

# COMMUNITY BENEFITnews

A PUBLICATION FOR STAFF

inside:



**what's new  
in community  
education**  
empowering health  
information



**froedtert mentors  
cultivate positive  
relationships**  
investing in the next  
generation of healthcare  
professionals

## staffPROFILE

### Robert Kleinmann Reflects on Tutoring At-risk Students

When Robert Kleinmann considers the multiple ways people use basic math in everyday life, he doesn't take much for granted. A Froedtert staff member for 11 years, Kleinmann worked as a financial analyst for nine years before becoming an internal auditor in the corporate compliance department two years ago. He is, needless to say, comfortable with numbers. Yet, even Kleinmann found that engaging students to cultivate math as a life skill, was by no means a simplistic equation.

For fifteen years, Kleinmann served as a volunteer tutor teaching low-income, at-risk students through the Summit Educational Association, Inc. on Milwaukee's south side. Kleinmann taught math by applying it to everyday life, for solving problems and managing tasks, with a profoundly simple rule for making math more meaningful: Encourage students to think and continually practice.



—Staff Profile continued on page 2

Still, Kleinmann recalls, it can be quite challenging to steer children away from reliance on calculators and computers. "Some of the current generation of children have little interest in math and do not understand the value math has on everyday experiences in life," Kleinmann said. "Parents should teach their children the value of math by examples from daily life situations. The best way to learn math well is to keep practicing it."

### Broadening the Exposure of Students

Summit, now operating 15 years, works with about 150 low-income, middle-school students, of which 95% are Hispanic. Summit's structured approach involves tutors working with students on individualized goals for their academic, social, character and cultural development, in addition to interacting through fun activities, sports and



field-trips. Kleinmann said his experience reinforced the importance of students having broad exposure to options that exist beyond what they see in their community.

Over the years as Kleinmann's responsibilities with Summit increased incrementally, he served as an assistant coordinator, putting his analytical skills to broader use. "He was just awesome," said Nan Ross, the Girls Program Director at Summit, who worked closely with Kleinmann. "He's very organized and helped keep the program functioning on an orderly level, keeping the records for the boys program for many years. He had a good rapport with the kids and the other tutors. He was a very committed guy — you couldn't ask for a better person."

Although on a hiatus from active tutoring, Kleinmann notes that beyond just time and effort, "the most valuable contribution from a tutor is their commitment to build a relationship and rapport with a student."

*If you would like more information about tutoring opportunities with Summit Educational Association, please contact Matt Smyczek or Phyllis Gaggioli at 414-672-1786.*



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*Robert Kleinmann*



### Prostate Cancer Screening

Miller Park was "standing room only" where an estimated 450 men turned out on May 8 for free prostate cancer screening offered by Froedtert and the Medical College of Wisconsin in cooperation with the Milwaukee Brewers, the National Prostate Cancer Coalition and Fox 6-TV. Because of the heightened community awareness created from the event, an additional 214 men scheduled screening appointments with the Urology Clinic.

### CPR Anytime

Froedtert and the Medical College of Wisconsin returned to Miller Park to offer lifesaving CPR tips to more than 450 people on September 22. This free workshop, a collaboration between Froedtert, the American Heart Association and Fox 6-TV, featured a 22-minute lesson that could help save lives.

### Injury Prevention Education Program

We offer free school-based programs throughout Southeastern Wisconsin. ENCARE, a program for high school students, educates on the tragic consequences of distracted driving, underage alcohol use, drinking and driving, and lack of safety belt use. ThinkFirst, a program for middle and high school students, is designed to educate vulnerable young people about the dangers of risk-taking through an increased understanding of the causes and results of injuries to the brain and spinal cord. Over 2,300 students in the Milwaukee area participated in these programs.

### Care for the Uninsured

A team of six led by Dr. Richard Marks from Froedtert & the Medical College of Wisconsin, conducted free foot exams for more than 100 men at the Milwaukee Rescue Mission. Exams were offered as a part of the Our Hearts to Your Soles, a national program offering free foot exams and well-fitting shoes to the homeless.

## MINORITY SUMMER INTERNSHIP PROGRAM AND THE REACH PROGRAM

# Froedtert Mentors Cultivate Positive Relationships—Investing in the Next Generation of Healthcare Professionals

The word “mentor” refers to someone who is an adviser, counselor, guide, tutor, teacher or guru. Those who take the role seriously know that investments of time and effort often vary due to the diverse backgrounds, skills and needs of the individuals who benefit from mentoring relationships.



Dr. Peter M. Ruta, Usherrine “Ursh” Harris and Janet Davis, all long-term Froedtert staff, have been very active mentors to young people in high school and college, who often need additional support due to limited employment experience or lack of professional exposure.

The two Froedtert programs where mentoring is a critical component are the Minority Summer Internship, in partnership with UWM’s College of Health Sciences program, and the REACH program, in partnership with Milwaukee’s Private Industry Council and UMOS. The summer internship is an intensive, 10-week work experience for minority students in health career majors, and the REACH program provides meaningful part-time jobs for young adults participating in work-readiness programs.

Students in these Froedtert programs have the opportunity to meet regularly with mentors to explore concerns and solutions to the challenges they face. For some, there is uncertainty about job responsibilities and performance expectations. Common discussion topics include appropriate workplace attire, boundaries for interacting with co-workers, addressing issues with supervisors, and navigating “workplace culture.” Sometimes, students are uncertain about career choices and may ask for help in shadowing different professionals to learn about various jobs in the hospital, and sometimes, they need advice for balancing school / work / life demands.

Froedtert staff who serve as mentors have learned they simply need to demonstrate active listening and compassion. And on occasion, they must confront difficult situations and recommend corrective actions. Not even an instructional manual could capture all the potential subtleties and components for the role of mentoring.

Dr. Ruta, manager of chaplaincy services, who joined the staff of Froedtert in 1994, has mentored over 20 students in the last 12 years. “The students come here to get experience, but this is a big place and can be intimidating,” he said, “so my role as a mentor is to be supportive and help them feel at home.”

Harris, corporate compliance coordinator, has found that students bond more readily with someone who allows them to share the full range of their experiences, both professional and personal. She seeks to challenge young people to be open to learning from all situations.

“I had mentors while growing up – people who saw potential in me, who taught me that motivation is within oneself,” said Harris, who began working at Froedtert in 1984, and has mentored approximately 26 students since 1994 through Froedtert internship programs. “My mentoring relationships are not just about telling them what to do or how to act on the job, but to promote life-long learning experiences.”

—Case Study continued on page 4

## GET TO KNOW THE GREATER MILWAUKEE BUSINESS VOLUNTEER COUNCIL (BVC)

### What is the Business Volunteer Council?

In partnership with the Nonprofit Center of Milwaukee, the BVC is a coalition of companies dedicated to advancing strategic volunteerism as a tool to address business goals, community needs and employee interests.

### How many businesses are involved?

There are 31 major employers on the Council, including Froedtert, the first healthcare system to join.

### Why is it important to be on the BVC?

Being involved provides us with the opportunity to:

- Learn from and share information with companies that are just starting, or have well established volunteer programs
- Gain access to the BVC’s resources and training opportunities
- Support corporate social responsibility among Milwaukee’s premier employers.



Davis, employed at Froedtert for nearly 20 years, currently is an MRI technologist in the Radiology Department. She said in working with young people interested in the healthcare field, she emphasizes the need to practice professionalism and compassion. "The main focus should be on our patients and their needs, to try to bring some comfort to them. Many patients are nervous when they come to a healthcare setting, so it's important to be empathetic as a staff member."

Providing positive work experience for students also helps build a pool of future qualified employees who can contribute to increasing diversity in Froedtert's workforce and improving community health status overall. Mentoring the 'next generation of healthcare professionals' ties well with Froedtert's mission, as well as the hospital's strategic plan for diversity.

Froedtert staff who provide workplace support for students see many benefits, not just for those they mentor, but themselves as well.

Dr. Ruta, Harris and Davis said they work to cultivate positive relationships so students feel free to seek assistance beyond an internship if necessary. "They can come back to me if they need someone to share knowledge and resources, or connect them with other staff in different departments who are willing to nurture them. Mentoring is basically giving back what was given to me," said Harris.

The mentors also take into consideration that many of today's youth will eventually provide health and supportive services to older generations. "I'm part of a wonderful team at Froedtert, and I want to make sure students I mentor see how in the medical field, everyone has a stake in how we render services to patients, and helping people get well," said Davis.

## fall & winter **OUTREACH ACTIVITIES**

### **Froedtert Contributions Benefit Families in Need**

This year, Froedtert staff provided over \$12,000 in value to the Hope House United Southside Pantry during the November food and clothing drive. Donations of cash and grocery store gift cards along with food, clothing and toiletries went to support outreach efforts for Hope House and help provide much-needed food to families in poverty during the winter season. Such dedication from the staff is one reason Froedtert continues to be Hope House's largest donor year after year. "We deeply value our relationship and your commitment," said Kenneth R. Schmidt, executive director of Hope House.

### **Froedtert's Finest Fonetickers Take Part in Spelling Bee for Literacy Services**

Working in a Healthcare profession often requires staff to keep track of evolving medical jargon, so an opportunity to promote a good cause energized some of our staff to participate for the second year in a row in the Spellbound for Literacy event in October. Froedtert's Finest Fonetickers team participants, Anne Gelsthorpe, RN, CICU (team captain), Amy Schinneller, RN, 3NT, and Brenda LaMalfa, administrative assistant, MCW risk management, correctly spelled six words before stumbling on "corybantic," (meaning frenzied, agitated or unrestrained). Although Froedtert's Finest Fonetickers were not the overall winners, they put in a good effort and look forward to raising funds and awareness for Literacy Services of Wisconsin again in 2008.



### **Combined Giving Campaign Promotes Teamwork for Charity**

With the help of 110 campaign captains, Froedtert's Combined Giving Campaign raised a total of \$134,000 and increased staff participation by 245 donors to support the United Way, United Performing Arts Fund, Froedtert Hospital Foundation and Community Memorial Foundation. These organizations represent almost 200 local organizations that provide safety net services to diverse populations, improve overall quality of life, and help strengthen communities.

**Froedtert's Community Benefit Department appreciates staff's generosity and participation in outreach events this year. Your participation allows the Froedtert Cares program to continue having a major impact in the community.**

## **WHAT IS COMMUNITY BENEFIT?**

It is programs or activities that provide treatment and/or promote health and healing as a response to identified community needs that are not provided for marketing purposes.

### **We want to hear from you**

Please contact Froedtert's Community Benefit department if you would like more information on any of the Froedtert Cares components:

1. Community Benefit activities
2. Staff Community Service Program
3. How to submit story ideas for the next newsletter

### **Your Community Benefit team members are:**

Carla Washington,  
Manager, 7-7495  
or 777-7495

Dionna Gavin,  
Coordinator, 7-7198  
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You can also stay informed on Community Benefit activities by visiting the Community Benefit Intranet web page (click on "Inside Froedtert" from the Intranet home page) or froedtert.com under "About Us" tab.

