience.

-Ashleigh Kent

As I was leaving the Oakwood Clinic, I had the opportunity to meet and visit with your volunteer, **Judy Eagen**, and wanted to let you know I was amazed at the great job she does. She greeted every single person who came through with a smile and certainly gives a great impression of Mercy Oakwood.

-a grateful patient

Thanks to all our volunteers! Definitely hats off to you. We couldn't do it without you.

-Connie Campbell and the Patient Access Department

Greetings from the MMCV Chair

Personal appearance is one way that volunteers can make a positive impression with our visitors, staff and patients. The volunteer uniform has been in place for almost a year and everyone looks so professional.

My Black Vest

What does it mean?

I wear it with pride

I'm here to be seen

In my Black Vest

The people I meet

I'm here to help and greet

Our service can't be beat

In my Black Vest

I guide patients along

I carry supplies where they belong

Always with a greeting and smile

I wear it with pride

My Black Vest

The hours pass by and I never get bored

My duties are many, I don't earn a penny

It's hard for anyone else to understand

What it means to wear

My Black Vest

Author - Sue Boerschinger



Sue Boerschinger

MMCV Chair

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Greetings from the Gift Shop

Summer is now in full swing and the MMC Gift Shop has the perfect decor and clothing to brighten your days. Come in and browse the unique items we have to offer.

Along with summer comes the outdoor Oshkosh Farmer's Market. We are pleased to let you know that MMCV will host a booth at the market on Sept. 17 and will be selling many of the homemade items made by our Craft Project Group. Be sure to stop by - to support our new venture.



The project group has also been very busy making items for the Fall Craft Fair which will be held on October 14. If you would like to reserve a table, please contact Bev Fretchel at 920-231-4345. Mark your calendars so you don't miss this fun event.



Nancy Reichenberger
MMC Gift Shop Coordinator
nreichen@affinityhealth.org



Norlene Woldt, Judy Pechman, Diane Penke
Transport Volunteers

Volunteering is Good for Your Mind and Body

Volunteering provides many benefits to both mental and physical health:

- * Volunteering increases self-confidence. Volunteering can provide a healthy boost to your self-confidence, self-esteem, and life satisfaction. Your role as a volunteer can also provide you with a natural sense of accomplishment and a sense of pride and identity. The better you feel about yourself, the more likely you are to have a positive view of your life and future goals.

- * Volunteering combats depression. A key risk factor for depression is social isolation. Volunteering keeps you in regular contact with others and helps you develop a solid support system when you're going through challenging times.

- * Volunteering helps you stay physically healthy. Volunteering is good for your health at any age, but it's especially beneficial in older adults. Studies have found that, even considering health factors, those who volunteer have a lower mortality rate than those who do not. Volunteering has also been shown to lessen symptoms of chronic pain or heart disease.

We may be preaching to the choir here but you can let others know about the benefits you receive as a volunteer. Invite them to join you as a Mercy volunteer!

Taken from HelpGuide.org - A non-profit resource

Diane Griffin

Endowment: A Lasting Impact



Endowment giving is a time-tested way to expand and increase the impact of your life or the life of someone you love through charitable giving. An endowment is a fund established in perpetuity to provide annual investment income to support a specific program, department or initiative. Examples of endowment fund opportunities at Mercy include establishing a scholarship fund; supporting critical programs like PEACE (People Exercising after Cancer Enters) for cancer patients or the Fitness for the Physically Challenged program for those with a disability; or designating specific departments such as Volunteer Services or Spiritual Services.

Endowments can be established during a person's lifetime, or through a planned gift with a minimum pledge or contribution of \$10,000. The fund then grows over time, with a percentage of earnings used on an annual basis for the purpose of which the fund is determined. Endowment funds provide you comfort in knowing exactly how your donation will be used, now and into the future.

Consider leaving your legacy at Mercy Medical Center through the establishment of an endowment fund with the Mercy Health Foundation. A gift today, or through a bequest will have an impact for a lifetime. For more information contact Lynn Kleman, Development Manager, Mercy Health Foundation, (920)223.0643 or lkleman@affinityhealth.org.

Lynn Kleman, CFRE
Development Manager
Mercy Health Foundation
lkleman@affinityhealth.org

Volunteer Recruitment Drive Winners

Congratulations to the winners of the Mercy Volunteer Recruitment Drawing. Twenty-seven new volunteers were recruited by employees and volunteers this year. The recruiters' names were drawn at the annual Mercy Volunteer Recognition event on April 28. Winners are as follows:



- A one-night stay at the Hawthorn Inn and Suites in Oshkosh was won by **Sue Kirsling**
- A one-night stay at the Oshkosh Premier Waterfront Hotel was won by **Natalie Miller**
- Two \$100.00 Gift certificates that can be used at any Oshkosh Chamber Member Business were won by **Allison Reimers** and **Nancy Nigl**

So keep those volunteers coming our way and you will be eligible to win in next year's drawing to be held on April 27, 2017 at our recognition event. All you need to do is be an Affinity volunteer or employee and recruit a new volunteer to Mercy Medical Center.

Diane Griffin

Volunteer Opportunities



McKinli Schacherl at the patient access/ER reception desk

Students

Volunteer Services is looking for students, 14 years old or older, who are responsible, capable of maintaining confidentiality, and independent, yet can work as part of a team. In exchange for their volunteer time, we'll provide them with opportunities to gain new skills, develop good work habits, learn about health care careers, network and give back to the community. In addition, Mercy Medical Center has three scholarships that are awarded to deserving high school senior volunteers each year.

Desk Areas

If you enjoy providing excellent customer service, then your

warm greeting, friendly smile and knowledge would be appreciated by our patients and visitors at the Reception, Information or Oakwood Desks. At all desk areas, volunteers provide information and directions as needed to help them find their destinations. Each area has other unique benefits and responsibilities for a volunteer.



June Wiechman at the Oakwood desk

For information on other opportunities, please contact Mercy Medical Center Volunteer Services at 223-0225 or learn more and apply online at affinityhealth.org/volunteer.



Vicki Moen, Coordinator
Volunteer Services
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Children Screening Services Volunteers



Volunteer Ann Gassere helping student with vision screening

The Children Screening Services Volunteers are affiliated with Mercy Medical Center and Prevent Blindness Wisconsin. The group provides vision screening in Oshkosh area day care centers, preschools, public and parochial schools. In addition, they teach hand washing to the younger students. If a vision problem is suspected, the child is referred to an eye care specialist. One thousand and eighty five were screened in 2015-2016 school year.

Officers for the 2016- 2017 school year are:

President - Cath Hursh
Vice President - Diane Lang
Secretary - Sue Kirsling
Treasurer - Marsha Johnson

Lap Robes Donated by Fourth Graders

Mrs. Wiedenhaupt's fourth grade class at Valley Christian School was busy making tie blankets this spring. Once they completed the project, they contacted Volunteer Services informing us that they wished to donate them to Mercy Medical Center for distribution to our patients. Amy Brownson was invited to stop by to pick up the donation and the class was very excited to welcome her to their classroom.



Mrs. Wiedenhaupt and her 4th grade class at Valley Christian School in Oshkosh

Volunteer Education In-Service, Flu Vaccines and TB Questionnaires



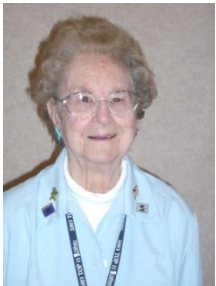
The annual volunteer in-service sessions will be held on Monday, Sept. 19th, and Thursday, Sept. 29th. Those volunteers required to complete the in-service will receive a letter in the mail with the specific timeframes. The flu vaccine is planned to be offered to volunteers on those dates as well. There will be other dates available for the vaccine and, as soon as we are made aware of the fall vaccine clinic schedule, we will post it in the volunteer sign-in area and send messages via e-mail and mail.

Volunteers are mailed a TB questionnaire, during their birthday month, to complete and return to the volunteer office. Associate Health reviews the form and will contact the volunteer if a TB test is required. Thank you, in advance, for keeping Volunteer Services compliant with the Joint Commission and CDC requirements.

Michelle Feucht, R.N. Associate Health

Georgia Moll, R.N. Associate Health

Amy Brownson, Volunteer Services Manager



In Memory...

Betty Wilson, Emeritus volunteer, passed away on July 5 at the age of 97. Betty began volunteering on July 3, 1986 and donated over 11,000 hours before becoming an Emeritus member on March 3, 2004. During the time she volunteered she helped in several areas - the MMC Gift Shop, Library Services, as a tour guide and making baby beanies and lap robes.

Diane Griffin

FY 2017 MMCV Board and Meeting Schedule (July 1, 2016 - June 30, 2017)

BOARD MEETINGS

Mondays 9:30 am - 11:00 am in the Volunteer Services Multi-purpose Room

August 22, 2016

October 17, 2016

November 21, 2016

January 16, 2017

March 20, 2017

May 15, 2017

GENERAL/LUNCHEON MEETINGS

Noon - 1:30 pm Integrity & Creativity Conference Rooms A & B
September 26, 2016 Sponsored by the Mercy Health Foundation
February 20, 2017 tentative

MMCV ADVISORY BOARD

Executive Board

Chairman: Sue Boerschinger

Vice-Chairman: Joan Bitter

Treasurer: Debbie Seekings

Secretary: June Wiechman

Committee Chairmen

Assistant Treasurers: Sandra Koch & Nancy Wilms

Bylaws: Joan Bitter

Community Health Education and Public Relations: Tom Wollangk

Craft Projects: Karry VandenHeuvel & Joan Bitter

Fundraising: Pam Anderson, Bev Fretchel, Peg Larson, Karry VandenHeuvel & Jennifer Ziemer

Gift Shop: Karen Chapin & Bev Fretchel

Hospitality: Pam Anderson

Nominating: Karry VandenHeuvel

Scholarship: Bev Fretchel

Member at Large: Pat Schulz & Sharen Schoen

Amy Brownson

Spring and Summer Fundraiser Fun

Here are some photos of a sampling of our spring and summer happenings:



Nancy Nigl checking out the selection of hanging baskets



Radiology staff Mike Binder and Kristen Gehri with their purchases



Tom Weber plants geraniums to beautify the MMC Grounds



Robin Robinson keeps the plants looking good



Nancy Reichenberger and Pam Anderson show some jewelry items that



Some of the many items offered at the jewelry sale



A sample of items available during the Books are Fun sale.



Barb Hoernke, Nancy Reichenberger and Karry VandenHeuvel show the variety of items available at the Books are Fun Sale



The Strawberry Sale offered scrumptious berries



MMC Volunteer Field Student, Amy Geurden, and Pam Anderson help out at the Strawberry Sale



Joan Bitter, June Wiechman, Sue Boerschinger, Amy Geurden and Karry VandenHeuvel volunteered at the Oshkosh Farmers' Market MMCV booth on July 23



Joan Bitter and Amy Geurden at the Oshkosh Farmers Market MMCV booth on July 23



Samples of some of the items sold at the MMCV booth



New Volunteers 3/19/2016 - 7/25/2016

Keoni Bailey - Behavioral Health Unit; ER
Claire Bischel - Errands
Rachael Bissett - Errands
Danielle Carlson - Behavioral Health Unit; ER
Gigi Chang - Transport; Patient Portal
Claire Chier - Errands
Sheila Christian - Information Desk
Adam Degler - Errands
Olivia Everett - Errands
Simran Gandhi - Errands
Amy Geurden - Field Student Volunteer
Barbara Hoernke - Projects
Allison Konrad - Errands
Paige Krieck - PCU1 Rehab
Ken Kriegel - Reception Desk
Sr. Susan Kusz - Transport
Kelly Lamers - Job Coach
Lindsey Loniello - Outpatient Testing
Ellie MacKenzie - Errands
Marcus Maier - Field Student Volunteer
Collin Malliet - Patient Access/ER Reception
Brooklyn Markofski - Pharmacy
Jacob Matulle - IP Behavioral Health; Reception
Pamela McCormick - Foundation
Alexis McLaughlin - Field Student Volunteer
Peggy Miller - Transport
Sargul Mohammed - Birthplace
Grace Munig - Errands
Haley Olkiewicz - Gift Shop
Camille Panas - ER; PCU2
Franki Sakschek - Errands
Emily Scherer - Errands

Daniel Seekings - Errands
Diane Shea - Happy Flowers
Dawn Stone - Job Coach
Stacie Stone - Pharmacy
Anita Sullivan - Children's Screening Service
Mai Thao - Field Student Volunteer
Sarah Trachte - Errands; Reception
Kora Witthun - Errands

Diane Griffin

Calendar of Upcoming Events



Aug. 19 PRN Uniform Sale
Sept. 15 40 Winks Sale
Sept. 17 Oshkosh Farmers Market
Sept. 19 Education In-Service
Sept. 29 Education In-Service
Oct. 5-6 Books are Fun Sale
Oct. 14 Craft & Bake Sale
Oct. 17 Benvenuto's Dine Out Fundraiser
Nov. 1 PRN Uniform Sale
Nov. 3-4 Gift Shop Open House
Nov. 10-11 Jewelry is Fun Sale



Hope you are enjoying the summer season!