

**WHA Foundation, Inc.
Global Vision Community Partnership Award**

Award Winner:

MATCH (Mental Health Assistance for Teens and Children): Matching Chippewa Valley Families with Resources Promoting Mental Health

Nominated By:

Sacred Heart Hospital, Eau Claire

In both 2002 and 2005, the United Way of Greater Eau Claire Assessment Reports clearly identified that the community was experiencing a "critical lack of access to mental health services for children and adolescents." The three health care competitors in the Eau Claire community—Sacred Heart Hospital, Luther Midelfort, and the Marshfield Clinic—collaborated on a solution and funded its launch. Using the assessments' findings, they developed a business plan for the creation of an information and assistance service to address the primary need: access to mental health services for children and adolescents. From that collaboration, the Mental Health Assistance for Teens and Children (MATCH) program was created.

The overall vision of MATCH is to improve the emotional health and well-being of youth and families in the Chippewa Valley by providing community mental health information and assistance services. It strives to help families with teens and children find answers regarding mental health concerns, instill hope that there is help available, and empower individuals to take the necessary steps to contact the resources available. MATCH is prevention-focused and provides a 'one-stop shopping' number to call to be directed to community mental health resources, based on the caller's needs.

Since April 2006, MATCH has helped approximately 300 families/individuals, providing them with more than 400 community referrals. Families and individuals from seven counties have received assistance. In addition to the call-in resource, MATCH provides educational opportunities through the Family Resource Center of Eau Claire County and other venues, focusing on general mental health, self-esteem and anger.

Award Winner:

Ministry Dental Center

Nominated By:

Saint Michael's Hospital, Stevens Point

The Ministry Dental Center is a unique, locally-based collaboration of Saint Michael's Hospital; CAP Services, a non-profit community action agency; and Delta Dental of Wisconsin, a non-profit dental insurance company headquartered in Stevens Point. The objective of the Ministry Dental Center is to improve the oral health of area residents by providing affordable dental care and a dental home to people enrolled in Medicaid/BadgerCare.

Separate, local needs assessments conducted by both Saint Michael's Hospital and CAP Services showed access to affordable dental care was the top priority for low-income households in the community. Delta Dental was invited to participate in the development of a strategic plan to address this need, and the outcome was the Ministry Dental Center. In 2002, a medical facility was renovated to establish the dental clinic, funding was secured, a dentist and other staff were hired, and the Ministry Dental Center opened its doors. From its inception, the Center was meant to become more than a 'revolving door' for patients in pain; it was envisioned as a dental home for area residents unable to access regular dental care elsewhere, to complete treatment plans and schedule regular preventive care.

The Center has achieved that objective. In six years of operation, the number of patients returning for hygiene appointments has realized nearly a four-fold increase. In 2007, the Center served more than 2,500 patients in nearly 6,700 encounters, with almost 1,300 of the patients returning for regular hygiene care.

The Center now employs 1.6 FTE dentists, two full-time hygienists, several dental assistants, clerical support, and a full-time practice supervisor. In addition, a dentist, two dental students and a Dental Fellow from Marquette University volunteer. The Center serves residents of Portage, Wood, southern Marathon and western Waupaca counties.



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Wisconsin Hospital
Association



2008 awards
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KI Convention Center, Green Bay

*WHA Foundation, Inc.
Global Vision Community
Partnership Award*

*Partners of WHA
Best of the Best Award*

*Partners of WHA
Wisconsin Award for
Volunteer Excellence*

Partners of WHA Best of the Best Award



Stan Gaynor

Partners of WHA, Inc. is pleased to present its 2008 Best of the Best Administrative Award to Stan Gaynor, chief executive officer of Black River Memorial Hospital in Black River Falls, Wisconsin. This award recognizes an on-site hospital executive who demonstrates a cooperative, supportive, enthusiastic, and well-defined relationship with the volunteer organization.

In nominating Stan for this award, the Partners of Black River Memorial Hospital members stated, "Our CEO is very visible and involved with our volunteers."

Upon Stan's arrival at Black River Memorial Hospital, he ensured that the Partners group became "a visible part of the printed hospital Organization Chart" with the volunteer services manager reporting directly to him, as CEO. He continues to give the Partners group visibility throughout the community by including a Partners report in the hospital's printed Annual Report, allowing the Partners president the opportunity to give a verbal report at the hospital's Annual Meeting, and supporting and encouraging the hospital's public relations manager to continually promote Partners events through news releases, advertising, posters, and professionally designing and printing the Partners quarterly newsletter.

Since his arrival, Stan and his wife have been dues-paying members of the Partners of Black River Memorial Hospital, and he regularly participates in Partners activities, especially the fundraisers, from cleaning up following an event, to unloading merchandise for the annual garage sale, to performing in the variety show, to encouraging and driving Partners to Madison so they can participate in WHA's Advocacy Day.

The Partners group also shares that he consistently ensures they have the financial support needed, from a budget line item in the volunteer services manager's annual budget, to sending members of the Partners group to the Partners of WHA's annual convention each fall. The Partners of Black River Falls are proud to work each day with the overwhelming support of Stan Gaynor, stating "To us, our CEO has been one of our best cheerleaders!"

Partners of WHA WAVE Award (Wisconsin Award for Volunteer Excellence)



Category: Community Service Programs

Winning Program: "Mobile Blood Draw Cart," Ripon Medical Center Associates, Ripon

Due to the brainchild of a phlebotomist at Ripon Medical Center (RMC) and the resources of the Ripon Medical Center Associates, patients now pull up and give blood for lab tests without ever getting out of the car. The service is designed for patients, mainly the elderly, whose trip to the laboratory can be difficult due to limited mobility or dementia.

The 'mobile blood-draw cart' enables a phlebotomist to bring blood draw services car-side to the patient in RMC's emergency room ambulance bay. Appointments are scheduled in advance so the registration is complete and the prep work is done before the patient arrives. Patients are required to arrive by taxi or a designated driver, and upon arrival, the driver pulls into the heated bay, allowing the patient to present his arm and have blood drawn, without ever leaving the vehicle and at no extra charge to the patient. This eliminates the possibility of slips and falls both inside the hospital and in the hospital parking lot, especially during the winter months.

Once the idea was hatched, the Ripon Medical Center Associates got to work on raising the funds to purchase the specially designed three-tiered cart that holds all necessary supplies and is at the height of a car window.

Category: In-service Hospital Volunteer Programs

Winning Program: "Prayer Shawl Ministry," St. Mary's Hospital Auxiliary, Madison

The Prayer Shawl Ministry is a program started and continued by the St. Mary's Hospital Auxiliary, in which volunteers knit or crochet prayer shawls and lap robes for patients or family members dealing with long-term or chronic medical issues. The process begins with a prayer or blessing to dedicate the shawl about to be made. As the shawl progresses, the knitter continues to pray for the patient who will receive it. A member of the Pastoral Care Department then presents the shawls, and all the prayers within it, to the patient or family.

The program provides a wonderful volunteer opportunity for those who may otherwise be unable to volunteer in the hospital, including those who are home-bound and a group of nine inmates who continue to contribute completed prayer shawls and lap robes. The continuing goal of the Ministry is to provide a prayer shawl or lap robe for 100 percent of the patients who are identified as likely benefitting from such a gift. During 2007, the Ministry met that goal, providing 400 prayer shawls and lap robes to hospital inpatients as well as those at the off-site Renal Center.

Category: Fundraising Programs

Winning Program: "Christmas at The Ridges," Riverview Hospital Auxiliary, Wisconsin Rapids

2008 will celebrate the fifth year for the Riverview Hospital Auxiliary's unique holiday fundraiser, "Christmas at The Ridges." The Ridges is a local golf course, which is the site of the event in early December each year. The dining area is turned into a wonderland of beautiful tables (or 'tablescapes' as they call them), with each table designed with a different theme by a different team of local 'table designers.'

Auxiliary members coordinate the entire event, from recruiting table designers, working with the site on the luncheon, soliciting corporate sponsorships and raffle donations from the local business community, to the advertising, ticket sales, and all activities on the day of the event. The event provides the local community the opportunity to enjoy a wonderful luncheon, enjoy a style show and choir performance, and view the elegant and impressive tablescapes. In 2007, this event raised \$11,000, attracting 300 guests and selling out its tickets in just 15 minutes.

Category: Community Outreach and/or Collaboration Programs

Winning Program: "Eagle River Memorial Hospital Palliative Care Coalition," Eagle River Memorial Hospital Auxiliary, Eagle River

The Eagle River Memorial Hospital Palliative Care Coalition is a collaborative group of community volunteers and hospital auxiliaries, dedicated to enhancing the community's support for the chronically and terminally ill, their families and caregivers, extending the principles of hospice to a broader population. The purpose of the Coalition is to focus on education, coordination of resources and the delivery of services that meet the needs of patients with life-limiting illnesses.

One of the primary focuses of the Palliative Care Coalition is advance health care planning. Auxiliary volunteers assist in meeting this need by being trained and certified to offer free advanced planning workshops, which are offered twice a month at the hospital. The volunteers provide education on how to draft advanced care documents that reflect end-of-life wishes and take the burden of decision-making off of loved ones. Volunteers also help the Coalition increase public awareness of chronic disease issues and the needs of the long-term caregiver.