

MERCY MESSENGER

The Mercy Messenger is a monthly publication of
Mercy Hospital Volunteer Services and Auxiliary Departments.

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Happy Holidays

Wishing you peace and happiness this holiday season. The joy you spread to everyone is even more evident this time of year. I especially like the Remembrance Tree that decorates our lobby. The tree is a memorial to people who are no longer with us and/or recognizes special people who have touched our lives. All of the money donated goes to "Youth at Risk" in Anoka County. This is just an example of the work done by the Auxiliary now and throughout the year. Donations to the Christmas Stocking Auction were unbelievable, thank you.

At a time when people all over the world are in turmoil, the peace and joy here at Mercy is uplifting. We are a family supporting and helping others. Thank you, Mercy Hospital President, Tom O'Connor for setting the example. We wish you happiness and success in your new position. You will be missed.

Toni Lowinske,
Mercy Auxiliary President

Auxiliary Board Meeting Highlights October 20, 2011

By Harold Schrenk, Executive Secretary

Barb Hanson Treasurer reviewed the Statement of Activities. Bank balance as of September 30, 2011, was \$116,461.21.

Jane Hogie, Coffee Shop and Gift Shop Manager, presented September's Coffee Shop and Gift Shop Sales reports. Monthly sales for the Gift Shop were slightly below budget but doing well. Gift Shops cost of goods is right in line. Gift cards continue to be used on a regular basis. Coffee Shop sales look good. Monthly sales were over budget at 105.6%. Year to date sales are at 101.2% of the budget. Costs of goods for the Coffee Shop are in line. Gift cards are being used at 2 to 1 ratio for the Coffee Shop as compared to the Gift Shop. September's Financials reports and September's Coffee and Gift Shop reports were approved.



Louise Cottrell, District G HCAM Chair, reported that seven facilities attended the Fall District G HCAM meeting held at Augustana Villa in Apple Valley on October 13, 2011. Barbara Muesing HCAM President presented a topic on being a partner. Tim Wilberling CEO for Apple Core spoke about Augustana Apple Valley Apple Core's new Auxiliary and how it was formed. Chaplain Sarah Civarri presented a session on the BeFrienders Ministry with Apple Core. Marie Christensen from Apple Core has agreed to be the HCAM chair-elect for District G. Louise Cottrell will serve another year as District G Chair. Harold Schrenk will serve as the District G Secretary/Treasurer for the next two years. Toni Lowinske, President, thanked the Mercy Auxiliary

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Board members for their support and attendance at HCAM's Fall District G Meeting.

Our monthly Auxiliary Board meetings will be held every third Monday from 1:00 p.m. to 2:30 p.m. beginning January 2012 in Mercy's Boardroom.

Julie Hogie, Volunteer Services Director, encouraged all the Board Members to take a tour of the west entrance and the new Infusion Center. The new Infusion Center has been well received. A second restroom is being added to the Emergency Room area. The Surgical Area Waiting Room project is underway. 2 East family waiting rooms area remodeling is nearing completion.

Mercy's new Infusion Center opened this week on 1 West in the area formerly home to our pharmacy department. An open house was held on Monday, Sept. 19 to debut the beautiful new facilities. Julie encouraged those who haven't already done so, to please consider dropping by that department to become familiar with this very important outpatient area. Soon to follow, 2 East will transform the space that is now open to create enhanced physical therapy services.

Volunteer Services is continuing to work on arrangements for volunteers to assist with hand hygiene audits. This volunteer task does not need to be restricted to a set schedule. In fact, flex scheduling is a good way to cover a broader variety of shifts. If you are interested in working with Infection Control team on this very important task, please contact Director Julie Hogie. Volunteers have been so helpful with the Pink Alert drills. This will be another way for volunteers to help us measure and improve safety.

September's Volunteer of the Month is Sarah Johnson. Sarah volunteers on 5 East and has taken it upon herself to find and implement improvements in hospitality for these outpatients and their guests. Sarah found new magazines, puzzle books, coloring pages for the patients to enjoy while they are waiting. Her friendly smile and focus on welcoming each person has been noticed by patients, their escorts and staff alike.

Ninety-three Auxiliary members have made donations to the membership fund for a total of \$1,984.50. Fifty-three new volunteers attended September's orientation.

A motion that "the proceeds for the Remembrance Tree will be donated to Youth At Risk" was approved.

Volunteer **November 2011** of the Month



Donna Brandell

Donna Brandell is a lady who likes to stay busy! Fortunately for us, she donates much of her time to Mercy Hospital's Sister Kenny Institute. In just over a year Donna has volunteered more than 700 hours assisting with a myriad of office tasks. Word of Donna's talents has gotten out and Donna has also begun using her crafting skills to create lettering and artwork for bulletin boards and displays in a variety of departments. Donna has become well known and loved by the entire Sister Kenny team. She was nominated for her dedication, for making a difference, and inspiring others to leave their mark in making the world a more beautiful place. Thanks for sharing your gifts with us at Mercy, Donna!!!

Auxiliary Project Statistics

PROJECT	November	2011 YTD	2010 YTD
Adapt-a-Bra (Cardiac Patients)	0	59	59
Blood Drive Appointments	0	60	70
Blood Pressure Screening	187	1757	1620
Fall Prevention Bears	105	924	903
Flower Deliveries	194	1987	1739
Kathy Kaps	0	84	96
Prayer Shawls	11	102	77

Volunteer Statistics

STATISTIC	November	2011 YTD	2010 YTD
Orientation Attendees	43	425	500
Status Changed to Active	50	312	333
Status Changed to Inactive	30	316	312



Jeff Peterson, Someone You Should Know....

Jeff Peterson, Mercy's Interim President, effective December 19th.

Jeff served as President of Abbott Northwestern for five years and recently transitioned to a new position as Executive Vice President for Allina's Hospital Division. As Executive Vice President Jeff has responsibility for all 11 Allina Hospitals.

Tom O'Connor recently sent an email to all employees, explaining Jeff's role: "Having Jeff as interim will give him an opportunity to see firsthand the great things that we are doing at Mercy. It will also give him a chance to learn more about what traits the next president of Mercy should have to be successful. Jeff and I share similar values and beliefs about what it takes to lead a great hospital. He loves to talk and meet with staff so don't be shy. Jeff's only weakness is that his is a card holding member of the Iowa Hawkeye Nation! Please join me in welcoming Jeff when you see him."

WELCOME NEW VOLUNTEERS AND VOLUNTEENS!

Archibong, *Joy	Masson, Andre
Barta, *Cody	McHugh, Katherine
Baylen, Tenzin	Moller, Deanna
Belanger, Judy	Molskness, Ellen
Brisbin, *Breanna	Murray, Linda
Chobanu, Daniyela	Nei, Paul
Cunningham, Mary Lou	Ortler, Kayla
Dasch, Cynthia	Oskoui, Farideh
Debruzzi, Shanna	Paffel, Lina
Duong, *Stella	Parkin, Patricia
Dybedahl, Amanda	Pha, *MaiBlia
Gabrelcik, Michelle	Pishchik, *Rouvem
Glaser, Kayla	Ploেকেimann, Corrine
Gosen, Mary	Riley, Diane
Gustafson, Vickie	Shepler, Teresa
Hedden, Maxine	Singewald, Cynthia
Hill, Susan	Stanowski, Dave
Jackett, Karrie	Steigauf, Paula
Januszewski, Becky	Sylvers, *Kelli
Johnson, Steven	Urbach, Jennifer
Kessler, *Anna	Vierling, Debra
Lawler, *Elizabeth	Voeller, William
Lindsey, Sandra	Walsh, Sheryl
Loyola, Tammy	Wirebaugh, Cathy
Maack, *Carissa	
Mariette, Christina	

* =TEEN

December Birthdays

12/1 Patti Peters
Lynn Greenwald

12/3 Lucinda Stone
Barbara Dahlheimer
*Nicole Meyers

12/4 Helen McClintock
*Ha Nguyen

12/5 Christa Mowery
Hazel Lindgren
Amanda Fraune

12/6 Carol Stanway
Christiana Kollie

12/7 Luella Greskowiak

12/8 Carol Buhr
Mary Plant
Joanne Moody

12/10 Carol Klaesges

12/11 Lucille Hazledine

12/12 Chi Tran
Brandon Japs

12/13 *Courtney Gunter

12/14 Joann Grahek

12/15 Rudolph Marti
Debra Koenen

12/17 Amanda Mogensen
Meta Kennedy

12/18 Betty Reinhart
*Michael Brown

12/19 Carol Novak

12/20 Peggy Sjoquist

12/23 Diane McCann
Shirley Fennern
Tenzin Baylen
Steven Johnson

12/24 Virginia Ostlund

12/25 Elizabeth Dweh

12/26 Wayne Bell

12/28 Mac Mackechnie
Tonya Delapp
Snow Gubbi

12/29 Corrine Carlson

Upcoming Events

December

7, 14, 21, 28 Blood Pressure Screening (12:00-4:00)


7 Mercy Holiday Smorgasbord (Lunch & Dinner)

7 & 8 Auxiliary Fundraiser—
Christmas Stocking Silent Auction

14 & 15 Auxiliary Fundraiser—Leatherbees


15 Auxiliary Board Meeting (9:30 am)

25 **Christmas Holiday**

 Volunteers are excused from volunteering on holidays. If you would like to volunteer, please contact the volunteer office at 763-236-8011. Thank you!

26 Volunteer Office Closed

January

1  **Happy New Year!**

Volunteers are excused from volunteering on holidays. If you would like to volunteer, please contact the volunteer office at 763-236-8011. Thank you!

2 Volunteer Office Closed

4, 11, 18, 25 Blood Pressure Screening (12:00-4:00)

12 & 13 Auxiliary Fundraiser

16 Auxiliary Board Meeting (1:00-2:30pm)

26 & 27 Auxiliary Fundraiser

27 Auxiliary General Membership Meeting
~ watch for your invitation in the mail!

Mercy Auxiliary Gift Shop

**Holiday
Item**

50 % Off

Any one regular
priced holiday item

Coupon expires December 31, 2011