



VOLUNTEER Connection

News and Notes
for our Volunteers at
Mercy Medical Center



Spring 2016 - In This Issue

[Natalie Kate Bolin Scholarship -
Olivia Anderson](#)

[MMCV Student Scholarship - Michael
Mastalish](#)

[Wilma Ritsema Scholarship - Aaron
Klysen](#)

[Memorial Donation - Margaret Keefe](#)

[Volunteer Spotlight - Karen Reiter](#)

[Kudos to our Volunteers](#)

[MMCV Chair Greetings](#)

[Creating an Exceptional Patient
Experience](#)

[Greetings from the Gift Shop](#)

[Mercy's Faces of Courage](#)

[Wisconsin Volunteer Statistics](#)

[Volunteer Opportunities](#)

[Invite a Friend to Volunteer](#)

[Geranium and Plant Sale](#)

[Dress Code Reminder](#)

[Congratulations to Graduates](#)

[Classroom and Conference Room
Name Changes](#)

[In Memory](#)

[Welcome New Volunteers](#)

[Calendar of Upcoming Events](#)

From the Manager's Desk

"Hats off to Our Volunteers!" The Volunteer Services Department is busy getting ready to thank you during National Volunteer Week April 10 - 16, 2016. During the week, check out the displays by the Volunteer Services office and in the cafeteria.

Come celebrate at the 47th volunteer recognition event Thursday, April 28th, at the Oshkosh Convention Center. All active volunteers received an invitation. Step on out to enjoy a fun evening. Dinner, recognition, door prizes, and entertainment will be highlighted along with the kick off to celebrate the 125th anniversary of the founding of Mercy Medical Center by the Sisters of the Sorrowful Mother. We would love to see you there with or without your hat!

The generous giving of our volunteers, no matter what age, does not go unnoticed; in this newsletter you will find many ways that volunteers are making a difference to our patients, visitors, staff and community. We have the best volunteers around so "Hats off to you!"



Amy Brownson, Manager
Volunteer Services
abrownso@affinityhealth.org

Olivia Anderson - Winner of the Natalie Kate Bolin Scholarship



Olivia Anderson

The Natalie Kate Bolin Mercy Student Volunteer Scholarship Award was created by the family of Natalie Kate Bolin a former Mercy student volunteer, in memory of her beautiful spirit and life. The Scholarship is administered by the Mercy Health Foundation. Criteria for this scholarship is the awardee is to be an Oshkosh West High School graduate who is also a Mercy Medical Center Volunteer, in good standing, with the highest amount of volunteer hours. This year's \$500 scholarship will be presented to Olivia Anderson.

Olivia began volunteering at Mercy in the fall of 2012 and she currently volunteers in Patient Access/Reception. She has also volunteered in the errands area. Olivia has donated over four hundred and thirty hours of service. When asked why Olivia began volunteering she said "to gain experience in a hospital." Olivia's grandmother, Pam, also volunteers at Mercy so that is another reason why she decided to join the group. When asked what she appreciated about volunteering she said that she likes the area where she volunteers because you are able to see a lot of activity coming in and out of the Emergency Room and you can learn about the different types of symptoms patients are experiencing.

Olivia is a senior at Oshkosh West high school where she is involved in band along with the school golf team. She also is employed at both Steins and TJ's Harbor Restaurant. Olivia is still narrowing her options down for where she wants to attend college. However she does know that she would like to study something in the science area. Olivia said "I would recommend that everyone volunteers. You are able to learn, help others and meet many different types of people."

Kelsey Kastorff, Field Placement Student
Volunteer Services

Mercy Medical Center Volunteers Student Scholarship Awarded to Michael Mastalish

Congratulations to Michael Mastalish, winner of the Mercy Medical Center Volunteers (MMCV) Scholarship Award of \$500. The scholarship is funded through a Mercy Health Foundation endowment established by the Mercy Medical Center Volunteers Advisory Board.

Michael is a senior at Winneconne High School and has been volunteering in errands since August of 2012. Michael has accumulated over three hundred hours of service during his three and a half years of volunteering at Mercy. He hopes to reach four hundred hours before leaving for college. When asked what he enjoys most about volunteering, he quickly responded that "you meet a lot of people, patients, nurses, doctors, and visitors; and it is nice to help people out when they are sick".

Besides volunteering at MMC, Michael is also very active at Winneconne High School. There he participates in the National Honor Society, Academic Bowl, Cross Country, Track and Field, Ski Club, and Band (Pep, Jazz, Concert, and Polka). During his free time, Michael enjoys taking part in karate and volunteering at his church as a alter server. Michael has also achieved the rank of Eagle Scout from the Boy Scouts of America.



Michael Mastalish

Michael is still waiting to hear back from a few of the schools that he applied to before making a final decision on the location of his post-secondary education. Some of the schools include Stanford University, the University of Notre Dame, Massachusetts Institute of Technology, and the California Institute of Technology. He plans to pursue a degree in physics.

Kristal Wiese, Field Placement Student
Patient Access and Volunteer Services

Wilma Ritsema Scholarship Awarded to Aaron Klysen



Aaron Klysen

Congratulations to Aaron Klysen the winner of the Wilma Ritsema Volunteer Scholarship Award of \$500.00. Al Ritsema established an endowed fund within Mercy Health Foundation to provide this scholarship annually in honor of his wife, Wilma. Both Wilma and Al have been active volunteers at Mercy and are currently Emeritus volunteers. Wilma has been very involved as a past president of the Mercy Medical Center Auxiliary among many other volunteer roles donating over 5,000 hours of her time over the years

Aaron is a senior at Lourdes Academy and volunteers in the Errands area. Since starting in the summer of 2012, Aaron has donated over two hundred and eighty hours of volunteer service. Aaron chose to volunteer at Mercy because he wanted to help others in need and he thought Mercy would be a great option for doing so. When asked what his favorite part about volunteering is, Aaron said "meeting new people and hearing all the different stories that people have to share."

In addition to volunteering, Aaron is on the track and cross country team and plays in the pep band at school. He is involved in many different clubs as well, such as the math team, the recycling club, and the chemistry club. Aaron plans to attend the University of Wisconsin Madison in the fall to

major in pharmacy. A message Aaron would like to give to others thinking about volunteering their time is "When you start to volunteer, you may not see the pay off right away, but you will see it later in your life and in the life of others."

Kelsey Kastorff

A Memorial Donation to Honor Margaret Keefe

Margaret Keefe gave generously of herself and her time throughout her life both to her family and to her community. She was an avid Mercy Medical Center volunteer and after her passing on January 7 of this year, a memorial donation in Margaret's name was made by her family to the Mercy Health Foundation. The donation will support the Mercy Medical Center Volunteers (MMCV) High School Student Volunteer Scholarship endowed fund.



Margaret Keefe

Margaret's involvement with Mercy Volunteer Services dates back to April of 1972 when she joined the Red Cross volunteer group. Over the next 41 years, until retiring with Emeritus status in September of 2013, she accumulated over 8,650 hours of service. Throughout the years, Margaret actively volunteered in many areas including the reception and information desks, spiritual services clerical, tour guide, outpatient testing, chart cleaning and short term projects.

Margaret was honored as Mercy's Volunteer of the Year in 2013 at the Oshkosh Community Foundation's "Evening of the Stars" event. When asked at that time what interested her in volunteering she stated, "I just like being here; it's my atmosphere to work in."

Margaret had the heart and spirit of a true volunteer and she is

deeply missed by all who knew her. This memorial to the MMCV High School Student Volunteer scholarship fund is a meaningful tribute to her generosity of spirit.

Amy Brownson

Karen Reiter - Volunteer Spotlight



Karen at the Reception Desk

Karen began volunteering at Mercy Medical Center in 2014 after she retired from the University of Wisconsin Oshkosh Polk Library. Karen volunteers at the north reception desk as well as with Children's Screening Services. This group of volunteers screens for general vision, depth perception and color blindness in various day cares, preschools, public and parochial schools in the Oshkosh area. Karen said that she loves being able to visit all of the different schools and enjoys interacting with the children.

In addition to volunteering at Mercy Medical Center, Karen is also involved in the American Association of University Women where she is the Chair of the Scholarship committee. When asked what she likes best about volunteering, Karen replied that volunteering gives her a new purpose; she loves helping others and being able to meet and interact with many different people throughout the day. One thing that Karen said about being able to volunteer is that you are able to give what you get back. If you are able to give to others, they will do the same for you in return. Whether that is through a simple smile or a hello, it can make a world of a difference in someone's life.

Kelsey Kastorff

Kudos to our Volunteers



Lucia Franzen finished sewing the custom drapes for the Christmas Village in the MMC Library. We are ever so grateful for her expertise on this project. **Helen Mathe** has been a great help again this year with the putting up and taking down of the Village and the Nativity set. Thanks for your help in organizing the volunteer workforce to make this happen. ;-)

Michele Matucheski, Librarian

Thanks to volunteer **Peg Larson** for her time, support, and willingness to connect with Oshkosh Area School District students, regarding local career opportunities at Mercy Medical Center. Students were eager to share details in regards to the hair nets, incredible facilities, and the extra information shared by the electrician. Her gentle approach with our students conveyed a strong, positive message. We are continuing to emphasize the importance of "employability skills" and appreciate the opportunity to work together to engage students in career conversations in health care.

Lisa Lieder
Alternative Education Coordinator/Online Coordinator
Transition Counselor
Oshkosh Area School District

Dear Craft Group,

Last November I was diagnosed with breast cancer. December 11th I had a lumpectomy and before leaving that day I received two beautiful pillows. They were such a help after surgery. When I returned to work, one of them went with me. That heart pillow helped me to be comfortable throughout the day. I am now going through chemo, and the pillows are still being used. Thank you for the comfort and caring your heart pillows have given me as I continue on with my cancer treatment. Hugs!

A Patient

To All Volunteers,

We ever so much appreciated all your help over the years! It was very much appreciated and we will miss you all. Mercy volunteers are awesome. Without you, Mercy would not run as smoothly. Thank you for all you have done for us at FVHO. We will miss you.

Staff at Fox Valley Hematology and Oncology

Just wanted to let you know when rounding yesterday one of the patients commented on how wonderful all of the volunteers are and they do a great job. Wanted to pass this on so they know how much they are appreciated each and every day for all they do.

Debra Ebel RN CRRN
Inpatient Rehabilitation Services Coordinator

Greetings from the MMCV Chair

Last fall, at the Partners of (Wisconsin Hospital Association) WHA Convention, I attended a session regarding organ donation. Michaela Layton told us her emotional story about her gift of life. She rarely got sick, so when she didn't feel well, she thought she had the flu. Blood tests proved otherwise by revealing Wilson's disease which is a rare genetic condition that causes copper to build up in the liver. She was admitted to intensive care and needed a liver transplant within days to survive. Thankfully, she received that new liver and a second chance at life. Michaela's donor was a young Illinois man who was killed in a car crash. His organs saved eight lives and his tissues were used to help many others.

Many of us have organ donor stickers on our driver's license but may not realize how important and lifesaving organ donation is. People of all ages can register to be an organ donor. Last year, 35% of donors were over the age of 50.

Registering is easy. Some methods are: designation on driver's license; registering on the Wisconsin state donor registry web site <https://health.wisconsin.gov/donorRegistry/public/donate.html>; sign and carry a donor card; informing your family of your wish to be a donor or updating your living will and having a designated power of attorney for healthcare. Once you register as a donor, you have made a record in accordance with Wisconsin state law. There is no cost to donors for tissue donation.

Volunteers are some of the most compassionate individuals and I hope you will consider being an organ donor. Currently, nearly 124,000 individuals in the U.S. are waiting for this gift of life.

Congratulations to Mercy Medical Center for earning the *University of Wisconsin Organ and Tissue Donation (UW OTD) 2015 Family Care Award*. The *Family Care Award* recognizes the comprehensive work of **one hospital** each year that exemplifies the highest standards of family support during an organ donation case. So hat's off to the Mercy Staff involved in Organ Donation!



Sue Boerschinger
MMCV Chair
sboers01@netzero.com

Four Key Ingredients for Creating an Exceptional Patient Experience



1. Feeling Called to Service

We can relate to our volunteer assignment as a "job" or as a "calling" --one's personal mission and life purpose. Calling is the first key ingredient for exceeding others' expectations.

2. Empathy

Empathy is the ability to identify with and understand another's feelings, situation and motives. Empathy enables us to take off our own eyeglasses and put on those of the patients and families we are called to serve so as to see through their eyes. When we do so, empathy transforms "I" or "you" to "we."

3. Compassion

With the desire to see through the eyes of patients and families that comes with empathy, compassion compels us to act; it's the outward expression of an inner desire. Compassionate healthcare starts with you!

4. Emotional Connection

A survey revealed that 76 percent of respondents rate an emotional connection through personal and proactive communication as "very important" for healthcare providers, more than any other industry.

Whether maintenance worker, physician, housekeeper, nurse, pharmacist, receptionist, social worker, therapist, patient care tech, volunteer, etc., we are the patient experience and we can transform the ordinary into the extraordinary by bringing together these key ingredients to create an exceptional patient experience.

Adapted from Doug Della Pietra's, M.Div., article originally published by Hospital Impact, December 3, 2012



Diane Griffin, Volunteer Services Specialist
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Fundraising Fun

The Gift Shop is a year round fundraiser for the MMCV group, operating seven days a week. We wouldn't be open for visitors to buy gifts for our patients and for staff and volunteers to peruse our wide variety of merchandise, without the support of our gift shop volunteers. It takes over fifty volunteers to keep the shop running. Thank you!

There are many other fundraisers held throughout the year. You can find the list on our website, www.affinityhealth.org/volunteer, and in the volunteer office. We will be trying a new venture this summer at the Oshkosh Farmers Market. Our craft group will be showcasing our best-selling handmade craft items at a booth there on two Saturdays: July 23rd and Sept. 17th. We hope this venture is a success and if so we may add more weekends next summer. Come on out and support our cause.



Nancy Reichenberger
MMC Gift Shop Coordinator
nreichen@affinityhealth.org



Handcrafted Items made by
our Projects volunteers

Mercy's Faces of Courage ~ An Oasis for Hope

The Mercy Health Foundation is hosting the first annual "Mercy's Faces of Courage" An Oasis for Hope event to benefit the construction of a Wig Boutique for cancer patients experiencing hair loss at Mercy Medical Center. This dedicated space, named the "Oasis" will provide a refuge for women and men experiencing hair loss due to chemotherapy. Private services offered within the Oasis will include head shaving and wig fitting as well as scarves and other types of headwear.



"Mercy's Faces of Courage" An Oasis for Hope will take place on Friday, April 15, 2016 at the City Center Atrium at 5:30pm-9:00pm. Join us for an evening with a unique mirror auction, silent auction, an inspirational message, entertainment, friendship and fun. For more information please contact the Mercy Health Foundation, 223-0520 or Katie.neitzel@affinityhealth.org.

Lynn Kleman, CFRE
Development Manager
Mercy Health Foundation
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Wisconsin Volunteer Statistics - Fun Facts

If you have ever wondered why recording and submitting volunteer hours is important, please read the statistics below. Without a log of volunteer hours, these statistics would not be collected and shared.

Wisconsin moved from 8th in the nation to 5th in 2013. In 2014 we moved up to 3rd!

35.1% of Wisconsin residents volunteer equaling over 1.61 million volunteers. This means 163.8 million hours of service and 3.7 billion dollars of service contributed.

29.6% of millennials in Wisconsin volunteered.

35.5% of Baby Boomers (born between 1946 and 1964) in Wisconsin volunteered in 2013.

74.4% of residents engage in "informal" volunteering such as in helping a neighbor.

See more statistics on volunteering in Wisconsin and other states at www.volunteeringinamerica.gov.

Partners of WHA Newsletter - February 2016

MMC volunteer hours and other statistics can be found on the communication board in the Volunteer office hallway.

Volunteer Opportunities

Summer is approaching and now is the time to encourage students to apply for year round volunteer opportunities at Mercy. Volunteering can help students develop leadership skills, gain self-confidence and learn new roles. Students who serve can find mentors, career interests, boost their resumes, and improve their chances of being accepted into competitive colleges.

Our current greatest areas in need of volunteers are Transport and the Information Desk. Learn more about these areas or any of our many other volunteer opportunities stop in the volunteer office or apply on line at www.affinityhealth.org/volunteer. Our goal is to find the right match for each volunteer.



Julie and Maykazia ready to serve at the Errands Desk



Vicki Moen, Coordinator
Volunteer Services
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Invite a Friend to Volunteer

Do you know of any friends or family who may be interested in volunteering at Mercy? If an Affinity employee or volunteer recruits a new volunteer to Mercy, they receive a \$5.00 gift certificate to the Mercy Medical Center Gift Shop. In addition, their name goes in the hat for a prize drawing at the annual volunteer recognition event which will be held this year on April 28, 2016. Recruiters must be present at the event to win. The main prizes last year were a one night stay at the Oshkosh Hawthorne Inn and Suites, a one night stay at the Oshkosh Premier Waterfront Hotel, and two \$100 Oshkosh Chamber gift certificates. Twenty-five names are currently entered. May we add yours to the list below?

Nithya Ambati, Tanner Calo, Sandy DePeaux, Rianna Goede, Mary Jo Hinderman, Ariana Jiricka, Barb Jiricka, Sue Kirsling, Tammy Kile, Sharon Larson, Linda Lemkuil, Dr. John Leschke, Natalie Miller, Dick Mueller, Nancy Nigl, Lizzie Nordhaus, Shary Radley, Allison Reimers, Daphne Robl, Heather Roesch, Sharen Schoen, Judy Tracy, Vish Tuchscherer, Lauri Webster and Nancy Worland

If you have someone you would like to recommend, call 223-0225, stop in the Mercy Volunteer office, or e-mail mmcvolun@affinityhealth.org. New volunteers can apply on-line at www.affinityhealth.org/volunteer.

Diane Griffin

Geranium and Plant Sale

Mercy Medical Center Volunteers are taking orders for a variety of beautiful geraniums and greens grown by Hrnak's Flowerland. Orders can be placed until Tuesday, May 10. The plants can be picked up from 10:00 a.m. to 5:30 p.m., on Wednesday, May 11th, or Thursday, May 12th, in the Mercy Medical Center parking lot, corner of Ninth and Oakwood. Look for the tent!



Geraniums sold are in white, salmon, red, violet/fuchsia, tango orange, pink splash, and tango rose splash at \$5.25 each (tax included). A variety of greens are available in 3 ½ inch pots at \$4.75 each (tax included).

Geraniums, greens, hanging baskets, assorted potted annuals, tomato and green pepper packs will be available the day of the sale. Proceeds will fund student scholarships. Order forms are available in the Mercy Medical Center Gift Shop or in the Volunteer Services Office.

Bev Fretchel,
MMCV Chair

Dress Code Reminder



As warm weather is approaching, it is a good time to remind volunteers of the Affinity Volunteer Dress Code Policy. Closed toe shoes are recommended for all volunteers, however, sandals and open-toed shoes may be worn in non-patient care areas as long as the style of shoe does not present a safety concern and provides for a professional appearance. Sandals or open-toe shoes are not acceptable in patient care areas.

Professional dress Capri's, dresses and skirts covering the knee are permissible. Blue jeans, bib overalls, shorts, sweat pants and exercise wear, like tight fitting spandex or Lycra, are not acceptable. Shirts worn with your volunteer vest should be professional looking - (no sweatshirts, screen printed t-shirts, athletic wear or sleeveless) attire.

Please fasten your volunteer name badge above the waist where it can be easily read. If you have questions, please ask your supervisor or refer to the Volunteer Dress Code Policy available in the volunteer services office.

Amy Brownson



Congratulations and Thank You to our 2016 High School and College Student Volunteer Graduates

Fox Valley Technical College: Jenn Jensen

Lourdes High School: Laura Chier, Aaron Klysen, Olivier Ndorimana

North High School: Laura Benish

Valley Christian: Floria Jung

West High School: Olivia Anderson, Ariel Bjorge, Ryan Brown, Danielle Hawi, Ashleigh Kent, Claudia Koechell, Shanza Safaraz, Kate Willeford

Winneconne High: Grace Keller, Michael Mastalish, Autumn Schmuhl

UW-Oshkosh: Brandon Bukovitz, Megan Dalsing, Sr. Martina Dosu, Matt Gierahn, Katelyn Girard, KhamPhai Lee, Evan Schultz, Yuqi She, Vish Tuchscherer, Jess Werbie

Vicki Moen



Classroom and Conference Room Names Change

On March 10, 2016 Mercy Medical Center unveiled new names for six of their meeting rooms. Each meeting room is now named after one of our values and is listed below. To assist in directional navigation we will retain "conference room" and "classroom" designations dropping off A, B, 1, 2, or 3. The table below shows both former and new names for the rooms.

FORMER NAME

Conference Room A
Conference Room B
Classroom 1
Classroom 2
Classroom 3

NEW NAME

Integrity Conference Room
Creativity Conference Room
Wisdom Classroom
Reverence Classroom
Service Classroom

New Meeting Room (located on the lower level across from the Medical Records Department) - Dedication Classroom

In Memory...



Ken Cook, former volunteer, passed away on Dec. 3, 2015. Ken began volunteering in 2004 in Transport. He donated over 1,700 hours volunteering in Transport and at the Information Desk and Oakwood Desks. Ken also served on the MMCV board and played an instrumental part in promoting volunteers to contact the council to advocate for the city bus service to continue to pick up riders at the Mercy Medical Center main entrance.

Adeline Ritchie, Emeritus volunteer, passed away on Dec. 25, 2015. She began volunteering in 1985 and donated more than 5,300 hours to Mercy Medical Center. Adeline volunteered at the Information Desk, Gift Shop and also made beanies for newborns on our Birthplace unit.



Diane Griffin



New Volunteers 10/27/15 - 3/18-16

Angelica Anderson - Errands
Sandra Andreini - Cancer Care Center & Reception Desk
Rhonda Aulbach - Information Desk
Gabrielle Bancroft-Hart - ER; PCU1
Margaret Berger - Errands
Nina Brown - Oakwood Desk and Projects
Sandra Burton - Transport
Connie Conrad - Transport
Donald Daley - Reception
Megan Dalsing - Patient Access Field Student
Abigail Davis - Gift Shop; PCU1
Earl Dorst - Information Desk; Transport
April Frank - Errands
Rebecca Geffers - Errands
Aristidis Giannopoulos - Errands
Rachel (Seonju) Jung - Patient Access/ER Reception
Kelsey Karstorff - Volunteer Services Field Student

Jake Ketter - Errands
Lee Klein - Errands
Sara Lautenschlager - Gift Shop; PEACE Program
Michalina Luba - Errands; Patient Access/ER Reception
Cheyenne Oakes - Errands
Michael Olig - Spiritual Services
Vickie Rand - Gift Shop
Sabrina Rateike - Errands; Patient Access/ER Reception
Sheron Robinson - Magazine Distribution & Materials Management
Peter Rollman - Outpatient Testing
Bob Sanders - Information Desk
Shanza Sarfaras - Patient Access/ER Reception
Celia Space - Behavioral Health Unit, Errands
Lauren Summers - ER; Oakwood
Kaci Swenson - Behavioral Health Unit
Raymond Ulvenes - Information Desk; Reception Desk; Transport
Tara Zipperer - Transport

Diane Griffin

Calendar of Upcoming Events



April 7-8 Dimples Jewelry Sale
April 10-17 National Volunteer Week
April 25 PRN Uniform Sale
April 28 Volunteer Recognition Dinner
May 5-6 Lionne Design Jewelry Sale
May 11-12 Geranium Sale
May 16 MNCV Board Meeting
June 16 PRN Uniform Sale
June Flyte Family Farms Strawberry Sale (date to be announced)
June 22-23 Books are Fun Sale
July 23 MNCV at the Oshkosh Farmers Market



Enjoy a wonderful Spring season