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## Ascension Wisconsin COVID-19 Update - April 30

1 message

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**April 30, 2020**

This communication is being shared today with all Ascension Wisconsin associates.

### **NEW UPDATES, RESOURCES, POLICIES AND PROCEDURES TO REVIEW**

- **Ascension Online Care Update**
  - Please note the code HOME, which currently allows consumers to have a virtual urgent care appointment for \$20, will now expire TODAY, April 30, not May 15. Beginning TOMORROW, May 1, the code will no longer be available, and the cost will return to the original price of \$59.
  
- **Nurses: We Want to Hear From You (by May 3)**
  - We want to hear from you -- our valued and amazing nurses!
  - Please consider submitting a question to be asked during our Ascension Chief Nursing Officer Panel - a LIVE! event during Nurses Week 2020. More information regarding the LIVE! event coming soon.
  - Questions submitted could be related to COVID-19 experiences, what we've learned across the nation, how we will move forward, what it means to be an Ascension Nurse today, what it means to be an Ascension Nurse during the Year of the Nurse and beyond. Any questions you might have, our Market CNOs want to help answer!
  - Please submit all questions using **this link** by **4 p.m. CST on Sunday, May 3**.
  - Have any questions regarding how to submit a question or need assistance? Please contact **Cristi Gillming**.

- **Resources to Transition from Work to Home: Guidance for Associates Providing Care to COVID Patients**
  - Ascension is committed to the safety and well-being of our associates and their families. Guidance has been developed that includes basic steps that will help associates as they transition between work and home. Most of these measures are applicable to those working in the clinical environment; however, some of them can also be applied to the non-clinical workforce.
  
- **Enjoy This Week's Gratitude Video**
  - Our mission team prepared **this video** capturing messages of appreciation and celebration sent to coworkers from April 15 to 17.
  
- **New Podcast Available: Hear from Ascension CEO Joe Impicciche**
  - In a new episode of the podcast Fireside Chat with Gary Bisbee, PhD, Joseph R. Impicciche, JD, MHA, President and CEO, Ascension, talks about the new COVID-19 surge, caregiver heroism, telemedicine and looking ahead and reopening under the new normal after the COVID-19 pandemic. The episode was taped last week. **Click here** to access the podcast or find it on Apple Podcasts.
  
- **EAP Resources: Adapting to Remote Meetings**
  - Working from home means meeting now take place virtually. **Click here** for tips on making the best of remote meetings.
  - Whether you feel anxious, overwhelmed or just need to talk, call or email today. 800-540-3758; **eap@ascension.org**.
  - Free and confidential counseling services are available to all Ascension associates, including Ascension medical providers, and family members within the household.
  - Visit the **Ascension Wisconsin EAP COVID-19 page** to find all kinds of articles and resources.

## **GOOD NEWS TO SHARE**

- **Living our Value of Creativity - Respiratory Techniques for COVID-19 Patients**
  - **Ascension St. Francis Hospital** clinical nurse specialist, **Cat Zyniecki**, and respiratory therapist manager, **Ron Pasewald**, share how a simple technique, called proning, is improving outcomes for COVID-19 patients. Originally published by the **Milwaukee Journal Sentinel**, a USA-TODAY affiliate, this story quickly gained national attention and was picked up by 35 outlets, including **Appleton Post Crescent**, **Stevens Point Journal**, **Marshfield News Journal**, **Sheboygan Press**, **Yahoo News**, **USA Today** and **MSN**.
  
- **Kids and COVID-19**
  - Rhinelander-based Ascension Medical Group Pediatrician **Paul Fischbuch, MD**, was featured in a series of interviews designed to stress the importance of continuing child immunizations during COVID-19 and caring for ill children during this time. Among the outlets featuring the story were **WXPR Radio**, **WJFW NBC-12** and **Wausau Pilot and Review**.

- **Ascension St. Clare's Foundation Food Truck**
  - The Ascension St. Clare's Foundation has been supporting clinicians and associates in Weston with food donations by using a food truck on the hospital campus. The program was featured on **WSAW CBS-7** and **WZAW FOX**.
  
- **City of Stevens Point Organizes Healthcare Recognition Event**
  - The City of Stevens Point organized a community appreciation for healthcare and EMS workers. As covered by **WAOW ABC-9**, the event encouraged people on Monday to show their appreciation via social media using #StevensPointThanksYou. Numerous media outlets promoted this event.
  
- **Compassion in the Midst of a Pandemic**
  - TMJ4, Milwaukee's local NBC affiliate, created **this uplifting promotion** that reminds viewers even in the midst of a pandemic, there is hope. Patient recovery celebrations at **Ascension St. Joseph** and **Ascension All Saints Hospital** are featured in the video.
  
- **Man Celebrates 30th Wedding Anniversary After 30 Days in COVID ICU**
  - 30 is a very special number for Mr. Tom Sheffield. The 64-year-old man from Cedarburg was discharged on Tuesday, April 28, from **Ascension Columbia St. Mary's Hospital Ozaukee** after being hospitalized for 30 days with COVID-19. That day also happened to be his 30th wedding anniversary with his wife, Mary. True to our value of caring for the whole person in mind, body and spirit, our team arranged a private vow renewal ceremony for Tom and Mary before his discharge. Tom said his wife is his rock, but it was the compassion and love from the hospital staff that saved his life. "I don't know what to say, when they talk about healthcare workers' compassion all of that, they exemplify all of that every day." To view photos from Tom and Mary's vow renewal ceremony, **click here**.

## REMINDERS/IN CASE YOU MISSED IT

- **Gov. Evers Announces Expanded Opportunities for Certain Nonessential Businesses**
  - **Click here** to read the press release and **learn about the executive order**.
  
- **Help Celebrate Patient Experience Week**
  - In celebration of Patient Experience Week, we focus on our promise to patients, families, visitors, colleagues and professional partners.
  - Each day brings a different focus to help us deliver a remarkable patient experience focused on compassionate, personalized care.
  - **Click here** to see how you can get involved every day this week!
  - In case you missed it, we kicked off the week with **this video**, which celebrates unique ways our associates make meaningful connections with our patients, including get well soon cards.
  - Please read this **prayer** for patient experience week.
  
- **Good Day Ascension Podcast Focuses on Stories of Hope and Heroism**
  - The first Good Day Ascension Podcast with associates about how our COVID-19 response has affected them is now available. These stories of hope and heroism

give us a glimpse into the many ways our dedicated associates serve others, live out our Mission and connect with our communities.

- **Click here** for a discussion with Amanda Doust, Patient Care Assistant, Ascension St. Vincent's East, Birmingham, Alabama.
- Hear how, in the midst of uncertainty, playful intentions cheer patients on.
  
- **ACTION NEEDED: Emergency Dependent Care Support Benefit**
  - If you are receiving the dependent care support benefit, **you must reapply** every 4 weeks.
  - **Click here** to learn more about the Emergency Dependent Care Support benefits and policy.

### IMPORTANT LINKS

- **Ascension COVID-19 Response Resource Center**
  - How to access the **COVID-19 Response Resource Center**
  
- **The Ascension Wisconsin Coronavirus (COVID-19) Resource Document on PolicyStat - no login required - updated April 29, 2020.**
  
- **Thank You to our Heroes! Show your Gratitude**
  - **Click here** to write a thank-you note.
  - **Click here** to view the thank-yous that have been shared.
  
- **Spiritual Care Resource Center**
  - **Wisconsin Mission Integration Resources**
    - **Click here** for the prayer of the day

Thank you for your active engagement—we appreciate your leadership as we respond to this rapidly changing situation. We will continue to provide updates and guidance as we work together to care for our associates, clinicians and the communities we are privileged to serve.

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#### 10 attachments

 **2020 April 27 Patient Experience Week2.pdf**  
129K

 **Making the Best of Remote Meetings2.pdf**  
124K


 **The Swan2.pdf**  
173K

 **2020 03 18 Ascension COVID-19 Response Resource Center Website6.pdf**  
38K


 **2020 04 28 COVID-19 Transition from Work to Home Guidance for Associates providing care to COVID Patients.pdf**

173K

 **2020 04 27 Patient Experience Week - 20202.pdf**  
75K

 **DepCareSupportBenefit\_Info\_FAQ\_0326202.pdf**  
245K

 **Sheffield Family photos.pdf**  
425K

 **2020 04 27 Press Release\_ Gov. Evers Announces Expanded Opportunities for Certain Nonessential Businesses2.pdf**  
204K

 **2020 04 27 Executive Order Gov Evers2.pdf**  
3229K

gratitude for our doctors, nurses and support staff; strengthening relationships with key parts of our patient base, including women and chronic care patients; and ensuring speed to market to gain competitive positioning, retain current patients and attract new patients. Our goal is to fill schedules with deferred appointments; bring back patients with high-risk, chronic conditions; and ensure our doors are open to meet the medical, behavioral and spiritual health needs of our patients and community.

Together, we're coming through this stronger, more courageous, more resolute in faithfulness to our calling, more capable, and more unified than ever before. I look forward to building our future with you, as we work together to provide compassionate, personalized and safe care in our communities, especially for those in poverty and most vulnerable.



In the end, I pray this shared experience has made us more kind, more loving and more appreciative of one another and the blessings we too often take for granted or miss in our hurried busyness.

May God continue to bless our national health ministry and all those who serve as part of Ascension.

Joe Impiccicche, JD, MHA  
President and Chief Executive Officer, Ascension

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