

November 22, 2011

[www.sacredhearteauclaire.org](http://www.sacredhearteauclaire.org)

# Canticle

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

## Thanksgiving BLESSINGS

### A Message from Mary Starmann-Harrison, President and CEO, HSHS

As we prepare our hearts and homes for Thanksgiving, I am reminded of a story that captures the attitude of mindfulness with respect to living in a state of gratitude that I wanted to share with all of you this holiday season.

(continued on  
page two)



**Sacred Heart  
Hospital**

AN AFFILIATE OF HOSPITAL SISTERS HEALTH SYSTEM

## A Taste of Home

### Premium Coffee Donated to Oncology Patients

Sacred Heart Hospital's Oncology Department has been the recent recipient of donations from Caribou Coffee in Menomonie, WI. Throughout October and November, Caribou Coffee has brought boxes of its special Amy's Blend to be shared with Sacred Heart patients and their loved ones in Oncology.

Amy, a Caribou Coffee barista who died of breast cancer, was the inspiration behind an annual campaign for them to provide this special roast to be donated to a hospital of their choice. In honor of breast cancer awareness month, the initiative directs a portion of all proceeds to breast cancer research through the Susan G. Komen for the Cure Foundation.

"I'm grateful to Caribou Coffee for their special donation to our oncology patients," said Gail Markham, RN, Oncology Department, Sacred Heart Hospital. "Some of our patients remain here for a long time, so we're proud to treat them with fresh cups of premium coffee with an extra special message — 'We love you, and others in the community care for you too.' Each time one of our patients or family members enjoy that first cup of Joe, we explain the message and the meaning behind it; and it really opens a lot of hearts."

A Caribou Coffee representative from Menomonie dropped off bags of Amy's Blend coffee to Sacred Heart's Oncology Department



## A Message from Mary Starmann-Harrison, President and CEO, HSHS

(continued from page one)

*A Buddhist monk was walking through the mountains one day. Out of nowhere, a tiger appears and chases the monk toward the edge of a cliff. To escape the tiger, the monk runs to the edge of the cliff and climbs over the side, where he discovers five more tigers 15 feet below him, waiting to eat him.*



Mary Starmann-Harrison

*Hanging on to a vine on the side of the cliff, the monk is just waiting for his imminent demise as he has little chance of escape. And then he sees a strawberry. He smiles and says to himself, "What a magnificent strawberry!" So he picks it and eats it.*

Like the Buddhist monk, we all must strive to be alive in each moment, in each experience, good and bad, and not simply exist. Are we being chased by tigers at work or home, consumed with thoughts of how it could be better? Or are we feeling that we are the luckiest, most blessed people in the world because of what is present in our lives? Or are we consumed by what we don't have?

What "magnificent strawberries" are in your life? I encourage you to pause this Thanksgiving and look around. They are right in front of you - your health, your family, your children, your job, your colleagues, a hobby, a sport, your natural gifts or talents, the people in your life.

During this holiday season, I hope each and every one of us experiences a sense of gratitude for what is around us and a deeper appreciation for what is in our lives.

Wishing you and your family, a healthy and enjoyable Thanksgiving!

## New Clinic Fills Vital Community Need

### Hospital Opens New Outpatient Behavioral Health Clinic

On November 15, Sacred Heart Hospital held an Open House and Ribbon Cutting for its new outpatient behavioral health clinic (located at 4235 Southtowne Drive, near Golf Road & Hwy. 93). Just in time for National Mental Health Wellness Week (November 13-19), the Open House allowed guests to receive a tour of the facility and learn about all the beneficial programs provided. The new clinic aims to address the strong community need for mental health services for children, adolescents and adults in the Chippewa Valley.

Ricardo Bayola, MD, a child, adolescent and adult psychiatrist at Sacred Heart Hospital, is now seeing patients at the clinic, ages three to 18. In addition, counselors from St. Joseph's Hospital's L.E. Phillips-Libertas Treatment Center in Chippewa Falls, who are specialized in psychotherapy and marriage and family counseling, will also see children, adolescents and adults at the clinic.

The clinic will be open 9 am to 6 pm, Monday through Friday, with extended hours as needed. Patients can make an appointment with a counselor by calling 715-717-5899 or Toll Free 855-717-5899. The clinic will take most insurances, as well as Medicare and Medicaid.



## IN THE NEWS

### *Wisconsin West*

Faye Deich, RN, MS, NEA-BC, Interim President & CEO, Sacred Heart Hospital, was recently featured on the cover of *Wisconsin West* magazine. The article highlights the background of both Faye and Sacred Heart Hospital, and how the two of them came together to help meet the health care needs of western Wisconsin. Faye commented, "We are very fortunate to have wonderful people here that are very committed to our mission. We have a great team of colleagues and a great team of leaders. I strongly believe it takes every person here in their role, in order for us to care for our patients."

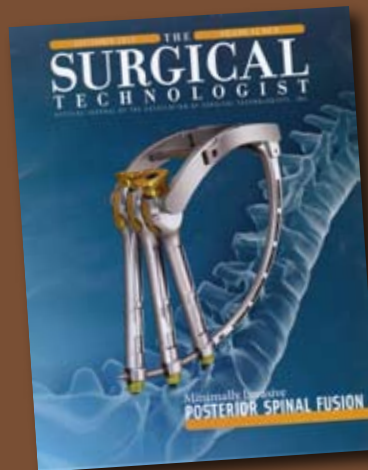


To view this article, please visit:

[www.sacredhearteauclaire.org/content12234](http://www.sacredhearteauclaire.org/content12234)

### *The Surgical Technologist*

Hailey Craig, CST, Surgical Technologist, Center for Surgical Services, Sacred Heart Hospital, was recently featured in *The Surgical*



*Technologist* magazine in an article entitled, "After Battle with Cancer, CST Becomes Patient Advocate." The article features how Hailey uses her experience to connect with patients and embrace the mission of Sacred Heart Hospital.

She states, "I am not a stranger to the hospital. In 2005, I was hospitalized for 10 months at Mayo Clinic's Rochester Methodist Hospital due to a grim diagnosis: acute myeloid leukemia. I became an unwitting citizen of that dark place called cancer."

To view this article, please visit:

[www.sacredhearteauclaire.org/content12235](http://www.sacredhearteauclaire.org/content12235)

# Christmas 2011

## Holiday Calendar Of Events

December 1, 2011 - January 2, 2012

### DECEMBER 1 – 31

The Chapel is Available to Employees for Quiet Reflections

### DECEMBER 4

5:30 p.m. Love-Light Tree Remembrance in Hospital Chapel and Outdoor Lighting

### DECEMBER 1- 19

Mitten Tree – Cafeteria

### DECEMBER 6

Holiday Tea for The Healing Place: A Center for Life's Journeys  
10 a.m. – 12 Noon at The Healing Place

### DECEMBER 7

Volunteer Partners Christmas Tea  
1 - 4 p.m. in Rotunda

### DECEMBER 7

Feast of the Immaculate Conception  
5 p.m. Vigil Mass in Hospital Chapel

### DECEMBER 8

Feast of the Immaculate Conception  
7 a.m. & 5 p.m. Mass in Hospital Chapel

### DECEMBER 15

Employee Christmas Dinner in Rotunda  
• 10 a.m. to 1 p.m.  
• 4:30 to 6:30 p.m.  
• 9:30 to 10:30 p.m.

### DECEMBER 21

Hospital Family Sharing (Department Pot Luck) and Christmas Carolers

### DECEMBER 24

5 p.m. Christmas Eve Mass in Hospital Chapel

Volunteer Partners Distribute Christmas Gifts to Patients

### DECEMBER 25

6 a.m. Christmas Day Mass in Hospital Chapel

Christmas Stockings for Newborns

### DECEMBER 31

5 p.m. Mass in Hospital Chapel

Last baby of 2011

### JANUARY 1, 2011

6 a.m. New Year's Day Mass in Hospital Chapel

### FIRST NEW YEAR'S BABY 2012

### JANUARY 2, 2012

Christmas Decorations Picked Up



*Extending appreciation to all colleagues in celebration of the Christ Child's birth*

## Love-Light Christmas Tree Ceremony

### Memorializing Loved Ones Living and Lost

On Sunday, December 4, at 5:30 pm, Sacred Heart Hospital will hold its 26th annual Love-Light Christmas Tree lighting ceremony. This Free ceremony is open to the community and will take place at the hospital's Father Christopher Chapel, followed by the outdoor tree lighting. This is a unique way for individuals to memorialize a loved one, or honor a relative or friend by making a small donation to reserve a white, blue, red, green or orange light. More than 3,500 loved ones will be represented as lights on the trees in front of the hospital. Each night throughout this Christmas season, the lights will glow in their honor. Forms are available at Sacred Heart Hospital's Information Desk. All proceeds support the ministry of The Healing Place: A Center for Life's Journeys, the hospital's Free grief support center for western Wisconsin.

Sunday, December 4

5:30 p.m.

Father Christopher Chapel

## Advent Meditation

### Introduction November 21, 2011

*"May the Lord give us peaceful hearts, fill our souls with joy and preserve in us the virtue of patience."*

*(Advent Week II Tuesday evening prayer—Franciscan Morning and Evening Prayer)*

Advent is an almost invisible season. Most of us realize that Advent exists only when we go to a church or attend the Eucharist.

After all, it's the Christmas Season which catches all of the glitter; causes stress as we try to meet everyone else's expectations; obligates us to overeat and overspend. Maybe, just maybe we could remember it as the celebration of the Savior's birth.

So then, why even mention Advent? Let's just bring on the really big day on December 25. Advent is observed because it's in a few minutes of quiet—in just sitting at a red light, in being on hold on the phone—that we can prepare ourselves for the gift that is to come, realize and receive a peaceful heart, be filled with joy, and persevere in patience. These few minutes of quiet will be the upcoming four weeks.

Small ordinary events prepare us for the drum-roll of the Savior's entry into the world of our everyday lives. Advent is just this kind of ordinary event—no fanfare, no cymbals clanging—just red stop lights, being on hold, children who need one more drink of water before bed.

Advent is like sitting in life's waiting room and knowing that our names will be called. Meanwhile, we can be patient, joyful, and persevering during this season of Advent knowing that the celebration of Christmas will arrive, and Christ will enter our lives once more.

(Sister Mary Jo Schulte, OSF)



Sister Mary Jo Schulte, OSF

## Recommitting to Service Excellence

### Colleague Shares Experience at Service Standards Meetings



Nancy Nevinski

In the effort to encourage colleagues to recommit themselves to an enhanced level of quality patient care, Sacred Heart recently has held

Service Standard meetings to help educate colleagues. Leading this initiative was Sacred Heart's Service Champion Team, who took a clever approach to engage colleagues through empathy and compassion. This was done by acting out a humorous skit, presenting feedback of colleague and patient opinion, as well as giving testimony to personal experience.

During the presentations, Nancy Nevinski, RHIT, Coding Specialist, Health Information Management Department, Sacred Heart Hospital, shared her personal story of how quality care changed her outlook during a recent breast cancer diagnosis. She said, "We all need to remember that each patient and their families are scared and vulnerable when they come to us. They trust that we will treat them with compassion and live out the teachings of St. Francis while caring for them."

By sharing her story, colleagues were reminded of how important each and every encounter can be to a scared, vulnerable or struggling patient and their loved ones. It is with this singular notion that the Hospital Sisters have cared for the whole patient in body, mind, and spirit; and it is with that same dedication that we must carry on their tradition today.

## Value Based Purchasing:

### Why it's important for all of us

Patient satisfaction scores are reported in HCAHPS (Hospital Consumer Assessment of Healthcare Providers and Systems). The HCAHPS (pronounced H-Caps) survey is the first national, standardized, publicly reported survey of patients' perspectives of hospital care.

The HCAHPS survey asks discharged patients 18 questions about critical aspects of their hospital experience in the areas of:

- communication with physicians and nurses
- responsiveness of staff
- cleanliness and quietness of environment
- pain management
- communication about medications
- discharge information
- overall rating of care.

#### Our HCAHPS scores matter

Beginning October 1, 2012, all acute care hospitals (like Sacred Heart and St. Joseph's Hospitals) will have 1% of baseline Diagnosis Related Groups (DRG) payments withheld with the opportunity to earn those dollars back based on quality (70%) and service (30%) scores.

#### The Breakdown

Hospitals receive a lump sum reimbursement for each patient's diagnosis. It is a way that insurance companies link diagnoses; so in other words, when a patient is diagnosed with a stroke, the hospital gets reimbursed for the same amount if they are here for four days or 40 days.

Value-based purchasing (VBP) was mandated to incentivize hospitals to provide the highest standards of quality and service. Hospitals will lose reimbursement unless their performance is at benchmark levels, which are determined by comparing hospitals to each other. If the survey results used to measure quality and patient satisfaction don't meet benchmark standards, we risk losing a part of our Medicaid and Medicare reimbursement.

#### What Colleagues Can Do

To improve scores, every colleague in the organization can smile and acknowledge our guests, make efforts to keep the environment as clean and quiet as possible and be responsive to any spoken or unspoken needs. We must focus on raising the level of patient satisfaction at Sacred Heart and St. Joseph's Hospitals. It's good for the hospitals, it's good for us as colleagues — and most importantly, it's good for our patients.



## Good Catch!

### Culture of Safety Initiative Enhances Safety and Quality

Last January, Sacred Heart Hospital conducted an electronic Culture of Safety survey involving colleagues directly involved in patient care. To review the data and establish an action plan, a Culture of Safety team comprised of both colleagues and leaders reviewed the data and identified some areas for improvement.

Their primary action recommendation, a Good Catch program, was implemented in August, and has since allowed for the identification of many areas for improvement to help protect our patients. The purpose of the program is to create greater awareness of those events that have not yet resulted in patient harm (though the potential was there), without a negative stigma, so that we can learn from these to prevent future events. When a colleague becomes aware of a

situation that had the potential to create harm (to anyone), the colleague is responsible to identify this good catch in Peminic. Every Good Catch is evaluated by leaders, in order to identify and implement system changes and improvements with involved work teams.

The hospital looks forward to your continued active involvement in this patient safety initiative. Our biggest opportunity is to continue to build an environment of open sharing of these events as a means to better understand and improve our systems, to ultimately provide the safest care to our patients. It takes everyone's participation to make this goal achievable. Your support in creating the safest patient environment is greatly appreciated!



Stephanie Root

## Commitment to Excellence

### Colleague Selected to Hospital Pharmacy Advisory Board

At Sacred Heart Hospital, our colleagues are truly dedicated to serving our patients and the community. For this reason, Sacred Heart would like to congratulate Stephanie Root, Pharm.D., BCPS, Pharmacist, Sacred Heart Hospital, for recently being one of seven members selected by the Pharmacy Society of Wisconsin (PSW) Hospital Pharmacy Advisory Board (HPAB) Nominations Committee to serve on the HPAB beginning in 2012.

"Being connected with our profession at the state level allows us to provide input to practice discussions that influence policy and patient care," said John VanDeVoort, Pharm.D., Director, Pharmacy, HSHS Division (Western Wisconsin). "Additionally, Stephanie's involvement helps keep Sacred Heart at the forefront of medication practice standards."

Congratulations Stephanie!

## Supporting Those in Need

### Maternity Receives Donated Gift Baskets



Rachel Stone (left), of Cornerstone Christian Church, with Barb Piper, RN, Director, Maternity, Sacred Heart Hospital

In the spirit of giving, Cornerstone Christian Church has recently donated beautiful baskets to Sacred Heart Hospital's Maternity Department. The baskets are distributed to moms who lack support at home and will be created and distributed to three mothers each month.

"We have given away two recently and they are very well received," commented Barb Piper, RN, Director, Maternity, Sacred Heart Hospital.

"They contain candy, an encouragement book, lotions, baby blanket, journal, and candle."

In addition, the church is also making grief baskets for parents of stillborns; including a picture frame and many of the other same items.

## Volunteer Partners Christmas Tea

All members of the Sacred Heart family are cordially invited to the Volunteer Partners' annual Christmas Tea held on:

Wednesday  
December 7  
1:00-4:00 pm  
Sacred Heart  
Rotunda

Please make every effort to attend this festive event and enjoy an assortment of tasty goodies.

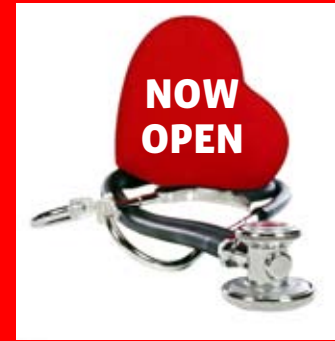
## "Healing Sounds of Christmas"

The Healing Place to Host a Free Holiday Concert



The Healing Place: A Center for Life's Journeys - Sacred Heart Hospital's Free grief support and holistic healing center - will host "The

Healing Sounds of Christmas" holiday concert on December 9 at 7 pm at Florian Gardens (2340 Lorch Ave., Eau Claire). The event is free and open to the public, and will include live holiday music from local musicians. Complimentary desserts and holiday coffees will be served. Doors will open at 6:30 pm. The event is free, but advanced registration is required by December 7 by calling The Healing Place at (715) 717-6028.



**Sacred Heart  
URGENT CARE  
Open  
6 am - 10 pm  
Everyday**

## benefit update

### 2012 Tuition Assistance Grant (TAG)

The Volunteer Partners of Sacred Heart Hospital have donated money to the hospital to be used for tuition assistance by hospital colleagues.

Conditions for eligibility include:

- Must be employed by Sacred Heart Hospital for at least one year
- Must be hired at a minimum of 20 hours per week
- Must be accepted in an accredited program and provide proof of enrollment and costs
- Grant will apply only to courses not covered by the hospital's Tuition Reimbursement Program
- Tuition Assistance applies only to those courses taken in the 2012 calendar year

Applications may be obtained in the People Services Department and must be returned no later than Friday, December 16, 2011. For more information, please contact People Services at 715-717-4246.

*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@shec.hshs.org](mailto:DPaulson@shec.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.