

canticle

News for colleagues, physicians, volunteers and friends of Sacred Heart Hospital

4.13.10



On Tuesday, Wednesday and Thursday of last week, more than 1,000 second graders from 23 area schools came to [Sacred Heart's](#) Rotunda for the hospital's 32nd annual Pediatric Health Fair. (continued on page four)



Divisional President and CEO featured in national health care publications

Sacred Heart Hospital and Steve Ronstrom, President and CEO, HSHS Division (Western Wisconsin), were recently featured in two national health care publications. The publications include *Becker's Hospital Review* magazine on the topic of how Sacred Heart has been "Hardwiring Mission and Values Into the Hospital Culture", and *Inside Healthcare* magazine on the topic of the holistic connection between "Happy Workers, Healthy Profits". In addition to overseeing both Sacred Heart and St. Joseph's hospitals, Mr. Ronstrom has more than 25 years experience as a hospital executive and was recently appointed to serve a three year term on the Wisconsin Hospital Association board of directors.

To view these publications, please visit the following links:

- www.sacredhearteauclaire.org/inside-healthcare
- www.sacredhearteauclaire.org/beckers-hospital-review



Director of Division Responsibility Appointed

Steve Ronstrom, President and CEO, HSHS Division (Western Wisconsin), is pleased to announce the appointment of **Terri Hernandez** as the **Director of Division Responsibility** for [Sacred Heart](#) and [St. Joseph's](#) hospitals. In this role, Terri will **oversee the Western Wisconsin Division Responsibility Program linking legislative and business rules to organization policies and processes.** She will be reviewing and evaluating compliance issues/concerns at both hospitals to ensure each is adhering to the rules and regulations of all regulatory



Terri Hernandez

agencies. In addition, **Terri will administer the HSHS responsibility policies and procedures, as well as promote ethical and responsible behavior in the division to meet the system's standards of conduct.** For the past two years, Terri has served as an internal audit manager with CHAN Healthcare Auditors, providing internal audit services to HSHS and specifically St. Joseph's and Sacred Heart hospitals.

Please join hospital administration, physicians, colleagues and volunteers in congratulating Terri and welcoming her to this new leadership role.

Only Accredited Cancer Program in the Chippewa Valley Center for Cancer Treatment & Prevention receives accreditation renewal

The [Center for Cancer Treatment & Prevention](#) at Sacred Heart Hospital recently **received a three-year, renewed accreditation with commendation in all eight possible areas** from the American College of Surgeons Commission on Cancer (CoC). Not only is the program the only cancer treatment center in the Chippewa Valley accredited by this group, but it actually exceeded CoC expectations in all eight areas. "The physician surveyor also **commended our cancer program for early detection and quality improvement, which is a huge achievement for a community hospital our size,**" said Georgia Smith, RN, BSN, MHA, OCN, Director, Cancer Services, Sacred Heart Hospital. Applying for and maintaining CoC approval is a voluntary commitment by a cancer program that ensures its patients will have access to the full scope of services required to diagnose, treat, rehabilitate, and support patients

with cancer and their families. "As we continue to grow, this solid foundation will prove invaluable to our hospital's ability to increase services to our community," said Vic Galfano, Assistant Administrator. "This was truly a joint effort by the hospital and the physicians from Marshfield Clinic and OakLeaf Medical Network who practice here. Cancer care is not a single activity but represents the caring, skill and compassion of organizations, physicians and other caregivers across a wide spectrum of specialties. According to the Commission on Cancer, the accreditation in all eight areas puts Sacred Heart's cancer program in the Top 5% of all cancer programs in the US."



Who are you?

New RN tags identify patient care providers

In an effort to aid in the identification of the Registered Nurse, [Sacred Heart Hospital](#) has recently implemented a policy to ensure that the RN is easily identifiable. The prominent red RN tag assists patients and their families



in identifying their assigned nurse who ultimately is responsible for directing the care of that patient.

“This policy was put in place based on patient feedback,” said Amy Dwyer, RN, MSN, Chief Nursing Officer, Assistant Administrator - Patient



Pictured above: Sacred Heart Critical Care colleagues displaying their new RN tags

Services. “The number of healthcare workers wearing scrubs has made it challenging for patients to clearly identify which of the people entering the room is the RN, and our hope is that this will clarify this for the patient and their family.”

Sharing in our vision

Hospital colleagues attend leadership development conference

Last month, members of Sacred Heart and [St. Joseph's](#) hospitals' medical staff and leadership teams participated in the [Wisconsin Hospital Association's \(WHA\) Physician Leadership Development Conference in Kohler, Wisconsin](#). WHA, in partnership with the American College of Physician Executives, presented the conference for Wisconsin physicians who have recently taken on a leadership or managerial role, or are emerging leaders in their field or facility. The focus was on managing physician performance as well as improving practical leadership skills and knowledge.

Attendees from Sacred Heart and St. Joseph's hospitals included:

- Dr. Anton Kidess, Eau Claire Medical Clinic
- Dr. Rick Daniels, Evergreen Surgical
- Dr. Melissa Emmerich, Marshfield Clinic - EC Center
- Dr. Stephen Carlson, Marshfield Clinic - Chippewa Center
- Dr. Kristie Gering, Family Health Associates

These attendees were supported by Faye Deich, RN, MS, CNAA, Chief Operating Officer, Sacred Heart Hospital; Dawn Garcia, MS, BSN, Director, Medical Staff/Quality, HSHS Division (Western Wisconsin); and Joan Coffman, President and CEO, St. Joseph's Hospital. Joan commented,



(From left) Dawn Garcia, Dr. Stephen Carlson, Dr. Kristie Gering, Dr. Anton Kidess and Joan Coffman posed at the Wisconsin Hospital Association's Physician Leadership Development Conference last month.

“As we move through a rapidly changing health care environment, it is refreshing to know that our efforts to integrate care delivery will be done together with like-minded partners who share in that vision.”

.....The Votes Are In.....

Congratulations to our Doctors' Day Contest Winners!

Sacred Heart Hospital would again like to thank its entire medical staff for the high standards of care and compassion they uphold on a daily basis for all of our patients and the community. In recognition of National Doctors' Day on March 30th, Sacred Heart Hospital employees and medical staff nominated physicians for awards in nine different categories.

The winners are:

Fastest Response to a page:

Dr. Anton Kidess
Eau Claire Medical Clinic

Best Teacher:

Dr. Sal Obaid
Eau Claire Medical Clinic

Best Team Builder:

Dr. Anton Kidess
Eau Claire Medical Clinic

Most Spirited:

Dr. Mark Steinmetz
NW Radiation Oncology Associates

Best Dressed:

Dr. Muhammad Muslim
Marshfield Clinic Cancer Care

Best Handwriting:

Dr. John Stien
Medical X-Ray Consultants

Best Sense of Humor:

Dr. Thomas Peller
Southside Medical Clinic

Most Involved in the Community:

Dr. Brent Wogahn
Evergreen Surgical

Best Represents Hospital Core Values:

Dr. Richard Daniels
Evergreen Surgical



How to Grow GREAT kids

32nd Annual Pediatric Health Fair

(continued from page one)

The event was sponsored by the [Center for Healthy Living](#) with the assistance of [Volunteer Partners](#), and was designed to help start teaching kids healthy habits at young ages. Students learned about health, wellness, prevention and safety from the hospital's clinicians, local health professionals, Highland Fitness and law enforcement officers. "If we can start teaching the importance of these safety messages at a younger age, hopefully the children will develop healthier habits that stick with them throughout adolescence and into adulthood," commented Paula Pater, Safe Kids Coordinator, Center for Healthy Living.

Students visited seven different stations including:

- Sacred Heart [Pediatrics](#) (Hand Washing)
- Center for Healthy Living (Internet Safety)
- Sacred Heart Pediatrician Dr. Brent Jensen (Know Your Body)
- Highland Fitness (Importance of Exercise & Stress Management)
- Sacred Heart Dietitians & Executive Chef Randy Lathrop (Healthy Eating)
- Tobacco Free Coalition (Staying Tobacco Free)
- Sacred Heart Safe Kids (Bike & Helmet Safety)

Xcel Energy's Kids Expo 2010

On Sunday, April 11, [Sacred Heart Hospital](#) and [Safe Kids Chippewa Valley](#) participated in the Xcel Energy 2010 Kids Expo at the Eau Claire Indoor Sports Center. The hospital's "Ped's Gang" booths offered fun fitness & nutrition games, healthy cooking demonstrations with Director of Hospitality Services Rick Beckler and Executive Chef Randy Lathrop, "The Doctor is In" booth with Sacred Heart pediatrician Dr. Brent Jensen, and much more. In addition, the Safe Kids Chippewa Valley booth sold over 80 toddler to adult-sized bike helmets to help keep children and other community members safe during accidents. Other Expo activities included: Entertainment Stage, Family and Youth Marketplace,

Food and Concessions, Musicians, Face Painting and Tattoos, Games and Activities, Family Programs and Activity Information, Dancers, Inflatables, Fun Prizes and Indoor Recess.



National Volunteer Month

Celebrating the commitment to excellence

Each year, as National Volunteer Month is celebrated throughout April, [Sacred Heart Hospital's Volunteer Services](#) hold a Spring Recognition Luncheon in conjunction with the Volunteer Partners' Annual Board Meeting. This luncheon serves to **acknowledge the efforts of the many dedicated hospital volunteers**, as well as provides a vehicle to elect new board members for the following year.

The luncheon will take place April 26, from 12 pm to 2:30 pm, in the hospital's Community Auditorium. All hospital volunteers are encouraged to attend.

In recognition of National Healthcare Volunteer Week, from April 19-25, Sacred Heart Hospital honors all hospital volunteers for their commitment to excellence in supporting staff and working towards providing a superior patient experience for all who come through our doors.



Earth Day Festivities

In recognition of the 40th Anniversary of Earth Day on April 22, Sacred Heart Hospital will be featuring numerous "[Green](#)" activities and discussions:

- **April 19-23**

Educational **booth in the hospital cafeteria with a raffle drawing for prizes**, including a 10-speed bike to highlight the benefits of biking to work.

- **April 20**

Rick Beckler, Chair of Sacred Heart Hospital's Green Team, will **participate in a Green Careers Forum panel discussion from 2-4 pm at University of Wisconsin-Eau Claire's (UWEC) Schofield Auditorium.**

- **April 22—EARTH DAY**



Blessing of plantings and a new chapel sign at 10 am outside Sacred Heart Hospital's Father Christopher Chapel. Colleagues, physicians, volunteers and the public are welcome to attend.

Sustainability Showcase educational **booth on sustainability in UWEC's commons from 11 am to 2 pm that will highlight the hospital's Green Team efforts**, Practice Greenhealth awards, and the Producers & Buyers Co-op that now allows three regional hospitals to buy locally grown food. Entertainment and admission is free and open to the public.

"Eat Local for Lunch & Dinner" - From 10:15 am to 6:30 pm, the hospital's cafeteria will feature healthy meal choices of locally grown and processed food. A complimentary "Dirt Cake" dessert for colleagues and volunteers featuring Oreo crust, chocolate pudding and gummy worms.

- **April 24**

Eau Claire's 6th annual Earth Day festival will be held from 11 am to 6 pm in Owen Park, downtown Eau Claire. (The inclement weather location will be inside the Haas Fine Arts Center at UWEC.) **Sacred Heart Hospital will have a booth featuring the Producers & Buyers Co-op to educate people on the nutrition and other virtues of local food (and the hospital's commitment of 10% of its \$2,000,000 annual food budget to sourcing local food).** The festivities will include booths and exhibits featuring local natural resources organizations, businesses, and non-profits, along with local musicians playing in the bandshell, as well as food and beverages provided by local restaurants, many using local food items. Earth Day is fun for the whole family, including children's entertainer Magic Mamma and storyteller Paula Gorski.

Celebrating Laboratory Professionals Week

In celebration of laboratory professionals and pathologists, **National Medical Laboratory Professionals Week will be observed April 18-24**. Working behind the scenes, laboratory professionals provide vital information and testing to assist in the diagnosis of illness and the treatment of disease, ensuring the wellness of all who come through our doors. The professional staff at [Sacred Heart](#) consists of Pathologists, Medical Technologists, Medical Technicians, Histotechnicians, Cytotechnologists, and Phlebotomists. "Over the years, the dedicated professionals of our Laboratory Services team have truly exemplified the caliber of care we provide here at Sacred Heart Hospital," said Deb Bloom, MT(ASCP), Director, [Laboratory Services](#), HSHS Division (Western Wisconsin).

"Not only is the Lab accredited by both the College of American Pathologists and the American Association of Blood Banks, **but with approximately 1.04 million tests performed at Sacred Heart annually**, each Lab Technologist and Technician is certified by the American Society for Clinical Pathology."

Thank you to all hospital Laboratory staff, for all that you do to carry on the mission given to us by the hospital sisters.



Donate Life Month

hospital continues organ procurement efforts

Throughout the month of April, the Organ/Tissue Donation flag is flying at the main entrance of the hospital honoring all organ and tissue donors. On April 22, in coordination with April Donate Life Month, **Sacred Heart Hospital will host a booth outside the hospital's cafeteria from 11 am to 2 pm in the effort to educate visitors, colleagues and volunteers about the new Wisconsin Donor Registry**. With the implementation of the Wisconsin Donor Registry on March 29th, residents of the state are now eligible to become part of the registry allowing first person consent of organ/tissue donation. A representative from

UW-Organ Procurement Organization will be on hand to provide information about this incredibly valuable program and how interested parties can sign up on the spot or conveniently from home. **Applicants will need either a driver's license or driver's license number to participate**. Since 2006, Sacred Heart Hospital has maintained a 100% conversion rate for all eligible organ donors. Meaning that **every patient who was eligible to become an organ donor, became one**; providing the gift of life to patients and families across the nation.

In response to your needs

Employee Assistance Program Announces Expanded hours

In response to your **need for more flexible hours**, the Employee Assistance Program (EAP) announces new hours in both Eau Claire and Chippewa Falls– and later evening hours one night per week.

Appointments are available from 8 a.m. to 4 p.m., Monday through Friday – and until 7 p.m. on Tuesdays – at the [L.E. Phillips-Libertas Treatment Center of St. Joseph's Hospital](#); as well as noon to 4 p.m. Mondays at the Center for Healthy Living at [Sacred Heart Hospital](#). Colleagues may utilize services in either location.



EAP is a voluntary, confidential counseling assessment and referral service. All colleagues and members of their household are eligible for services, available at no cost to them as an employee benefit.

Counselors can help with a wide range of issues, including career, marital/relationship and weight management.

For more information or to make an appointment, please contact Rebecca Schalinske at 717-7494 or (800) 884-4770.

“I did not choose health care, it was chosen for me”

Employee Pride Contest Winner

Congratulations to **Maria Lloyd, BSW, Case Management Department, who won this year's Employee Pride Program contest.** The Program is designed to celebrate and showcase the pride and care that employees bring to their work in the Wisconsin health care industry. In recognition, Maria's submission will be published in the Wisconsin Hospital Association's Pride Program book, and she and her family will also receive one of the following rewards:

1. **Fanny Hill “Get Away” package - one night stay, dinner, theater show and breakfast.**
2. **Metropolis package - one night stay at the Metropolis Resort with two days unlimited arcade play and two days water park access.**

“We received many excellent submissions this year,” commented Robert Hassemer, Director, Human Resources, HSHS Division (Western Wisconsin). “I'd like to express thanks to all who submitted an entry for this year's contest and I'd like to encourage all hospital colleagues to take advantage of this opportunity in the future.”

“I love my sisters and brothers at Sacred Heart Hospital. I did not choose health care, it was chosen for me and I am reminded of it every morning.”

To view this submission in its entirety, please visit:

www.sacredhearteauclaire.org/employee-pride-winner

First Annual Spirituality in Health Care Conference

On March 24, HSHS and The Chiara Center co-sponsored the First Annual Spirituality in Health Care Conference attended by over 80 participants. The focus of the conference was “Palliative Care: The Spiritual Cloak of Comfort and Support.”

The conference was open to health care professionals, health care decision makers, family care givers, parish nurses, ministers and students, and focused on all aspects of [palliative care](#) for patients, families and care givers.

The Keynote Speaker was Sister Jean deBlois, CSJ, PhD, of the Aquinas Institute of Theology in St. Louis, where she serves as a professor of Moral Theology and Director of the Master of Arts in Health Care Mission.

Gail Markham, conference attendee, and Registered Nurse on Sacred Heart's 2North Oncology Department, commented, “In reflecting on the conference I'm proud of how far ahead of the care giving curve our Sacred Heart team is in caring for the whole person in conjunction with their family.”