

# canticle

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

7.13.10

State of our

System

## Hospital Welcomes HSHS Executive Leadership

On July 8, Steve Ronstrom, President and CEO, HSHS Division (Western Wisconsin), welcomed members of the HSHS Leadership Team from Springfield, Illinois, to Sacred Heart Hospital to meet with the hospital's Board of Directors and over 100 members of HSHS Division (Western Wisconsin) leadership for an annual "State Of Our System" presentation.

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Larry Schumacher, Interim  
President & CEO, COO, HSHS



there is hope here.

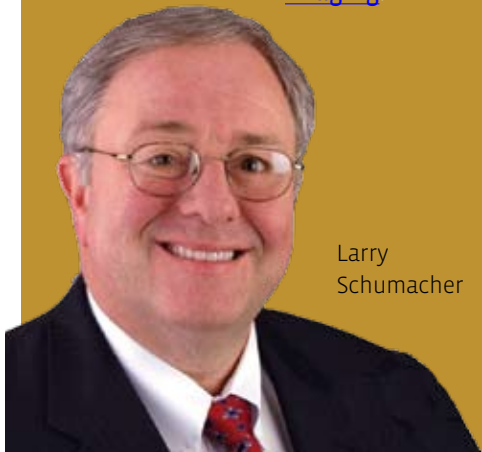
## State of Our System

(continued from page one)

Special guests included:

- Sr. Mary Ann Minor, Chair, HSHS Board of Directors
- Larry Schumacher, Interim President & CEO, COO, HSHS
- Bill Montgomery, CIO, HSHS
- Jay Justice, Vice President of People Services, HSHS
- Sister Marybeth Culnan, OSF, member, Board of Directors, Sacred Heart and St. Joseph's hospitals
- Sister Janice Schneider, OSF, member, Board of Directors, Sacred Heart and St. Joseph's hospitals

During the "State Of Our System" presentation, Larry Schumacher provided a HSHS overview of strategic priorities and advocacy efforts to address the coming federal Affordable Care Act regulations implementation. He also commended Sacred Heart and St. Joseph's hospitals for maintaining a higher standard of patient care and financial stewardship to uphold the mission given to us by the Hospital Sisters. While at Sacred Heart, the team also took tours of the hospital's newly renovated 5th and 6th floors and the newly completed [Center for Imaging](#).



Larry  
Schumacher

## Cause for celebration

### St. Joseph's Hospital Celebrates 125 Years

June 27 was a day of celebration for the colleagues and friends of St. Joseph's Hospital. The morning began with a special **Mass at St. Charles Borromeo Parish, honoring the Hospital Sisters' tradition of care that began in Chippewa Falls 125 years ago, followed by a retirement celebration in the afternoon for our outgoing President and CEO, Dave Fish.** In attendance, were many of our hospital's own colleagues, as well as a number of guests from Hospital Sisters Health System (HSHS) – including several Hospital Sisters – and the HSHS Division (Western Wisconsin). Additional events that week included a retirement tea for Dave Fish on June 25 and an ice cream social on June 28, which included sneak peeks of the "What Matters Most" video. The presentation showcases our people and the many factors in their personal and professional lives that contribute to making St. Joseph's Hospital shine.



Thanks to each and every one of you for your participation in these events and sharing these important milestones with us!

## HSHS Chief Information Officer Welcomed

Larry Schumacher, Interim President & CEO, COO, HSHS, is pleased to announce the **appointment of Bill Montgomery as Chief Information Officer of Hospital Sisters Health System (HSHS).** Bill joined HSHS this past April, bringing with him more than 30 years of experience in developing state-of-the-art systems to integrate patient care with hospitals and physicians. Last week, Bill joined other HSHS leadership at both [Sacred Heart](#) and [St. Joseph's](#) hospitals for board meetings, tours, and Larry Schumacher's "State Of Our System" presentation; which also provided him with the opportunity to meet with hospital Information Systems staff. "His main focus for this visit was more on our HSHS Information Systems organization and how we will be changing our structure to have a more unified team and technology focus across HSHS," commented Pete Nohelty, CIO, HSHS Division (Western Wisconsin). "He was very complementary of our teams not just in IS, but across western Wisconsin and the great teamwork and collaboration that we have here."

Please join hospital administration, physicians, colleagues and volunteers in welcoming Bill to Hospital Sisters Health System.



Bill  
Montgomery

## Sacred Heart Hospital endorses Practice Greenhealth's 'Greening the OR' initiative

### Continued efforts to



The operating room is one of the most environmentally intensive departments in any hospital. Case studies have estimated that between 20 to 30 percent of the total waste generated by a hospital can come from the OR. [Sacred Heart Hospital](#) has begun to tackle this problem by identifying key interventions that can reduce waste, energy, worker exposure to hazardous chemicals and save money.

Sacred Heart has recently signed an agreement to become an endorser of Practice Greenhealth's 'Greening the OR' initiative. The hospital will share best practices in sustainability efforts with Practice Greenhealth and will participate in pilot projects with the organization. This new initiative is designed to help the health care industry generate cost savings, maintain worker and patient safety and, most importantly, reduce the environmental footprint of the operating room.

"Our [surgical services department](#) has agreed to share best practices and participate in pilot greening projects with Practice Greenhealth," said Stacey Powell, RN, BSN, Assistant Director, Surgical Services, Sacred Heart Hospital. "We look forward to the opportunities this commitment will provide us in our continued efforts to go green."



The hospital's OR currently donates unused surgical supplies to the Chippewa Valley Free Clinic, local Boy and Girl Scouts, as well as Chippewa Valley Technical College for use in nursing and surgical tech training programs. The hospital's OR also recycles plastics and cardboards.

*"We've been recycling and repurposing in our OR for some time now, but our commitment to 'Greening the OR' solidifies our pledge to keep unnecessary waste out of our landfills," added Ruth Collis, Surgical Tech and member of the hospital's [Green Team](#).*

For three years in a row, Sacred Heart Hospital has been awarded the prestigious Environmental Leadership Award, given by Practice Greenhealth, for demonstrating the highest degree of commitment to environmental sustainability. Practice Greenhealth is the nation's leading membership and networking organization for institutions in the health care community that have made a commitment to sustainable, eco-friendly practices.

## "New Beginning Award" director honored for dedication and efficiency

Deb Bloom, MT(ASCP), Director, [Laboratory Services](#), HSHS Division (Western Wisconsin), received the hospitals' "New Beginning Award" on June 22 at the Western Wisconsin Leadership Academy. The Leadership Academy is a quarterly meeting with hospital leaders from Sacred Heart and St. Joseph's hospitals.

The award, which is given twice a year to an outstanding leader at either hospital, is a shadow box containing the portion of an oak tree from the Hospital Sisters' vegetable garden in Eau Claire. The trunk represents strength, sustained organic growth and "a new beginning for God's people." As it grew in the Sisters' garden, this portion of the tree trunk supported two large strong branches, which is a representation of the two hospitals.

Deb, who has worked at Sacred Heart Hospital for 22 years, was honored with the New Beginning Award because of her dedicated work in helping the lab perform more than one million tests annually while improving efficiencies. Congratulations Deb!



Deb Bloom

## Friends of Sacred Heart Hospital

### Board of Directors Announce New Members

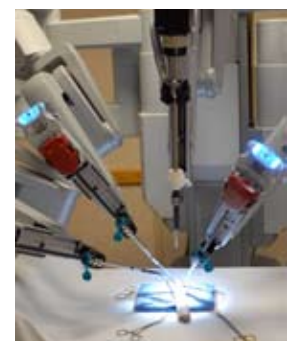
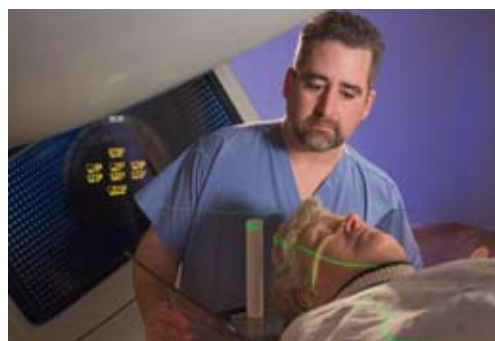
Since the [Friends of Sacred Heart Hospital](#) Foundation was established in 1983, Friends has invested millions of dollars in patient programs, technological advancements and facilities at [Sacred Heart Hospital](#). Beginning this month, four new members have joined the Friends of Sacred Heart Hospital Board of Directors:

**Todd Anderson** – Todd has been a financial advisor with AXA-Equitable since 1993 in Black River Falls, Wisconsin, which is part of Sacred Heart’s tertiary care referral area. He is a graduate of the University of Minnesota with a degree in Accounting. Todd has nine years of fundraising experience as a trustee of the Black River Area Foundation, and has served on the finance committee.

**Tina Bourget** – Tina is an Attorney and Shareholder with Bourget Law, and formerly worked as Assistant General Counsel for Xcel Energy. She has served on the Annual Support Committee as a member and Chair. Tina has also been active in leadership of The United Way of Greater Eau Claire, and serves as a Commissioner on the Eau Claire Police & Fire Commission.

**Linda Erickson** – Linda is currently a Mortgage Loan Officer at US Bank Home Mortgage. She has served on the Classic Tennis Committee for many years, is the current Chair and serves on the Classic Executive Committee as well. Linda has provided community service through United Way, Big Brothers/Big Sisters and Noon Kiwanis.

**Bob Weisenberger** – Bob is the local manager for the Eau Claire Merrill Lynch branch office, and is a Certified Financial Manager and Certified Retirement Plans Specialist. Bob has strong ties to Ladysmith, Wisconsin, which is part of Sacred Heart’s tertiary care referral area, and his wife assists Dr. Phillip Porter, MD, FRCS(C), OakLeaf Medical Network, in the Brain & Spine Institute at Sacred Heart Hospital.



## Retirement Announcement

### Friends of Sacred Heart Hospital Board of Directors



Vicki Hoehn

Retiring members of Friends of Sacred Heart’s Board of Directors include **Vicki Hoehn, Executive Vice President of Marketing with RCU; and Barbara Westrate, a community philanthropist and long time member of Sacred Heart’s Volunteer Partners.** Both members generously fulfilled their full nine year terms of service on the Friends Board. “We are very grateful for their leadership and commitment to Friends of Sacred Heart Hospital,” commented Ann Kaiser, CFRE, Director, Friends of Sacred Heart Hospital.


“The passion of respected community leaders speaks volumes about the tremendous value of Sacred Heart Hospital’s health care mission to the community. Barb & Vicki have created tremendous philanthropic opportunities for our organization and we are very grateful.”



Barbara Westrate

Highlights during their terms include:

- **\$6.2 million raised for “A Time To Build” campaign for the \$32 million [Center for Advanced Surgery and Medicine](#)**
- **\$1.5 million raised for a [Linear Accelerator for the Center for Cancer Treatment & Prevention](#)**
- **\$1.5 million raised for the [da Vinci Robotic Surgical System](#)**



### Additional Appointments to the Friends Board Include:

**Dave Johnson, Chair** – Dave is Vice President of EO Johnson Office Technologies; his work is based here in Eau Claire and touches all of western Wisconsin and southeastern Minnesota. Dave is a former Classic Chair, is in his second term on the Friends Board, and is beginning his second year as Chair of the Friends Board.

**Jack Kaiser, Vice Chair** – Jack is the owner of Banbury Place, and is best known for transforming the former Uniroyal plant into a thriving space for manufacturing, retail, office, warehouse and housing. Jack also currently serves as a member of the City of Eau Claire Planning Commission and is in his second term as a Friends Board member.

These new members will be joining the returning Friends Board of Directors consisting of Michael Happe, Jason Plante, Tom Pulse, Jim Deignan, Jeff Theisen, Thomas Edwards, MD, PhD, Medical X-Ray Consultants, and Medical Director of [Radiology Services](#) at Sacred Heart Hospital; and Michael Gonzaga, MD, Marshfield Clinic-Eau Claire Center, Internal Medicine physician at Sacred Heart Hospital.

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## Hospitals Announce Leadership Promotions

Sacred Heart and St. Joseph's hospitals recently announced promotions of the following leaders:



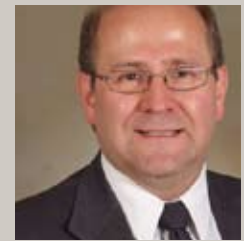
**John Folstad, RN, MSN**, has been promoted to Executive Director of Primary Care. In this role, John will provide leadership with execution of physician alignment directives for both Sacred Heart and St. Joseph's hospitals. He will also manage physician recruitment and coordinate business development with hospital-based physicians and physician groups.



**Shawn Dryden, MHA**, has been promoted to Executive Director of [Tertiary Care](#). In this role, Shawn will be responsible for the leadership and execution for the development of new and current tertiary care service lines at both [Sacred Heart](#) and [St. Joseph's](#) hospitals. He will also provide leadership in directing key aspects of strategic and operational oversight of tertiary care growth development.



**Pat LuCore, RN**, has been promoted to Division Director at Sacred Heart Hospital. Pat will have management oversight for the hospital's [radiology/imaging](#) and [laboratory](#) departments, as well as [surgical services](#), [neurosciences](#), [cardiology](#) and the [cancer center](#).



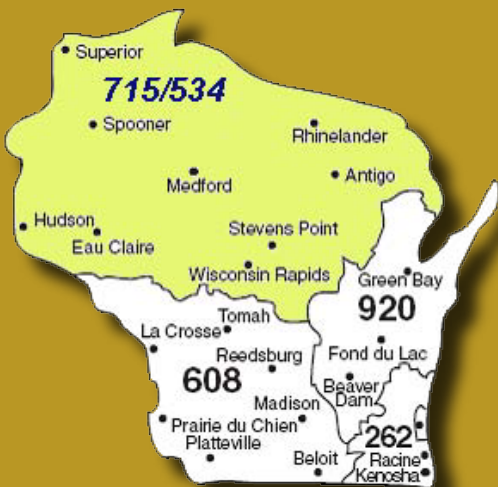
**Wade Rudolph** has been promoted to Senior Director at Sacred Heart Hospital. Wade will have management oversight for the hospital's clinical engineering, construction management, hospitality services, and facility management departments.

## New area code changes local phone dialing

Starting on July 17, the local telephone companies throughout the 715 area code will be implementing 10 digit local dialing. Following the transition to 10-digit local dialing, the 534 area code will be introduced on August 14, 2010. The area code, called an “overlay,” will expand the number of available telephone numbers in the region without changing anyone’s number in the existing 715 area code. These changes will not affect the way calls will route into Sacred Heart or St. Joseph’s hospitals and will not affect the way long distance calls are made. Colleagues will still need to prefix a “9” when dialing external from the either hospital and prefix a “9+1” when making a long distance call.

Below is a link with questions and answers, along with a map of the new 715 and 534 calling area:  
<http://www.wwt.net/pdf/New-Area-Code.pdf>

For more information, please contact [Chet Arnold](#) or Rob Perlberg, Information Services Telecom Specialists, Sacred Heart Hospital, at 717-5500.



## Roman Catholic Diocese of La Crosse Bishop appointed



With great celebration, the Diocese of La Crosse has recently announced that, His Holiness, Pope Benedict XVI, has appointed His Excellency, the **Most Reverend William Patrick Callahan, Auxiliary Bishop of Milwaukee**, as the Tenth Bishop of the Roman Catholic Diocese of La Crosse. Bishop Callahan has served in parishes in Peoria Illinois and Milwaukee for over 20 years.

As members of the Diocese of La Crosse, Sacred Heart and St. Joseph’s hospitals are honored to welcome Bishop Callahan to the Diocese. “We are overjoyed to receive the news of the appointment of Bishop Callahan as the new Bishop of the Diocese of La Crosse,” said Father Lawrence Dunklee, System Director of Ethics, Hospital Sisters Health System. “We know that he has a pastor’s heart with a particular concern for the sick and those less fortunate. As Franciscan health care facilities, [Sacred Heart](#) and [St. Joseph’s](#) hospitals will feel a unique bond with this new Bishop, who will bring his Franciscan *Charism* of ministry to the Diocese of La Crosse.”



As you know, Sacred Heart Hospital is in the process of implementing the new MEDITECH computer system – which launches September 1, 2010. Colleagues should be advised that the transition will include a new patient [billing system](#).

In anticipation of this and for a limited time, our hospital is increasing its **prompt payment discount from 10% to 25% on all account balances incurred before September 1**. The payment incentive is an obvious benefit to the patients we serve, but having them resolve their accounts now will also help us expedite and simplify the collections process before we go live with MEDITECH.

Additionally, a major benefit of the new billing system will be an Online Bill Pay. After September 1, patients will have the ability to review, manage and make payments to their accounts online.

Additional details will be provided in upcoming issues of Canticle. For more information on these billing changes, please contact a customer service representative at 717-4141.



## Professional Dedication

### Hospital RN earns advanced certification



Amy Bohl

[Sacred Heart Hospital](#) colleague Amy Bohl, an RN in the [Neurosciences/Pediatrics](#) Department, recently **earned her Certified Pediatric Nurse accreditation**. This is a national pediatric nursing certification, and Amy is **one of three nurses in the hospital's Neuro/Peds Department to hold this advanced certification**. To achieve this certification, a nurse must have significant experience in the care of pediatric

patients, and must have studied extensively in the prevention and treatment of the disease process in pediatric patients. Included in this certification is extensive study of the developmental stages of children.

Amy graduated from the nursing program at Chippewa Valley Technical College in 2004. She has worked in the hospital's Neuro/Peds Department for 5 years and is certified in Pediatric Advanced Life Support. "This certification is a credit to Amy's professional dedication and level of knowledge with our pediatric population," said Brook Steele, RN, CNRN, Director, Neurosciences/Pediatrics Department, Sacred Heart Hospital. "She is especially talented with our hospital's pediatric patients and their families."

Congratulations Amy!

## Hospital opens fully renovated Center for Imaging

On June 24, Sacred Heart Hospital commemorated the completion of a four-year, four-phase, \$40 million renovation of the hospital's [Center for Imaging](#) with a ribbon cutting and grand opening celebrations. The 29,000-square-foot facility offers the very latest in state-of-the-art clinical **imaging capabilities for patients for the early detection and treatment of diseases, as well as precise imaging for trauma and other injuries**. The facility and its equipment were designed and acquired with the patient in mind, and coupled with experienced and dedicated staff, encompasses some of the most advanced technologies to ensure exceptional patient care close to home.



## Sacred Heart Welcomes Neurologist to Medical Staff

Sacred Heart Hospital is pleased to welcome **Adriana Kori de Graf, MD,**



Adriana Kori de Graf, MD,  
Marshfield Clinic - Eau  
Claire Center

Marshfield  
Clinic - Eau  
Claire Center,  
to the  
hospital's  
Medical Staff.  
In addition  
to providing  
general  
neurology  
services,  
she will be

offering sub-specialty services in Neuro-Ophthalmology. Dr. Kori de Graf provides a wide array of adult Neurology and Neuro-Ophthalmology services with clinical research interests in recovery from stroke and multiple sclerosis. Her focus is on the oculomotor system and its disorders, as well as optic neuropathies.

A native of Argentina, Dr. Kori de Graf earned her medical degree from Universidad Nacional in Buenos Aires, Argentina. She then completed her Internal Medicine internship at Mount Sinai Medical Center of Cleveland, Ohio, and her Neurology residency and Neuro-Ophthalmology fellowship at University Hospitals of Cleveland, Ohio. Dr. Kori de Graf is a member of both the American Academy of Neurology and the North American Neuro-Ophthalmology Society, and comes to Eau Claire after most recently serving as Assistant Professor at the Medical College of Wisconsin in Milwaukee.

Please join hospital administration, physicians, colleagues and volunteers in welcoming Dr. Kori de Graf to the hospital's Medical Staff.

## “Strengthening Families, Building Futures”

The Family Resource Center for Eau Claire County Inc. cordially invites you to “Premiere Night” 2010, featuring the Eau Claire Children’s Theatre production of “Fame” on July 28. The Mission of the Family Resource Center is to provide programs and services that build on family strengths through prevention, education, support and collaboration with other resources in the community. Premiere Night includes show tickets, heavy hors d’oeuvres, meet the cast and silent auction. All proceeds benefit the Family Resource Center, but space is limited, so please order your tickets by July 21. For more information, please visit [www.frcec.org](http://www.frcec.org).



Sacred Heart Hospital is a Gold Sponsor of this event.

Premiere Night 5 - 7 pm  
RCU Corporate Center  
200 Riverfront Terrace  
Eau Claire WI 54703

“Fame” 7 :30 pm  
State Regional Art Center  
316 Eau Claire St.  
Eau Claire WI 54703

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## Continuing care and concern Hospital hosts quarterly memorial services

Sacred Heart’s [Center for Spiritual Care](#) hosts a Quarterly Memorial Service for family and friends of those patients who have died at Sacred Heart Hospital in the last three months. The July 11th service was attended by over 135 people. Staff who have worked with families who have lost loved ones are also invited to attend the service as a sign of our continuing concern and care. The Quarterly Memorial Services are offered in the Father Christopher Chapel on the second Sundays of January, April, July and October, at 2 p.m., followed by a reception in the Rotunda.

## Volunteer Partners Pie & Ice Cream Social

Sacred Heart Hospital’s [Volunteer Partners](#) are sincerely appreciative of the many colleagues, physicians and others who supported their recent Pie & Ice Cream Social. They hope that everyone who attended enjoyed the delicious desserts. In total, Volunteer Partners were able to raise \$341.27, which will be earmarked for Tuition Assistance Grant (TAG) scholarships.



## Colleague Engagement Survey Update

### 93% Participation

The online 2010 Sacred Heart Hospital (SHH) and [St. Joseph’s Hospital \(SJH\)](#) Colleague Engagement Survey conducted by the Advisory Board was completed June 20 and we are pleased with an overwhelming response:

- 93% participation for SHH (1,181 colleagues)
- 93% participation for SJH (540 colleagues)

As thanks for exceeding the 90% goal, all colleagues that participated in the engagement survey were entered into a drawing to earn a week’s worth of PTO. Congratulations to Andrea Bauer, RN, Critical Care, for winning the week of PTO. As soon as we get our results we will begin sharing with all colleagues.

*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.sacredhearteauclair.org](http://www.sacredhearteauclair.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.