



## **Shawn Arneson**

### **Ronald McDonald House Charities of Madison Board of Directors**

Shawn is currently the Guest Services Director at UW Health and has worked at UW Health since 1991. His focus is on expanding services that enhance the patient and family experience.

He earned a Bachelor of Arts with a focus on Hospital Administration from Concordia University, Mequon Wisconsin.

As an advocate of the patient and family experience, Shawn's focus is on wayfinding, parking solutions, valet services, retail sales, surgical waiting areas, information desks and finding housing for families in Madison. UW-Health Guest Services reserve over 25,000 room nights annually at Madison hotels.

At the beginning of his career at UW Health Shawn was the patient housing coordinator and made the first referral to the Ronald McDonald House! He has been involved in referring families to the House since it opened. Shawn is a liaison to the Best Western InnTowner Hotel, LLC, and a Chancellor's appointee on the University of Wisconsin Transportation Committee.

In Shawn's role at UW Health, he sees the worries and the struggles families encounter when admitted to the American Family Children's Hospital. Conversely, he sees their relief and the "weight off of their shoulders" when they learn they can stay at the Ronald McDonald House.

Shawn and his wife Kim, a photographer, have been married for 30 years and live in Waunakee, Wisconsin. He has two adult daughters who are married and also live in Waunakee; Shawn and Kim welcomed their granddaughter in January of 2021. He enjoys golfing, skiing, tennis, and biking and has coached ski-jumping at Blackhawk Ski Club since 1991.