

Communiqué

Spring/Summer 2018

From the President

by Paul Dobbratz, President



Spring has finally sprung! Our Wisconsin weather is always full of surprises and this spring was certainly one of our most surprising.

Once again, it has been a busy late winter/spring. In March, we had volunteers from Wausau, Medford and

Merrill ride the bus to Madison to attend Advocacy Day. Advocacy Day provided updates on what is happening at both the state and national level that affects health care and Aspirus. It also provided a chance to meet with local state legislators. In April, we had four people attend the North Central District spring meeting in Rhinelander. We had another successful cookie sale thanks to the volunteers that helped with baking and sales. On April 24th we had our Volunteer Appreciation Luncheon and Annual Meeting. I hope you were able to join us.

It was a busy 2017 as well. Aspirus Volunteers totaled 375 adult volunteers and 86 teen volunteers who donated 47,789 hours representing over \$1.1 million in contributed service. That is quite an accomplishment and something every one of us should be very proud of. In addition, your fund raising efforts helped support numerous Aspirus projects. Major contributions for 2017 included:

\$8,755 – Aspirus Hospice House renovation
\$5,000 – Heart pillows for patients in cardiac rehab
\$7,500 – Rainbow’s End Camp for special needs children
\$1,000 – Phone charger docking station
\$1,863 – Student Talent Art Program (STAR)
\$2,390 – Medication dispensers for high risk patients
\$1,644 – Hip Kits for spinal surgery patients in rehab
\$7,500 – Volunteer Scholarships

Aspirus Volunteers help in so many ways. At this year’s volunteer appreciation luncheon, Matt Heywood, President/CEO of Aspirus, Inc., made a very important announcement. “Aspirus received an unprecedented award. We were named by IBM Watson Health as one of the 15 Top Health Systems in the country. Patient satisfaction is an important part in the evaluation for this award and volunteers, in their daily contact with patients and families, play a big role in overall patient satisfaction. I believe that this is one of the most important contributions our volunteers make.” I echo Matt’s appreciation for your volunteer time and dedication to Aspirus.

I would like to close with two quotes from a great lady:
“Some people give time, some money, some their skills and connections, some literally give their life’s blood. But everyone has something to give.” ~ Barbara Bush

“The Titanic was built by professionals. The Ark was built by volunteers.” ~ Barbara Bush

If you see me around the hospital with my therapy dog, Cado, stop and say hello.~ Paul

Mission

The Aspirus Volunteers is an inclusive organization through which people individually, or as a group, volunteer time, talent, and resources to improve the spiritual and physical health and well-being of the residents of north and central Wisconsin, fostering the mission of Aspirus and its subsidiaries.





Direct from Yo



April is one of my favorite times of the year. Spring arrives and we get to celebrate National Volunteers week.

I want to personally thank you for all your service to Aspirus and the many other areas you volunteer your time. Each of you is truly a gift and you so willingly share your time and talents with us here at Aspirus. Thank you so much!

As you know, we recently lost Barbara Bush - one of my heroes. Barbara Bush embodied strength, grace, and dedication to family and faith. Her life was the very definition of what we support through our mission at Aspirus. She was a tireless advocate for volunteerism.

I wore my “pearls” at our volunteer appreciation luncheon to honor Barbara. Barbara was famous for wearing her pearls which she proudly stated were ‘fake’! (My husband Jim says I should be more like this!) At one public speaking engagement the news reporters showed Barbara jokingly saying, “Notice the hair, makeup and designer clothes.” ... which they were not. Barbara was so down to earth, proud of her family, and always thinking of others. This also describes our Aspirus Volunteer family!

I also want to THANK YOU for letting me serve as the Director of Volunteers. I just celebrated my 38th anniversary with Aspirus and I am always eager to tell everyone how proud we are at Aspirus of our wonderful volunteers.

I tell all of you that the world needs more people as thoughtful as you, for joy is a part of each nice thing you do. The kindness you share brightens so many days. Thank you for all of your wonderful ways!

Calendar of Events

June 28 *Cookie Sale*

July 4 *Independence Day – No volunteers scheduled*

July 16 – 20 *Rainbow’s End Camp*

July 23 – 27 *Rainbow’s End Camp*

August 6 *Aspirus Women’s Golf Classic*

August 28 *Volunteers Board of Directors meeting*

August 29 *Cookie Sale*

September 3 *Labor Day – No volunteers scheduled*

Special Thanks

Taylor Schroeder, physician assistant with Aspirus Wausau Hospital Hospitalist group, noticed the basket of prayer shawls in the chapel area. She commented, “To me, this is one of the greatest gestures and I have seen many patients and family members really appreciate this act of kindness.”

Mission, Vision & Values in Action

Do you have an example of the Aspirus values in action? We want to hear about it. Submit a short story of yourself or others talking about a time when any part of our new system Mission, Vision or Values was put into action. Please drop off your story in the volunteer office or email them to volunteers@aspirus.org. Stories will be shared in future issues of the *Communique*.



Public Policy Education



by Cindy Hermel

The Wisconsin Hospital Association (WHA) Advocacy Day was an informative and enjoyable day. Close to 1,000 hospital advocates were in Madison for the annual event. Keynote speakers were Lieutenant Governor Rebecca Kleefisch, and NPR Correspondent Mara Liasson.

The always popular Legislative Panel had lively debate regarding the best approach to provide Medicaid coverage for low-income Wisconsin residents. Panel members were in agreement that the state's worker's compensation program is working well and not in need of a medical fee schedule.

In the afternoon, hundreds of Advocacy Day attendees went to the capitol to share perspectives with their representatives on several issues including Medicaid reimbursement, the proposed worker's compensation fee schedule and work force concerns. Your Aspirus Wausau volunteers in attendance participated in a joint session with Senator Jerry Petrowski, Representative Jim Edming, and Representative Pat Snyder. Topics of discussion included opioid addiction, support for medical training, the Medical College of Wisconsin, and Medicaid reimbursement.

Looking forward, WHA is focusing on measures to enable physicians to spend more time with patients and less time with paperwork and aligning Medicaid reimbursement strategies with focus on post-acute care, care coordination, lack of standardization and social determinants of health care.

Thank you for your continued advocacy for hospital and patient-friendly public policy initiatives. You play an important role in the successful passage and implementation of these policies. You do make a difference!

Gift Shop Coupon

30% off
one regular-price item

Exclusions include: Cards, candy, balloons, flowers, doTerra, stamps and sale merchandise.

Expires: July 31, 2018

Volunteer Opportunities / Help Wanted

Patient Registration – Assist in managing the flow of patients, escorting guests to other areas of the hospital, delivering mail, flowers and gifts, and completing various other projects as needed. Must be able to push a wheelchair. Various shifts are available Monday through Saturday.

Plaza Drive Radiology – Serve as a liaison for patients and families waiting in Radiology, greeting patients, answering telephone, escorting patients within the clinic or other areas of the hospital. Must be able to push a wheelchair. Various shifts are available seven days a week.

50¢
off an espresso beverage

Aspirus Coffee Shop

Expires: July 31, 2018

Volunteer Survey Results

This spring, 183 volunteers completed a volunteer satisfaction survey. The survey asked volunteers to rate several areas such as willingness to recommend Aspirus Volunteers to others, leadership perceptions, and opportunities for improvement. Here are some of the highlights:

90% of volunteers said they would recommend Aspirus Volunteer Services to others

83% of volunteers described Aspirus Volunteers leadership as “Excellent”

181 of 183 volunteers indicated their positions are interesting and rewarding

179 of 181 volunteers feel appreciated and recognized

148 of 176 feel their work is challenging

We are always open to feedback about how to help improve your volunteer experience. A suggestion box is located in the Volunteer Lounge and we also welcome your comments via email at volunteers@aspirus.org. We look forward to reviewing your suggestions and input.

Emergency Code Reminder – Weather Emergencies

With warmer weather finally approaching, so will the possibility of severe weather. Should a tornado watch be issued for the Wausau area, Aspirus will make an announcement over the speaker system stating “Severe Weather Alert Tornado Watch” and will include the end time of the Watch. Staff will begin preparations in case a Tornado Warning is issued. In the event of a Tornado Warning, an announcement will be made over the speaker system stating “Severe Weather Alert Tornado Warning” and staff will instruct you where to go for shelter.



Virginia Davis

age 103, passed away February 10th. She was very active in the Wausau community in addition to volunteering in the gift shop.

Christine Polebitski

enjoyed knitting, donating 275 hours of her time and countless baby hats to Aspirus Wausau Hospital. Christine passed away February 19th.

Claude Witzeling

was one of the first EZ Rider drivers for Aspirus. He logged 431 hours of service until he resigned in 2009. He also assisted Aspirus’ Lifeline program, installing units throughout Marathon county. His generous spirit will be missed. Claude passed away April 26th.

Julie Knetter

joined the Aspirus Volunteers team November 16th, 2015 as the Lifeline Assistant. Many of you will remember her sense of humor and hearty laugh that could be heard through the office. Julie was diagnosed with cancer just over a year ago. She was determined to beat it but unfortunately, it continued to spread. Julie passed away May 14th with her husband and family at her side.



Aspirus Volunteers Thanked on Facebook

Grace Williquette Peters • Aspirus Health Foundation
13 hrs · 📍

When our boy was in the NICU after he was born too early, volunteers made this little bear for him to keep in his intubator. He still loves it and we are thankful for the care he received while he was hospitalized.



We were so pleased to see this post on Facebook from the mother of a little boy who received one of the teddy bears made by our volunteer.

Advocacy Day - March 21st



Volunteers from Aspirus Wausau Hospital and Aspirus Medford Hospital attended Advocacy Day in Madison on March 21st.

Rainbow's End

Summer must be just around the corner because plans have started for Rainbow's End Day Camp in July. Each year we look for exceptional youth volunteers to pair with campers with special needs to assist them with various activities like games, swimming, art projects, and many more fun activities. This year's camp runs July 16-20 and July 23-27. Volunteers must be at least 14 years old. Apply online at aspirus.org/volunteers. For those entering their senior year of high school, hours volunteered at Rainbow's End Camp will count toward the hourly requirement to be eligible for an Aspirus Volunteers scholarship.



Volunteers in Action - Volunteer Hours

DON'T FORGET - Please turn in your hours every month to keep your records up to date. **Thanks for all you do!**

We recognize and thank these volunteers for reaching these service achievements!

100 Hours

Penny Berg
Lori Doering
Dan Lynch
Carly Maves
Marilyn Muelver
Jeffrey Schumacher
Kitty Switlick

200 Hours

Mary Ann Dykes
Jerry Fochs
Jean Richards
Grace Stanke
Lynn Trembath
Paula Vogt
Esther White

300 Hours

Judy Gorski
Julie Hess
David Martin
Angela Monti

400 Hours

Roger J Aho

500 Hours

Steve Hessel
Lois Jarosz
Margaret (Peggy)
Klosinski
Ruth Naef

600 Hours

Vicki Laporte

700 Hours

Judy Armstrong
Patricia Loy
Gene Nelson

800 Hours

Warren Fabel
Susan Henning

900 Hours

Susan Gau-Krueger
Donna Rule
Roger Sommi
Arline Stark

1000 Hours

Jean Dehn
Lynnae Schulz

1,500 Hours

Bonnie Koelsch

2,000 Hours

Christine Gibberd

2,500 Hours

Verda Bliese
Sylvia Erickson

3,000 Hours

Shirley Niemeyer

4,000 Hours

Enid Krueger
Sue Wiesneski
Judy Ward
Gloria Woller

5,000 Hours

Elaine Rybarczyk
Lucille Richter

7,500 Hours

Joan Campbell

8,000 Hours

Patricia Rogalla

8,500 Hours

Dolly Feira

14,500 Hours

Cleo Tyskiewicz

16,000 Hours

Lee Borneman

30,000 Hours

Judith Trantow-Millar

Volunteers

50 Hours

Erin Achatz
Gracie Gage
Sarah Sukanen
Gulzat Zhumabai
Kyzy

100 Hours

Selena Alvarez
Megan Peck

Volunteer Annual Meeting & Recognition Banquet – April 24

Aspirus Wausau Hospital Volunteers celebrated National Volunteer Week (April 15-21) with a recognition banquet and annual meeting. One hundred forty volunteers attended the event at the Holiday Inn-Cedar Creek.





Joint Commission Stroke Accreditation

Joint Commission experts will evaluate Aspirus Wausau Hospital's compliance with stroke-related standards and requirements to determine if Aspirus meets the requirements to become a Primary Stroke Center. Established in 2003, Advanced Certification for Primary Stroke Centers is awarded for a two-year period to Joint Commission-accredited acute care hospitals.

The Joint Commission performed a survey on our stroke program at Aspirus Wausau Hospital on Friday, May 25.

Can you RELATE?

RELATE – **R**eassure, **E**xplain, **L**isten, **A**nswer, **T**ake Action and **E**xpress Appreciation – is a people-centered communication model for all personal interactions.

Words that Work include conversations, behaviors and body language used with RELATE that help deliver high quality care and improve communication with each other and our patients.

Why are we implementing it?

RELATE and Words that Work are a perfect fit to help us put our values – compassion and collaboration – into action. Additionally, it will help us improve communication. We need to communicate better with our patients and with each other to ensure every interaction we have is meaningful and appropriate.

More specifically, communication issues negatively impact the safety of our patients. A deeper dive into the data also shows why we need to be even better at collaborating and communicating:

76% of people age 50+ are confused about what to do next following a physician visit.

25% say they don't follow their clinician's advice because "the instructions are too difficult to follow."

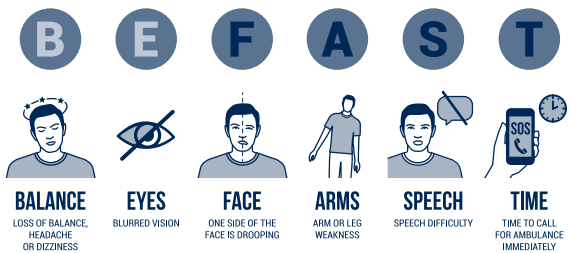
50% of adult patients have trouble understanding health care information.

Less than half of hospitalized patients could identify their diagnoses or their medication(s) at discharge.

While the examples above are more clinical in nature, communication is a vital part of everyone's job, regardless of whether you work in a patient-care area.

SPOT A STROKE

LEARN THE WARNING SIGNS AND ACT FAST



PATIENTS

- Dial 44
- Indicate CODE STROKE
- Indicate PATIENT'S Location

GUESTS

- Dial 44
- Indicate CODE FIRST AID
- Indicate GUEST'S Location





ASPIRUS™

Passion for excellence.
Compassion for people.

333 Pine Ridge Boulevard
Wausau, WI 54401

Communiqué

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715.847.2848
aspirus.org/volunteers

Yolanda Voigt
Director, Volunteer Services

Shirley Iczkowski
Coordinator, Volunteer Services

Graphic Design & Print Shop

Harassment Policy Updated

Aspirus is committed to a work environment in which all individuals are treated with respect and dignity. Aspirus will not tolerate any form of harassment, verbal or physical. Employees and volunteers are expected to maintain a work environment free from any unlawful harassment or any other type of discrimination. Any volunteer experiencing discrimination or harassment of any kind is encouraged to bring forth any concerns or complains to the attention of management by contacting his or her manager, volunteer or human resources department.

The “Harassment, Sexual Harassment and Other Inappropriate Behavior” policy has recently been updated at Aspirus and will be included in volunteer orientation and training in the future.