

Canticle

News for
Colleagues
Physicians
Volunteers and
Friends of Sacred Heart Hospital

CHRISTMAS *Blessings*

The coming of Jesus was an act of God's great love and marked the moment when people could be reconciled not only to God but to nature, and most difficult of all, to themselves.



Sacred Heart

HOSPITAL
EAU CLAIRE, WISCONSIN

AN AFFILIATE OF HOSPITAL SISTERS HEALTH SYSTEM

Historic bell finds new home in Healing Gardens

On December 7, a historic bell that first hung at Sacred Heart Hospital's original location on Dewey Street in the 1920s was reunited with the community during a rededication and blessing in the hospital's Welcoming Atrium. The dedication was conducted by Faye Deich, COO, Sacred Heart Hospital; Senior Vice President for Hospital Operations, HSHS Division (Western Wisconsin); and Father Klimek, Senior Chaplain, Center for Spiritual Care, Sacred Heart Hospital, who also performed the blessing. The bell was placed in storage after the current hospital location opened in 1964, but was later hung on the hospital grounds in the 1990s. Shortly after, due to the addition to the front of the hospital, it was again placed into storage until Sacred Heart Hospital's Volunteer Partners recently committed more than \$14,000 to fund the reinstallation. The bell can now be found in Sacred Heart's Healing Gardens, located in front of the hospital. It will ring daily at 7 a.m., 12 Noon, and 6 p.m. to remind the community of the mission in which the hospital was founded in Eau Claire more than 121 years ago.



Faye Deich (left) and Margaret Berg, Volunteer Partners Past President

Volunteer Partners Deliver Christmas Cheer

This Christmas Eve, as in years past, Sacred Heart's Volunteer Partners will bring Christmas cheer to hospital patients. Each patient will receive a ceramic angel wrapped in a gold bow and a special greeting, which tells the story of "The Second Christmas Crib."

The Second Christmas Crib

After more than 2,000 years, people around the world remember the first Christmas in Bethlehem, the birth of Jesus Christ. It was an event that took place in a humble stable. A newborn baby—a king—was wrapped in swaddling cloths and laid in a manger crib (a crude animal trough).

In the year 1223, in the little Italian hill town of Greccio, the nativity story was being forgotten by people. To recall the birthday of Jesus Christ to memory, St. Francis of Assisi did something very special: He arranged for a live nativity scene to be displayed. Men and women of the neighborhood prepared the manger with fresh hay and glad hearts. An ox and donkey were led in. People came from miles around and were filled with joy over the new mystery. Their candles and torches lit up the darkness as the friars sang and the whole night resounded with celebration and rejoicing. St. Francis sang the Gospel story and then preached, emphasizing the homeless, humble and harsh circumstances of this King's birth. A man in the crowd had a wonderful vision: he saw a little child lying in the manger lifeless, and he saw St. Francis go up to it and rouse the child (as if from a deep sleep). It was a fitting vision. For the Child Jesus had truly been forgotten in the hearts of the people, but by the working of God's



grace, the babe was brought to life in their memories again—never to be forgotten—by the humble monk we know today as St. Francis. [Adapted from Thomas of Celano's "Vita Prima of St. Francis of Assisi," circ. 1247.]

Today, following St. Francis' intention, representations of the manger crèche all around the world call to mind the circumstances of the Son of God's birth. On Christmas morning, the crib in the Welcoming Atrium of Sacred Heart Hospital is a visual reminder of God's love for our world, prompting our hearts to see that the baby's arms stretch out for our love.

Angels were Nativity messengers of hope. May this angel gift, a messenger of hope, lift your spirits this Christmas Eve. On behalf of the Sacred Heart Hospital Volunteer Partners, and the Hospital Sisters of St. Francis, may Christmas and the New Year bring you blessings of health and healing.

--The Volunteer Partners (Sacred Heart Hospital) Christmas Eve, 2010





Honoring those loved & lost Hospital's Volunteer Partners host Love-Lights 2010

On Sunday, December 5, Sacred Heart's Volunteer Partners hosted the 25th annual Love-Light Christmas Tree lighting ceremony at Sacred Heart Hospital. The lighting ceremony took place in the hospital's Fr. Christopher Chapel, followed by the outdoor tree lighting. This year, representing those loved and lost, **more than 3,300 white, blue, red, green and orange lights, along with lighted tree tops**, were lit as the prayer was offered and the newly installed historic bell rang for all to hear.

Each night throughout this Christmas season, the lights will glow in their honor. This unique program not only provides a means for individuals to **memorialize loved ones through the purchase of a Love-Light, but more than \$25,000 (record amount) was raised to support the ministry of The Healing Place: A Center for Life's Journeys**. The Healing Place is the hospital's free outreach to support individuals and families dealing with grief, loss and life transitions.

For more information, please contact Volunteer Services at 715-717-4255 or The Healing Place at 715-717-6028.

You to, can help "Warm our Community"

Sponsor a Family & Mitten Tree Programs

Throughout this month, Sacred Heart Hospital will be accepting donations from the community for the "Sponsor a Family" and "Mitten Tree" programs.

Community members and hospital staff are encouraged to donate items to families in need through the hospital's Sponsor a Family program. Families have listed specific items that they need, making it easy to give exactly what's needed to the people who need it most. The need is great this year, with more than 40 families on Sacred Heart Hospital's Sponsor a Family wish list. **To Sponsor a Family or to learn about specific items needed, please contact Sacred Heart Hospital's Center for Healthy Living at 715-717-1600 between now and December 21.**

The hospital is also now accepting donations to its "Mitten Tree" program. **New mittens, gloves, scarves and hats – sizes children through adult – are greatly needed for those who are less fortunate.** To donate items to the hospital's Mitten Tree between now and December 31, simply hang the items on the Christmas tree in the hospital's Cafeteria. The items will then be collected and donated to the St. Francis Food pantry, for families in need.

**New
Mittens,
Gloves,
Scarves
&
Hats
Needed**

Calling All Quilters

Threads of Our Community

Hospital Sisters Health System is in the process of creating a collaborative piece of art. This piece will recognize our diversity, celebrate the needlework and fiber art skills that reflect our different cultures and backgrounds, and promote harmony and awareness.

Two quilts will be completed, which will include squares from all 13 local hospitals, as well as Prairie Cardiovascular and HSHS Medical Group. One quilt will travel from Hospital to Hospital for all of us to enjoy. The other will remain in Springfield to be displayed.

At this time, we are asking colleagues to share their talents with us by sketching/designing a 12 ¼ in. quilt block to be submitted. **By December 31, colleagues should submit their ideas to Becky Swanson, Regional Director, Marketing/Communications, HSHS Division (Western Wisconsin).** For more information, please contact [Becky](#) at 715-717-4591.



O come, let us adore Him!



St. Francis of Assisi Church

To our family at Sacred Heart Hospital,

As St. Francis began the tradition of depicting the humble birth in Bethlehem of God becoming man, it is our prayer that you, too, will gaze upon the manger and be awakened to the gift of God being born in you each day. You are Christ's healing presence to those you meet, and thus, you bring the gift of hope to those in need.

Now and throughout the New Year, you are welcome to share prayer intentions through our website with the assurance of our prayerful support and love.

Merry Christmas and Happy New Year,



Hospital Sisters of St. Francis
hospitalsisters.org

Advent Meditation



Written by
Sister
Agnes
McDougall

Meditation for the Third Week

The beginning of Matthew's Gospel is about Joseph and his response to God's will, just as the beginning of Luke's Gospel tells about Mary and her response. The first piece of God's plan for the New Era – the Era of the Messiah – had been accomplished by Mary's "fiat" (yes). The next piece had to be that of establishing the lineage of the Messiah as a descendent of David. Joseph was approached by the angel of the Lord with an explanation and an invitation. Joseph said his "fiat" (yes). Both Joseph and Mary were asked to agree to an extraordinary request. They both said "Let it be," thus setting in motion events that have changed our world.

REFLECTION:

What would I have said? Does God ask us only a shadow of what was asked of Mary and Joseph? Do I learn from these lessons of scripture? Can I ever completely comprehend what I celebrate each Advent and Christmas? Jesus, Son of God, help me to truly desire to deepen my faithful responses to you, son of Mary and Joseph.



Hospital Sisters of St. Francis
hospitalsisters.org

Passing the Baton

Hospitals honored for local food efforts

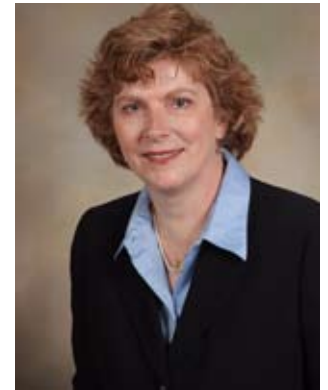


On December 6, Rick Beckler (above left), Director, Hospitality Services, Sacred Heart Hospital, and Chair of the hospital's Green Team, spoke at the Fair Trade and Local Food Rally held at the University of Wisconsin-Eau Claire (UWEC) Davies Student Union Center. UWEC student, Benjamin Ponkratz (above right), who serves on the Student Senate and as the Environment, Society, and Culture Director of the Environmental Endeavors Commission, presented Sacred Heart and St. Joseph's hospitals with the "2010 Pass the Baton Award"—symbolizing the passing of the baton as in a race—engraved with "Thank you for passing on a better community." The honor was presented for being a community leader in helping launch the Producers & Buyers Co-op and committing 15 percent (approximately \$345,000) of their annual food budgets to local food. The event was also a social problem research class project of "consumers being alienated from the sources of their products." The event brought together several local businesses that engage in fair trade and local food.

Top 50 Women in U.S. Health Care

COO featured in national health care publication

Faye Deich, RN, MS, NEA-BC, Chief Operating Officer, Sacred Heart Hospital; Senior Vice President for Hospital Operations, HSHS Division (Western Wisconsin), was recently highlighted in *The Hospital Review* magazine's list of "50 Women Hospital & Healthcare Leaders." The list is comprised of **50 women who demonstrate outstanding leadership within the hospital and health care industry, according to the publication. Deich has led Sacred Heart Hospital – which is the ninth largest employer in the region – to winning the Wisconsin Forward Award, which is awarded to organizations that demonstrate excellent business practices. The hospital also won the 2008 Practice Greenhealth Environmental Leadership Award and was inducted into the Environmental Leadership Circle under her leadership. She was the Chief Nursing Officer at Sacred Heart Hospital prior to becoming Chief Operating Officer.**



Faye Deich

To view this publication, please visit:

www.beckershospitalreview.com/lists-and-statistics/50-hospital-a-healthcare-women-leaders.html

Transforming a Hospital

Hospital technology featured for service line development

Sacred Heart Hospital's neurosurgical service line and the transformative potential of state-of-the-art technology was recently featured in *Western Pennsylvania Hospital News*. The article, entitled "Investing in Technology can Redefine a Service Line and Transform a Hospital," explains how **combining innovative technologies with world class physicians can reposition a high touch community hospital into a complex tertiary care medical center.** In addition, it discusses how the strategic development of the hospital's **iMRI and iCT Smart Operating Suites led to critical breakthroughs in other essential service lines throughout the hospital.** Most significantly, an open heart surgery program was added as well as advanced capabilities in orthopedics and cancer care.



To view this article, please visit:

www.sacredhearteauclaire.org/content11846

Congratulations Tracy!

Hospital colleagues welcome divisional director



Tracy Kuehni-Flanagan

Faye Deich, COO, Sacred Heart Hospital, and Joan Coffman, President and CEO, St. Joseph's Hospital, are pleased to announce the appointment of Tracy Kuehni-Flanagan as Director, Patient Financial Services, HSHS Division (Western Wisconsin), encompassing both Sacred Heart and St. Joseph's hospitals. Working on a team led by Ken Venuto, CFO, HSHS Division (Western Wisconsin), Tracy will pursue an integrated approach to revenue cycle operations which will contribute to the financial success of the hospitals by ensuring efficient, accurate, timely and compliant operations in Registration and Patient Accounting.

Tracy has served as Director of Patient Financial Services at Sacred Heart Hospital since February 2003. She attended the University of Wisconsin-Madison and the University of Wisconsin-Eau Claire where she received her bachelor's degree in Business Administration/Accounting in 1992. She attained her Certified Public Accountant license in 1996.

Please join hospital administration, physicians, colleagues and volunteers in welcoming Tracy to her new position with the HSHS Division (Western Wisconsin).



Stephanie Root

In all service areas, Sacred Heart Hospital is dedicated to providing the communities of western Wisconsin with the highest level of trained professionals to care for you or your loved ones. For that reason, **Sacred Heart is pleased to announce that Stephanie Root, Pharm.D., BCPS, Pharmacist, Sacred Heart Hospital, has recently passed the Board of Pharmacy Specialties' Pharmacotherapy Specialty Certification exam.** A Pharmacotherapy Specialist often has responsibility for direct patient care and is frequently the primary source of drug information for physicians

Excellence in patient care Colleague earns pharmacotherapy specialist certification

and staff throughout the hospital. "This credential validates the knowledge that Stephanie has gained through her pharmacy and graduate pharmacy training," commented John VanDeVoort, Pharm.D., Director, Pharmacy, HSHS Division (Western Wisconsin). "Stephanie joined our team of high quality pharmacists only recently. In voluntarily taking on the challenge for board certification, she demonstrates a strong commitment to our Core Value of Competency, as well as providing quality clinical pharmacy services to our patients."

Congratulations Stephanie!

Efficiency & patient safety

MEDITECH experts on-site to resolve issues

In response to concerns identified by physicians and colleagues, the HSHS Division (Western Wisconsin) invited three MEDITECH Company representatives to assist us with issue resolution. On November 15-17, the experts were on-site at Sacred Heart and St. Joseph's hospitals to hear personally from colleagues and physicians about patient safety concerns, and to work with Information Systems and MEDITECH Teams to resolve issues.

The top concerns shared by colleagues and physicians consisted of:

- login times/issues
- font size/readability of reports
- efficiency/workflow concerns

Currently HSHS Division (Western Wisconsin) Information Systems technicians are working directly with MEDITECH technicians on each of these issues and expect resolutions by the end of December or early in 2011.

The hospitals are prioritizing and tracking all issues brought forth. Currently there are more than 275 issues that have been resolved in the three months since go-live. For more information, please contact your department's designated MEDITECH Super-User.



Service Tip of the Week Noise Reduction Reminder

**Put a sign on your
computer screen
to remind all that
noise is a concern**

As an organization committed to providing a superior patient experience in all aspects of care delivery, it is important to remember that the anxieties accompanying any hospital stay can often make quality rest difficult to achieve for patients. For that reason, it is crucial to the health and recovery of those we care for that each colleague takes personal responsibility to provide the quietest environment possible. Please remember to keep communications at the lowest effective decibel at all times. It is with each colleague keeping this quality care standard top of mind that Sacred Heart Hospital will continue to provide the highest quality patient experience to carry on the Mission entrusted to us by the Hospital Sisters. Thank you in advance for your compliance.

The true spirit of giving UWEC students donate coloring books to pediatrics

Mary Pengra (left), Director, Volunteer Services, Sacred Heart Hospital, is pictured with University of Wisconsin-Eau Claire sophomores Katie Finn (middle) and Alexandra Demopoulos (right). The students are members of UWEC's Alpha Phi Omega Service Fraternity. Katie and Alexandra, and other

students from their fraternity, hand-assembled more than 50 coloring books that will be given to children who are admitted to Sacred Heart Hospital throughout this holiday season.



Thank you!

A yellow and orange graphic advertisement for the HSHS Values Line. The text reads: "HSHS Values Line. Make a 'good faith' report of noncompliant or unethical behavior without the fear of retaliation. 866.435.5777. hshsvalue.ethicspoint.com. Anonymous Confidential 24/7. Hospital Sisters Health System logo." There is a small inset photo of a woman's face.

benefit update

Benny Card Delivery

Each colleague who enrolled in the health care Flexible Spending Account (FSA) can expect to receive their two Benny Cards in the mail soon, which will carry the MasterCard logo. The card may be activated when received, but cannot be used until January 1st. If a colleague does not wish to use the Benny Card, it is suggested to not activate it and keep it for the future in the event they change their mind. The cost of a replacement Benny Card is \$10, which will be paid by the individual and not Hospital Sisters Health System. 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. Please direct comments, suggestions or requests for email newsletter (e-*Canticle*) subscriptions by phone at (715) 717-4256; or by email to DPaulson@shc.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.

