

N Volunteer News

Quarterly Newsletter for
Gundersen Health System's
Partners & Volunteer Services

GUNDERSEN
HEALTH SYSTEM®

Where Caring Meets Excellence

Summer 2015

From the director of Volunteer Services, Lori Van Lin



Advance care planning is the process of coming to understand, reflect on, discuss and plan for a time when you cannot make your own medical decisions. The goal of advance care planning is to develop a plan that reflects your informed decision whatever that may be and to make sure that those close to you

know and support that plan. The ultimate goal is to make sure you receive the best care possible, as you have decided, based on all the information, even when you cannot participate in your own decisions.

Respecting Choices® is a comprehensive, community-wide program, created and led by healthcare organizations and state and local medical societies. Owned and operated by Gundersen Health System, its mission is to engage patients and their families in informed conversations about advance care planning and to improve the systems and processes used to collect and store advance care planning decisions in patients' medical records.

The program provides standardized, locally developed patient education materials to patients across all healthcare settings in the community; trains non-physician facilitators to guide patients and their families in advance care planning; and implements common policies and practices for collecting, maintaining, retrieving and using advance care planning documents across settings.

The program has increased completion of documentation of advance care plans, achieved a high degree of consistency between patients' desires and actual care decisions made at the end of life, and is associated with low care costs during the last two years of life.

Earlier this year Gundersen's advance care planning program was honored by a well-known film festival for its innovative approach to patient care and as a "disruptor" to the status quo. Respecting Choices® was among the honorees for the Disruptive Innovation Awards, presented at the Tribeca Film Festival in New York City April 24 in collaboration with Harvard Business School Professor Clay Christensen and the Disruptor Foundation. The awards recognize those "whose ideas have broken the mold to create significant impact."

Respecting Choices® is the standard in more than 120 medical systems in the United States, and is used across Australia and Singapore. The program is also being tested in Canada and Germany, and is the foundation for a six-nation European Union study.

Volunteer opportunities are available within the Respecting Choices program. Please contact our office to learn more.

Respecting Choices®

ADVANCE CARE PLANNING

VOLUNTEER NEWS

Changing to Online Newsletter

In an effort to save printing and mailing costs, the organization is moving to online newsletters. Following that guideline, we are excited to announce that with our next edition of this newsletter we will be changing to an electronic. Via email, you will receive a link to the newsletter

on the Volunteer and Partners' website. Please provide your current email address to our office by simply emailing Lori Van Lin at LAVanLin@gundersenhealth.org. Any questions or concerns; please check with staff in the Volunteer and Partners office.



What is HealthAdventures?

Health Adventures™ is a collaborative program between Gundersen Health System and Mayo Clinic Health System-Franciscan Healthcare where 12 8th grade students from La Crosse's three middle schools – Lincoln, Longfellow and Logan. The students apply and are selected by their school representatives to attend the year-long educational program. Health Adventures™ is designed to help students learn about healthcare careers, demonstrate connections between classroom learning and potential job skills and to introduce volunteerism and the personal satisfaction of doing things for others. In addition participants have volunteer mentors from Gundersen Health System and Mayo Clinic Health System-Franciscan Healthcare Volunteer Services.

The Health Adventures™ students began their experience at Gundersen Health System MedLink AIR and Emergency Services department. This is an excellent start to our program as it immediately introduces the students to a variety of healthcare professionals. They are impressed by the MedLink helicopter and the large ambulance bay, and quickly learn about the many careers available in healthcare.

Other presentations were from Laboratory Services, Neonatal Nursing, Infection Control, Pharmacy,

Left to Right: Molly Arttus (Logan), Blake Mason (Lincoln), Quinton Graves (Logan), Lauren Ihle (Longfellow), John Schuth (mentor), Joseph Greenwold (Longfellow), Julie Bartels (mentor), Mitchell Mollway (Longfellow), Emily Dunn (mentor), Doua Chang Lee (Lincoln), Karen Worman (mentor), Elise Howard (Lincoln), Pali Mukhtar (Longfellow) and DeAndre Davis (Lincoln)
Not pictured - Students: Mailk Brown (Logan) and Megan Olson (Logan); Mentors: Mary Shilling and Del Tuschl

Rehabilitative Services (P.T., O.T. and pet companion program), Behavioral Health – the YMCA Teen Center, Respiratory Care and Special Imaging Services.

At the end of the year, each student is required to write an essay or reaction paper on the program, telling us what they learned, did they enjoy the program and did it have an impact on their future. Here are some of their comments:

"This year in Health Adventures™ was so much fun! I would love to do it again. My career choice is a phlebotomist; I can't wait for my future!"

"This event opened me to the wonders of science. I learned about statistics, right choices to make, tips on being healthy, how some health medicines work, what lungs look like and so much more."

Partners financially supports Health Adventures™ by covering the cost of breakfast. Students and mentors use this time to network and settle in for the morning before the presentation begins.

Know the Five Signs of Suffering



Personality changes



Agitation



Withdrawal



Poor self-care



Hopelessness

Know that help is available

changedirection.org

It's time to 'change direction' of mental health

Did you know one in five Americans has a diagnosable mental health condition, and more Americans are expected to die this year by suicide than in car accidents? While most of us are comfortable acknowledging and seeking help for a physical condition, such as a heart attack or stroke, many more of us aren't so quick to recognize or seek help for emotional suffering and pain.

The campaign to "Change Direction" encourages Americans to care for their mental well-being just as they do their physical well-being. The first step is to learn the five signs of mental suffering, so you can identify and help yourself or a loved one who may be in emotional pain:

1. Withdrawal or isolating themselves from other people
2. Uncharacteristically angry, anxious or agitated
3. Overcome with hopelessness and overwhelmed by their circumstances

4. Decline in personal care or engaging in risky behavior
5. Personality changes

Locally, organizations like Gundersen Health System, Logistics Health, Inc., Great Rivers 211, NAMI, La Crosse Area Suicide Initiative and the La Crosse Mental Health Coalition are working together to bring attention to mental health and the five signs of suffering. For more information or to seek help, contact Great Rivers 211 by simply dialing 2-1-1. For more information on the national campaign, go to changedirection.org.



Free, confidential community information, referrals and crisis line services 24 hours a day.

Campus Connection

Another school year is complete and it won't be long until we're starting the fall semester. Time sure does go by quickly! This year we had our largest number of college graduates ever in our program with a significant number having been accepted to medical school, PA school, and other graduate programs for further education. Others are jumping right into careers, continuing the job search, or working a year before tackling more school. Many of these students had been volunteering for several years and will leave big shoes to fill. I'm sure that some of you will be the ones to step up into these leadership roles in your various departments. Thank you for doing so! If you are new to our program, you will have many fine mentors to learn from and remember we are always open to suggestions if you see a way that we can improve our services and experiences.

On the business side of things, be sure to communicate your new address with the Volunteer Office if you made a move this summer. We do occasionally mail out pertinent information. One such mailing is regarding the annual mandatory education requirement. Be sure to look for this because everyone who attended orientation prior to 2015 needs to complete this educational update.



Looking forward to having everyone back that has been gone for the summer and wishing you all a successful fall semester!

Life's Best, Karla

Finding volunteer opportunities has been made easier!

Looking for the perfect volunteer opportunity can be cumbersome. You can spend lots of time searching the internet for all the information you need but not anymore. Ugetconnected (www.usetconnected.org) is the virtual place to go to find service opportunities that fit your interests, skills, and availability. Ugetconnected is a collaboration between Great Rivers United Way, University of Wisconsin-La Crosse, Viterbo University, Western Technical College, and more than 100 community agencies. This site is committed to connecting people to service opportunities that address community needs and create a deeper sense of community engagement.

Using Ugetconnected is easy; search the need listing by seven different counties or filter by category. If you find something that interests you, click on the need to read more then click "respond to need." At this point, the site will require you to create a user account. You can connect your account with volunteer opportunities and receive notifications when something meets your interests.

Volunteering is important to the greater La Crosse community. It is what makes our community shine! It is our hope that this platform makes volunteer opportunities more available and accessible to the potential volunteer. If you have further questions about Ugetconnected, contact the team behind the site at info@usetconnected.org.



From Gundersen Partner president, Maria Runde

We all have lives outside of volunteering at Gundersen. Some of us may deliver mobile meals, be involved in church activities, or read to children. Whatever the activity, the importance is our enjoyment of it. While we each take on these activities because we want to give something back, going through the motions only counts for so much. Think how much more energy we would put into an

activity and how much more the recipient would subsequently benefit if the activity was one that thrilled us.

I recently performed in the La Crosse Community Theatre's production of Jesus Christ Superstar. I have danced from an early age and started singing in elementary school. I did high school musicals back in the day. Mind you, nothing about performing comes easy to me. I have trouble "dancing like no one's watching" and I struggle to overcome nervousness. Even auditioning takes a tremendous amount of courage. But I got through all of that and was rewarded with a part in the ensemble (doing group scenes and supportive roles). The rehearsal schedule was grueling and at times overwhelming to family-life and all my other responsibilities. At times I questioned my rationale for putting my family and friends through the wringer on my behalf. But the overwhelming result is that I'm glad I put myself out there and am grateful for the positive feedback that I've received from those who came to see the show.

At the end of each performance we took a group bow, and we were coached not to think of the applause as an accolade, but rather that our bows were in thanks for the patron's attendance. I fully appreciated that I should be thanking those who viewed the performance, as I already received my reward by the sheer opportunity to be singing and dancing. As volunteers, that is what we strive for, right? Just as doctors need patients, volunteers need opportunities to fulfill unmet needs. I hope you continue to experience joy from the good works you do here at Gundersen. Your talents are much appreciated!

Sympathy to:

Kathy Von Groven on the death of Dave Zimmer, Volunteer

Peggy Nelson, on the death of her Sister-In-Law

Fall Mandatory Education dates are set:

Tuesday, September 29th

Wednesday, September 30th

Both are morning sessions, information will be mailed to your homes

Calendar of Events

July

- 04 Independence Day, Volunteer Services Closed

August

- 13 Blood Drive at Onalaska Clinic 9-2p**
25 Blood Drive 8-1, Lower Level Legacy Building*
26 Blood Drive, 10-3p, Lower Level Legacy Building*

September

- 07 Labor Day, Volunteer Services Closed

Upcoming events through 2015

October

- 22 Blood Drive at Onalaska Clinic 9-2p**
27 Blood Drive, 8-1p, Lower Level Legacy Building*
28 Blood Drive, 10-3p, Lower Level Legacy Building*

November

- 09-11 \$6 Jewelry and Accessories Sale, Lower Level Legacy
12-13 \$6 Jewelry and Accessories Sale, SSB in Onalaska

December

- 17 Blood Drive at Onalaska Clinic, 9-2p**
29 Blood Drive, 8-1p, Lower Level Legacy Building*
30 Blood Drive, 10-3p, Lower Level Legacy Building*

Watch for information in Bridges on the Annual Love Light Celebration – information will be mailed to the Partners members.

Blood Drive contacts:

**For Onalaska Clinic, email *Chrissy Nelson*, cknelson@gundersenhealth.org or call 608-775-7207 to schedule an appointment

*For Legacy Building, email *Sam Thompson*, sethompson@gundersenhealth.org or go to the Blood Center of Wisconsin website <https://www.bcw.edu.org> to schedule an appointment

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