New Employee Experience Survey coming Sept. 23

This year’s employee survey, titled the Employee Experience Survey, is designed to help staff understand their own motivational quality and identify specific steps they can take to enhance how they personally experience our purpose to Enrich Every Life! Just as we measure the patient experience, we also can measure the employee experience.

Some exciting new features:
- Each employee will have the option to print an individualized, confidential report with their own results. This report includes action items for insight into how an employee can personally thrive and enhance their experience as an employee.
- Staff who have access to work email on their personal devices will have the option to complete the survey via a mobile device.

Share your input and gather insights about your employee experience starting Sept. 23!

Looking for your All Employee Celebration invite in the mail

The annual All Employee Celebration is Oct. 4 and 5 at the La Crosse Center! Keep an eye on your mailbox at home for your invitation. Some may have already received their invitation, but if you haven’t, expect it soon! Be sure to RSVP by Sept. 28 and look forward to a weekend of fun!

Friday, Oct. 4 | Dueling Pianos | 6:30 to 10 p.m.
Back by popular demand, Deuces Wild Dueling Pianos performs an entirely new set this Friday, Oct. 4. You’ll be part of an unforgettable, interactive musical comedy experience. A complimentary buffet and concessions will be provided, and a cash bar offering beer and wine will be available for attendees 21 years and older. All employees, retirees and volunteers are invited and are welcome to bring one guest aged 15 or older.

Saturday, Oct. 5 | Family Carnival | 1 to 5 p.m.
Get ready for a fun and interactive atmosphere at the Family Carnival. This event will offer family-friendly fun, including carnival games, inflatable for all ages, game shows with prizes, a complimentary buffet and carnival concessions, and more! All employees, retirees and volunteers are invited to bring their dependent children under age 18 and one guest of any age.

All are welcome to attend one or both events. Questions? Contact Organizational Development at ext. 54594.

Complete Mandatory Education by Nov. 30

The deadline for Mandatory Education will be here before you know it. Thank you for your help in assuring Gundersen Health System’s 100% compliance with this important learning. All employees must complete the education by Nov. 30. If you were hired in 2019, your mandatory education requirement for this year was fulfilled during orientation.

The course is completed online via Learning Zone. To get started, go to Gladiator, GundU/HR, Learning Zone and select 2019 Mandatory Education from the list of Assigned Training courses or require the course was fulfilled during orientation.

In-person sessions are also available in the Rasmus Center. Pre-registration is not required:
- Tuesday, Oct. 8 from 9 to 10:15 a.m.
- Wednesday, Oct. 16 from 1 to 2:15 p.m.
- Wednesday, Oct. 30 from 9 to 10:15 a.m.
- Thursday, Nov. 7 from 1 to 2:15 p.m.
- Tuesday, Nov. 12 from 9 to 10:15 a.m.

Questions? Contact the GundU Team at ext. 56789.

Employee parking changes for Steppin’ Out in Pink

The 14th annual Steppin’ Out in Pink is Saturday, Sept. 7. Once again, Gundersen employees are asked for their patience as a portion of employee parking will be set up with tents for the event. These parking changes will be in effect from 5 p.m. Tuesday, Sept. 3 through Sunday, Sept. 8.

Changes begin Tuesday, Sept. 3
On Tuesday evening, Security will block off a portion of Lot F so tents can be set up. Please respect the barricades and caution tape blocking access to the rows closest to the La Crosse Campus Walking Trail. Tents and other equipment for Steppin’ Out in Pink will be set up in that area. The remaining parts of Lot F that are not blocked off are available for employee parking. There is also parking available in the back lots by the Child Care Center.

We appreciate your cooperation and wish to remind you the employee shuttle is available.

Friday, Sept. 6
In preparation for the walk, the La Crosse Police Department will place No Parking signs on Seventh Street on Friday afternoon, Sept. 6. Employees parking in these areas on Friday will not be ticketed. However, please do not park on Seventh Street on Saturday.

Saturday, Sept. 7
A security firm will direct traffic and help guide parking on Sept. 7. Please use Seventh Street to gain access to the parking lots; no traffic will be allowed on the south part of Sims Place. Watch for parking signs and traffic directors.

Employees who are participating in Steppin’ Out in Pink will be allowed to park in Parking-Bling, lower two levels of Parking-Green, Orange Lot and the Physician’s Lot on the day of the event. You will not be ticketed. Gillette Pepsi has offered their lot at West Avenue and Green Bay Street. Please enter this lot from Green Bay Street only. We also have access to the Green Island Ice Arena parking lot for our walkers. Thank you, Gillette Pepi and Green Island Ice Arena.

Again, this year, Lamer’s shuttle buses will provide rides to the start of the walk for participants. Four shuttle buses will be available; two will be across the street from the East Building and two additional shuttles will be off-campus. One at the AVS Group Building, 3120 South Avenue, and one at Dave’s Guitar Shop, 1277 Third St. The buses will run continuously from 7 a.m. to 1 p.m. and will drop off walkers right behind the registration tent.

For more event information, go to steppinoutinpink.org.

Don’t forget to pick up your T-shirt
If you’ve pre-registered for Steppin’ Out in Pink, you can pick up your T-shirt in advance:
- Wednesday, Sept. 4 from 8 a.m. to 5 p.m., Gundersen Onalaska Clinic, Lower Level
- Thursday, Sept. 5 from 7 a.m. to 6 p.m., East Building, Level 1
- Saturday, Sept. 7 from 7:30 to 9:30 a.m., Registration Tent

T-shirts not picked up by 9:30 a.m. on Sept. 7 will be released to day-of-walk registrants.

Bridges and Gundersen News merge next week and the content you’re accustomed to finding in these publications will migrate to an employee news website, The Bridge, accessible from Gladiator. There will also be a companion e-newsletter, The Bridge Brief, delivered to your inbox weekly.

A news website allows us to streamline content and keep our employees informed in real-time about information they need to do their jobs and connect with why Gundersen is a great place to work. It also supports the organization’s strategic priorities and the Wildly Important Goal to increase employee engagement.

This is the last edition of Bridges. Your first e-newsletter delivered to your email on Wednesday, Sept. 4 will include the most important news items and take you to the Gladiators news and information site.
You Make the Difference

Sept. 2 to 6 is National Payroll Week

Being paid accurately and on time is something we have all come to expect. That’s a responsibility that Gundersen Health System takes seriously.

Like so many other areas within Gundersen, the payroll team has seen many changes over the years due to technology. With Employee Self Service, our employees can change their address and withholding exemptions, view and retrieve their pay stubs and prior year W2s, and check their FTO balance. While automation has greatly changed how payroll is processed and has saved the organization thousands of dollars in processing costs, it has also saved employee time and made information available to the employee at any time. Have you signed up for electronic W2s?

Receiving electronic W2s is efficient and timely, saves Gundersen money and is more secure than receiving paper forms in the mail.

Payroll is one of the most highly regulated operations of any business. There are numerous and complex withholding tax regulations that vary between states. As Gundersen has expanded into other states, the complexity of multi-state taxation has magnified for the payroll team in processing payroll and in the preparation of W2s.

Despite the challenges, our dedicated payroll professionals work diligently to pay more than 8,000 employees accurately and on time. For this, we salute them.

Gundersen is joining in the salute to the American worker and payroll professionals by participating in National Payroll Week, which coincides with the nation’s Labor Day celebration. The week was founded to bring the payroll industry, the public and management together to recognize the importance of payroll in America.

Please take time to thank your payroll team and acknowledge the important role it plays at Gundersen.

Celebrating years-of-service milestones

Cheirs to the following Gundersen Health System staff who celebrated noteworthy service anniversaries in August:

45 years
Cathy Cotton, IT support specialist 1
Wendy Gopher, RN
Frankie Heilman, respiratory therapist

40 years
Dave Demoreest, supply chain analyst
Debbie Seidel, senior office assistant

35 years
Lisa Bangs, medical laboratory scientist
Dave Dummer, systems analyst programmer 3
Maureen Hurley, LPN
Kay Keinelt, recreation therapist
Barb Nelson, RN
Sandy Petersen, RN
Patty Seidel, short order cook
Jeff Thompson, MD, executive advisor
Curt Tolstid, clinical engineering specialist
Dawn Wright, scheduling specialist

30 years
Sue Arnold, ophthalmic tech 1
Lisa Brueggen, compliance specialist
Dana Bliks, critical care technician
Karen Hayter, nursing research scientist
Jill Heiderscheit, ophthalmic surgical care technician
Kerry Rodgers, RN
John Wicchos, senior physical therapist

25 years
John Bartneck, lead orthotist
Barb Beeson, graphic designer

15 years
Julie Chambers, regional business office coordinator
Stacey Lock, RN
Barb Middleton, critical care technician
Deborah Reichert, ultrasonographer II
Catherine Ryan, MD

10 years
Lisa Benda, medical assistant
Karen Johnson, patient liaison
Jennifer Kendallhammer, clinical manager
Jennifer Lahmane, MD
Brooke Larson, health unit coordinator
Lynda McMahon, GI technician
Michael Mittey, cook
Jennifer Muiller, psychologist
Erika Osei, advanced training consultant
Miranda Peek, clinical manager
Margie Plattager, pharmacist
Tasha Rice, certified nursing assistant
Kathy Sayers, environmental assistant
Balaji Srinivasan, RN
Tia Strait, mammography technologist
Marilu Bintz, MD, chief Population Health officer

5 years
Sandy Ljolijohn, MA, BSN, RN
has been named the new administrative director of the Cancer Center reporting to Lisa Weis.

Remembering Scott Halvorson

Colleagues are remembering Scott Halvorson for his work ethic and kindness during his more than two decades of service with Gundersen.

“There was nothing Scott wouldn’t do for someone,” says his manager, Kyle Koeke, supervisor, Environmental Services.

Scott died Aug. 18 after a boating accident on the Mississippi River. He was 41.

He joined Gundersen at 16 years old in Food Services before transitioning to a specialist in Environmental Services.

As he gained experience, Scott and Jim Wemette, his close friend and colleague, were charged with office moving operations.

“Scott played a primary role in the move of the Legacy Building,” Kyle says. “He was tasked with moving all large equipment and new furnishings to get the building ready for patients.”

He was also tasked with furnishing staff housing units, including equipping 37 units in two days this year.

Scott met this massive task that required heavy lifting and hard work, and all others, with a positive attitude, Kyle says.

“No matter how busy things were, Scott always would say, ‘We gotta get it done,’” Kyle remembers.

Scott’s colleagues praised his work ethic, resourcefulness and compassion.

“He was a great people person and he knew how to live up everyone’s spirits,” Kyle says. “Scott will truly be missed by Environmental Services and by all those who were lucky enough to meet him.”

Scott is survived by his wife and other family members.

Thank you for participating in the Joint Commission survey

In wrapping up The Joint Commission Survey on Friday, Aug. 23, lead surveyor, Pamela Stewart, MBA, RN, confirmed what Gundersen CEO Scott Rathgebiger, MD, indicated:

“Your greatest asset is your staff.”

Gundersen’s leadership and the Department of Continuous Readiness would like to thank you for your role in last week’s Joint Commission Survey. Surveyors were very complimentary indicating staff are competent, confident, engaged and proud of what they do. Every contribution was significant and impacted the success of this survey. To quote Marilu Bintz, MD, chief Population Health officer, “This is what a successful survey looks like.” Huge thanks to all!

Submit news, story ideas or other materials to bridges@gundersenhealth.org or mailstop SIMS-001, by noon Friday before publication.

Editor & Circulation: Anny Welch & Graphic Design: Barb Beeson

Gundersen Health System is an Alternative Action Equal Opportunity Employer and does not discriminate against any person on the basis of race, color, national origin, disability or age in its admission, treatment, or participation in its programs, services and activities, or in employment. Access to TTY (telephone teletype-}

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Have you heard the word Caritas and are wondering what it means? Are you interested in learning more about yourself and how you can enhance the healing environment in your work and personal life? If you answered yes to these questions, the Caritas Residency program may be for you.

This program is a journey of self-discovery through reflection, reading, writing, and experiences all designed to enrich your personal/professional life and is taught by Caritas coaches Denise Nicholson, BSN, RN, and Tammy J. Anderson, MBA, BSN, RN.

Upon completion of this program, you will gain the knowledge and wisdom about living Caritas in your own life and have the tools needed to:

- Help inspire others to embrace Caritas
- Commit to being a resource to colleagues
- Create and implement a plan that incorporates Caritas at your unit/department level

The program begins with a Caritas Retreat on Tuesday, Oct. 22 at the Bangor Retreat Center. Classes will continue 3 to 6 p.m. on the Gundersen La Crosse Campus on Nov 18, Dec. 16, Jan. 20, Feb. 17, March 16 and April 20. Applications are available on the Nursing Portal Caritas page (click on the heart in the center of the framework emblem) and will be accepted through Sept. 15. Class size is limited to provide an intimate setting for learning and sharing.

Questions? Contact Denise at ext. 54359 or Tammy at ext. 53662.

Security Bytes: Rethink personal use of corporate email

It’s not uncommon for employees to use corporate email for personal use, as it is the most convenient email address to access daily.

Some of these personal use cases can include website or streaming subscriptions, banking accounts, shopping accounts, school or educational updates, and email list subscriptions. However, there are risks associated with using your Gundersen-provided email address for personal use. They can include:

- Phishing attempts: where a malicious email is sent with the intention of obtaining corporate or personal information
- Credential attacks: often, users reuse passwords. If your account is successfully phishing, a hacker could potentially access all the corporate information in your email account.
- Privacy and policy: use of Gundersen Health System email for personal services is defined in GL-2002, Electronic Mail (email) Usage. Gundersen requires that email systems must be used for business activities only. There is also no right to privacy, as all emails using Gundersen Health System are property of Gundersen Health System and will be monitored for inappropriate use.

For questions relating to Gundersen and these security topics, or to report any information security concerns, please contact the Information Security team at the Security Operations Center email address soc@gundersenhealth.org.

Gundergear featured item: Utility tote set – available through Sept. 8 only

Picnics. Parties. Potlucks. You’ll find many uses for these handy utility totes. Order today and you’ll get a set of two for only $20 plus $5 shipping. The junior tote measures 17.25 inches long by 9 inches wide by 9.5 inches tall, the ultimate tote is 22 inches long by 10 inches wide by 12 inches tall. Each features a large main compartment with a sturdy wire rim to give shape and functionality and 14-inch drop handles. The ultimate tote also has a front pocket for smaller items and a sew-in bottom for extra durability.

The monthly featured item is available only through Sept. 8, so place your order today. Find it at gundergear.org or via Gladiator orders. Department orders: Authorized buyers can purchase items for Gundergar departmental use. Shipping is free for departmental orders.

Individual orders: Individuals can order for personal use with a credit card. Items must be shipped to a home address.

Next blood drive is Sept. 23-25


The July blood drive was a success! There were 59 successful donations with 15 first-time donors. These successful donations will help save up to 177 lives. Many thanks to all donors and employees who participated.

Why do you donate? It’s so important. Personally, I received blood transfusions as a baby. Both my grandfather and mother are O negative, which is rare, so they donated blood frequently and encourage me to do the same.

What would you say to someone who has never given blood? It’s not scary. I used to be afraid of needles, but have learned how to relax. The staff are amazing and really take care of you.

Employees should not park in ICE Event visitor parking

The Integrated Center for Education (ICE) House on the Gundersen La Crosse Campus is a popular location to hold continuing education conferences and other special events. As a courtesy to attendees—many of whom are from out of town and may be getting their first impressions of Gundersen—we need to make parking convenient.

At Gundersen employees, please help us extend our hospitality and do not park in spots designated for visitors at ICE House events. These spots are indicated with an orange sign stating, “ICE Event Parking – Permit Required.” Employees who park in these areas will be subject to actions outlined in policy GL-1210.

2020 room reservations coming soon

With room reservations just around the corner, begin defining your 2020 meeting needs now. Aside from identifying meetings, no further action is required at this time. Rooms will be available to book in Outlook on Monday, Sept. 7.

Questions? Please contact Sarah Ballfan at ext. 51820 or sballfan@gundersenhealth.org.
Welcome new employees and volunteers

Tasian Arjes
EMT
Emergency Services

Hillary Conn
CMR
OB/Gyn

Joshua Court
Clinical manager
Behavioral Health

Adrianna Crawford
Interim
Logistics

Yessenia Donjuan
Guatemala
Interpreter
Social Services

Brett Edge
Admitting clerk
registration clerk
Admitting and Registration

Lexi Anne Eichelt
Office assistant
Ahsanatologoy-Onalaska

Barbara Eisenmenger
LICSW
Behavioral Medicine; Integrated Care

Andrew Fischer
Diet aide
Food Service

Lucas Fix
Intern
Patient Experience

Michelle Flores
RN
Pediatrics-Onalaska

Delaine Frauenkron
Clinical engineering specialist
Clinical Engineering

Danielle Frederick
RN
Hospital Floats

Kaitlyn Garruda
Interim
Global Partners

Jeri Gagas
Diet aide
Food Service

Anna Gordon
Chaplain resident
Spiritual Care

Raven Gray
RN
Unity House

Alexander Hansen
EMT
Emergency Services

Holly Honish
Intern
Medical Specialty Unit

Christine Huggett
RN
Patient services specialist
Patient Liaison Services

Taylor Johnson
Patient liaison
Optometry-Black River Falls

Paige King
RN
Surgery

Stacy King
RN
Orthopaedic Surgery

Rachel Kronberger
Linen assistant
Laundry Services

Kaley Kutina
RN
Oncal OP-Tomah

Hannah Larson
Admitting counsellor
registration clerk
Admitting and Registration

Linda Loeffler
Patient services specialist
Patient Liaison Services

Vengsouv Lor
Diet aide
Food Service

Carrie Magnuson
RN
Medical lab scientist
Lab Administration and Support

Sierra Micarelli
Medical assistant
Family Medicine-Pinon de Olsen

Christine Melby
RN
Neuroscience Unit

Jennifer Neumann
Cardiac sonographer
Echo Imaging

Vasily Nikolaev
Medical lab technician
Referral Lab

Diana Schaller
RN
Allergy-Adults-Onalaska

Leah Snavely
RN
Neuroscience Unit

Danielle Nichols
Patient services specialist
Patient Liaison Services

AnnaK Olsen
Certified nursing assistant
Surgical Unit

Teresa Pedretti
Central services technician
Central Services

Alexis Pilger
Certified nursing assistant
Inpatient Behavioral Health

Heather Pierce
Sports Medicine-Onalaska

Louise Puxley
Social worker
Behavioral Health

Kyla Rave
Certified hemodialysis technician
Renal OP-Tomah

Vilayphon Darlene
Surgical Tech
Chaplain resident
Spiritual Care

Diana Schaller
RN
Allergy-Adults-Onalaska

Linda Schmidt
Chaplain resident
Spiritual Care

Brittany Tashner
Residential treatment specialist
Unity House

Ashley Thornton
RN
Medical Specialty Unit

Amanda Vickers
Cardio Pulmonary Unit

Phillip Waxelik
Chaplain resident
Spiritual Care

Lindsay Weisbel
Social worker
Family Medicine-Tomah

Win great prizes, help your neighbors by donating to United Way

Gundersen’s Pacemaker campaign for the Great Rivers United Way wraps up this week, but there’s still time to donate—and win great prizes!

Every dollar makes a big difference and helps Gundersen Health System reach its 2019 payroll deduction goal. Your pledge also supports the 73 Great Rivers United Way-funded programs that benefit thousands of people in our communities every day.

As an added incentive and a thank-you, each staff member who pledges at least $52 (51 per week) is eligible for sweepstakes prizes supplied by Great Rivers United Way.

Employees who donate any amount also have a chance to win several prizes from Gundersen.

United Way
Great Rivers
Gundersen
Pacemaker
Campaign

Do you have a friend or family member interested? External job postings are available at gundersenhealth.org/Careers.

From Gladiator, select Gund U/HR and then select Careers. The Current Openings tab goes to all open positions. A position available to internal employees only has “Internal” in red in the posting profile. Questions? Contact Recruitment at ext. 54743.