


# Canticle

News for:  
Colleagues  
Physicians  
Volunteers and  
Friends of Sacred Heart Hospital



**Always here.  
Always ready.  
Always caring.**

With publicly reported HCAHPS surveys currently underway, creating a culture of 'Always' has never been more important. HCAHPS measures our patients' perception of the consistency with which we meet their needs—ensuring that facilities will be reimbursed based on the percentage that those needs are 'Always' met. 'Always' is about every patient, every department, every shift, and every day. In an experience-based survey, patients must experience excellent care on all shifts, and with every interaction.  
(continued on page two)

Margo Bolton, Marshfield Clinic,  
Certified Nurse Midwife at Sacred Heart Hospital



**Sacred Heart  
Hospital**

## HCAHPS Survey

(continued from page one)

In the patient's mind, most hospital staff members fall into two groups: doctor or nurse. If a patient is wheeled down to radiology and sees someone in scrubs, he or she perceives this person as a nurse. In other words, we cannot overemphasize the clarity and thoroughness with which nurses and, indeed, all staff members communicate. These are the interactions by which many patients will judge their entire hospital stay!

**Nurse Communication questions:**

**Q.** During this hospital stay, how often did nurses treat you with courtesy and respect?

**Q.** During this hospital stay, how often did nurses listen carefully to you?

**Q.** During this hospital stay, how often did nurses explain things in a way you could understand?

**Possible responses:**

**A.** ALWAYS, Usually, Sometimes, Never

**The survey is shaped by three overarching goals:**

1. To produce comparable data on patients' perspectives of care so that consumers can make objective and meaningful comparisons among hospitals
2. To create incentives for hospitals to improve their quality of care
3. To enhance public accountability in health care by increasing the transparency of the quality of hospital care

## WI Respiratory Therapist of the Year

Colleagues Honored for Dedication and Compassion

At the annual North Regional Respiratory Care Conference, Kenny Lampro, RRT, Respiratory Therapist, Sacred Heart Hospital, was named 2011 Wisconsin Respiratory Therapist of the Year. Candidates for this peer nominated award are selected by those who provide outstanding service in any of the following areas: education, patient care, professional involvement, legislative involvement, etc. The nominations then go to a panel of judges for selection.

"Kenny exemplifies what it means to be a Respiratory Care Practitioner," commented Gretchen Mazurczak, RRT, RCP, President, Wisconsin Society for Respiratory Care. "He is first and foremost motivated to provide the best possible care for the patient and families we serve. His passion for patient care follows through into his passion to support his profession. As a leader in the Wisconsin Society for Respiratory Care he has dedicated himself to the ongoing progression and improvement of our profession. He is a man of knowledge, strength, reliability, character and compassion. He holds himself and others to high expectations, but makes you feel as though you were a part of his own family."

"Kenny has an intense passion for the field of Respiratory Care, and it shows in his daily work," commented Greg Spindler, RRT, Director, Respiratory Care and Sleep Medicine, Sacred Heart Hospital. "Not only is he always willing to help students learn and understand concepts at all levels of respiratory care, but he also connects to patients and families in a way that is not often seen. He has a heart as big as a Volkswagen and will be the first to give you a hug when you need it."

Congratulations Kenny, for all that you do for our hospital, our patients, and our community.



Kenny  
Lampro

Gretchen  
Mazurczak



## “Creating a single patient care experience”

### New Image Storage System Connects Hospitals

Sacred Heart Hospital recently made a \$346,000 investment to enhance the efficiency of image storage capabilities across the HSHS Division (Western Wisconsin). This purchase includes software and services to upgrade the hospital's PACS imaging application to a newer version, IDS 7. The new version of software is web based and offers enhanced usability features for care providers. Moreover, the upgrade will allow Sacred Heart and St. Joseph's hospitals to consolidate into a single PACS system for the division. “The consolidation effort is another milestone in our technology program to assist in achieving the goal of creating a single patient care experience within our division,” commented Kevin Groskreutz, Director, Information Systems, HSHS Division (Western Wisconsin). “In addition, this consolidation into a single system will also represent a significant cost savings; allowing us to further enhance our operational efficiency and be good stewards of our resources.”

## Hospital's Nuclear Medicine Program Earns ACR Accreditation

Sacred Heart Hospital's Radiology Department has been awarded an accreditation by the American College of Radiology for Nuclear Medicine for a period of three years. Nuclear Medicine imaging procedures often identify abnormalities very early in the progress of a disease, long before many medical problems are apparent with other diagnostic tests.

The American College of Radiology (ACR) awards accreditation to health care facilities for the achievement of high-practice standards after a rigorous peer-review evaluation conducted by board-certified physicians and medical physicists who are experts in the field. The ACR looked at all aspects of the hospital's Nuclear Medicine program, including

the credentialing of staff, quality of images, adequacy of equipment and the quality control processes in place to maintain the system. Accreditation is granted when image quality and exam interpretations meet strict ACR criteria.

“This accreditation is a wonderful example of how collaboration with physicians, colleagues and leadership can impact quality of care for patients,” said Pat LuCore, RN, Division Director, Sacred Heart Hospital.

In addition to its Nuclear Medicine program, Sacred Heart Hospital's MRI, Ultrasound and Mammography programs are also ACR accredited.

## Mindfulness Based Stress Reduction Hospital Now Offering Monthly Meditation Classes

In the ongoing effort to support the Center for Healthy Living's Mindfulness Based Stress Reduction (MBSR) course, Sacred Heart Hospital is pleased to offer additional programs to assist you on your wellness journey. In addition to a monthly MBSR support group to aid program graduates, the Center for Healthy Living is now offering monthly meditation classes to assist program graduates and community members on their mindfulness journey. Although the next MBSR course is not scheduled until Spring 2012, these supplemental groups and classes can offer attendees an opportunity to connect with one another and help relieve the stresses of daily life. The next Meditation Class will be held July 27 from 6:30 to 7:30 pm in the hospital's Community Auditorium. This program is Free for Sacred Heart colleagues and \$10 for community members. For more information, please contact the Center for Healthy Living at 715-717-1600.



## Friends of Sacred Heart Hospital

### Board of Directors Announce New Appointments

Friends of Sacred Heart Hospital is pleased to announce a number of new appointments to its board of directors. John Behling, a government relations attorney with Weld, Riley, Prenn and Ricci, has joined the Friends of Sacred Heart Hospital Board of Directors.



John Behling



Tom Pulse



Jason Plante

Tom Pulse, President of Ayres Associates, has been named the new Friends board chair. Dave Johnson, Vice President of EO Johnson Office Technologies is retiring as Friends board chair, but will remain a member of the board. Jason Plante, Director of Business Development, Market & Johnson, has been named vice chair of the Friends board.

*"We are very excited to have John join our board, and to have Tom as our chair and Jason as our vice chair. Their knowledge and experience as business leaders and community members brings valuable perspectives to the Friends board. Most importantly, they have great respect and appreciation for our hospital's mission and philosophy of care."*

*Ann Kaiser, CFRE, Director, Friends of Sacred Heart Hospital.*



Behling will be joining the returning Friends board of directors consisting of: Todd Anderson; Tina Bourget; Jim Deignan; Thomas Edwards, MD; Linda Erickson; Michael Happe; Dave Johnson; Jason Plante; Tom Pulse; Stephen Ronstrom; Jeff Theisen; and Bob Weisenberger.

Friends of Sacred Heart Hospital is the hospital's foundation. Since it was established in 1983, Friends has invested millions of dollars in patient programs, technological advancements and facilities at Sacred Heart Hospital, including \$6.2 million for the Center for Advanced Surgery and Medicine, \$1.5 million for the daVinci robotic surgical system, and more than \$1 million establishing an endowment to honor the ministry of Monsignor Edmund Klimek, senior chaplain at Sacred Heart Hospital.

## Donor Satisfaction Survey

### Friends of Sacred Heart Value Your Opinion

Colleagues who have made a donation to the Friends of Sacred Heart Hospital, please keep an eye out for a postcard coming to you soon in the mail. The Friends of Sacred Heart Hospital is conducting a Donor Satisfaction Survey and they would appreciate your participation. Their relationship with you is important to them and they greatly care about your opinions. Please take a few minutes to complete this short survey online. If you do not receive a postcard by July 18, please contact the Friends Office by calling 715-717-4925.



## Master Facility Planning

### Building a State-of-the-Art Health Care Experience

In conjunction with Strategic Planning guidelines, the HSHS Division (Western Wisconsin) is developing the five year Master Facility Plan (MFP) for fiscal years 2012-16. The MFP goal is to create state-of-the-art health care facilities and campuses distinguished by our Franciscan heritage that create the best experience for patients and their families, and provide the best work experience for physicians and colleagues.

The MFP process includes evaluating all facilities at both Sacred Heart and St. Joseph's hospitals campuses for potential future use according to the services defined in our strategic plan. The ability of all buildings to meet future demands is also evaluated

and recommendations are made regarding whether or not to maintain, remodel, consolidate or replace facilities accordingly. The final plan will propose what a future campus and facilities might look like, how they would operate functionally, and how they would be phased in over time.

The MFP process is led by a team of experienced professional architects selected by HSHS— including both national and local firms. The Project Steering Team includes management and physician leader representatives of both facilities, who have conducted a series of meetings with staff, physicians, and board members to assess, evaluate and advise the planning process. The final plan will be completed and presented this August.



## A Year of Hope Bluebird Festival Supports Beaver Creek Reserve



Summer is here and so are the birds! On May 14, Beaver Creek Reserve celebrated the beginning of the fifth active year of the Bluebird Trail with their annual Bluebird Festival. The Bluebird Trail is a project that began in 2007 to help re-populate and protect the little blue songbirds. Each year has seen the Bluebird Trail grow and become more successful. As the success of the Bluebird Trail grows, so do the needs for involvement. The Trail's fifth year has been labeled a year of hope, and a part of that hope is for involvement from the community, for the benefit of the community. Nest boxes need to be cleaned, damaged boxes replaced, and new boxes erected to help continue the success of this wonderful program. As a sponsor of this festival, Sacred Heart Hospital supports colleagues, volunteers and community members in their involvement and contributions. For more information or to get involved with the effort, contact Beaver Creek Reserve by phone at 715-877-2212, or visit [www.beavercreekreserve.org](http://www.beavercreekreserve.org).

## Books Needed

### Hospital Hosts Annual Heart Walk Book Sale

On July 21 and 22, Sacred Heart Hospital will host its annual Heart Walk Book Sale in the Rotunda to benefit the American Heart Association. Since June 27, hospital colleagues have generously donated gently used books to be sold at the annual fundraiser. All proceeds will be donated to the American Heart Association at the annual Heart Walk on September 24.

It's not too late to help! Please donate your new and gently used books, DVD's and CD's to this wonderful cause. Donations will be collected through July 20, and may be dropped off at the hospital's:

• **Main Lobby** • **Cafeteria** • **Employee Entrance**

Book Sale Hours of Operation:  
Thursday & Friday 8:00 am - 3:30 pm

Please no dictionaries, encyclopedias, medical journals or magazines.

For additional information, please contact Nancy DeMars at 715-717-4018.



## “Tree of Life”

### Threads of Our Community Quilt Completed



Gerry Martinez

The quilt block, submitted by Gerry Martinez of the Palliative Care Team, depicts the “Tree of Life” that hangs in their office. The piece represents each of the four seasons to provide a peaceful imagery which embodies the care provided at each stage of life. Spring to represent new life; Summer for the daily needs of adulthood and community; Fall for our ‘seasoned’ citizens; and Winter representing the palliative and comfort care.

HSHS created two quilts that included squares from each of the 13 hospitals. One of these quilts will be rotated throughout the entire system to be displayed while

the other is displayed in Springfield. The quilt also included pieces from Prairie Cardiovascular and HSHS Medical Group. The quilt reflects the different cultures and backgrounds of each hospital, promoting harmony and awareness.





August 8  
6:35 PM

## Play Ball!

### Join us for Colleague Appreciation Night

On **Monday, August 8**, Sacred Heart Hospital is hosting a **Colleague Appreciation Night with the Eau Claire Express at Carson Park**. Come watch the 2010 Northwoods League Champion Express take on the Madison Mallards at **6:35 pm**. Bring family and friends for a night of fun prizes and on field games. Tickets will be distributed on a first come, first serve basis, and can be picked up by contacting Communications at 715-717-4256.

## Car Seat Checking

### Safe Kids Coordinator Turns Program Around

Saving lives and impacting families is the day-to-day responsibility that Paula Pater, Safe Kids Chippewa Valley Coordinator, Center for Healthy Living, has dedicated herself to. Over the past four years, she has helped grow the Safe Kids Chippewa Valley program from one that was barely getting by to the amazing program seen today. Paula became a certified car seat technician in January 2007, and has since demonstrated an exceptional dedication to the safety of children throughout Chippewa Valley communities. So much so, that

she earned her Senior Checker status in 2009, and now coordinates car seat safety checks at local business which attract 30 to 40 people for each event. In fact, the next Car Seat Check will be held on July 28 from 5 to 8 pm at Mega Foods West in Eau Claire. Congratulations Paula, and thank you for all that you do to make the Chippewa Valley a safer place for our youth.



Paula Pater

## Come on, let's eat healthy!

### CVTC Now Hosting Weekly Farmers' Market

Each Tuesday throughout September, Chippewa Valley Technical College (Clairemont Campus) will be hosting a Farmers' Market from 11 am to 2:30 pm. Located within walking distance from Sacred Heart Hospital, the market will be held in the Student Parking Lot, located on the South side of Clairemont Avenue.

#### Items Include:

- Flowers
- Vegetables
- Salsa
- Jellies
- Fresh cheese
- Healthy recipes
- And much more...



## Volunteer Partners Touring Italy

### Collette Vacations Offers Cancellation Insurance

Reservations for Sacred Heart's 2011 Volunteer Partners trip to Italy (October 10-18, 2011) are beginning to fill up. If you are considering joining the tour to Italy, but are unsure about booking this far in advance, the answer is to purchase the optional Cancellation Waiver Insurance offered by Collette Vacations. For only \$150 when you make your trip deposit of \$250, this insurance allows you to cancel for any reason prior to the day of departure and receive a full refund of your tour cost. Additionally, it covers you in the event of illness, accident, or travel delay during your trip. This unforgettable trip will allow you to see the great Italian works of art and architecture, ancient ruins, and breathtaking Tuscan scenery!

Brochures and tour applications are available in the Volunteer Services Office or visit our website at: [www.collettevacations.com:80/group-page/index.cfm?ID=414188](http://www.collettevacations.com:80/group-page/index.cfm?ID=414188).



## Attention Colleagues

August 2011  
Colleague  
Updates  
coming  
soon!

Please attend  
during one of  
the following  
times, in the  
Community  
Auditorium:

### Tuesday, August 2

7:15 am  
11 am  
5:30 pm

### Wednesday, August 3

7:15 am  
11 am  
5:30 pm

### Thursday, August 4

7:15 am  
11 am

**HSHS Values Line**  
Make a "good faith" report of noncompliant or unethical behavior without the fear of retaliation.  
**866.435-5777**  
Anonymous  
Confidential  
24/7  
hshsvalue.ethicspoint.com  
Hospital Sisters Health System

## St. Francis Apartments presents:

"Complimentary educational presentations brought to you."

Held at 2:00 pm on the 4th Wednesday of each month through October, these Community Speaker Series will be held at St. Francis Apartments (851 University Drive). Space is limited to only 20 participants per series, so please RSVP to Cathy Werner at 715-834-1338. Refreshments and door prizes will be provided.

### Wednesday, July 27 Continuum of Care

Community representatives from Eau Claire Aging and Disability Resource Center, Kathy's Helping Hands, St. Joseph's Home Healthcare, St. Francis Apt., The Family Tree, Heritage Assisted Living, Our House Memory Care and Oakwood Villa will share information on each of these resources. Providing you with valuable information on taking the next step in your continuum of care.



## benefit update

### Shift Premium Compensation

Sacred Heart Hospital recognizes that colleagues who work the evening and night shifts are not able to be with their families during those hours and at times are unable to attend or participate in family-related activities. Our shift premium does provide recognition to those colleagues working the evening and night shifts by having additional pay for those hours. If you are working the PM shift, the premium for those hours is \$1.00/hour and the night shift premium is \$1.75/hour. The PM shift premium will be paid within the defined parameters of 1500 hours to 2300 hours. Night shift premium will be paid for all hours within the defined parameters of 2300 hours to 0700 hours. Colleagues must work four or more hours into the shift to receive shift premium.

*Canticle* is a Sacred Heart Hospital newsletter that appears on the second and fourth Tuesday of every month and is available internally on the hospital's Pillar Boards & Intranet. It is also distributed by email and mail, and posted under the Media Center link at [www.sacredhearteauclaire.org](http://www.sacredhearteauclaire.org). Please direct comments, suggestions or requests for email newsletter (e-*Canticle*) subscriptions by phone at (715) 717-4256; or by email to [DPaulson@shcc.hshs.org](mailto:DPaulson@shcc.hshs.org); or by writing the Communications Department, 900 West Clairemont Avenue, Eau Claire, WI 54701. A "canticle" is a sacred song and is a reminder of our Franciscan tradition, the Hospital Sisters' healing ministry and Joy (one of our Core Values). Our newsletter's name is a tribute to "The Canticle of the Sun," by St. Francis, which praises God for all creation.