

# Canticle

News for  
Colleagues  
Physicians  
Volunteers and  
Friends of Sacred Heart Hospital



## A sweet treat for a Sweet Celebration!

Father Klimek celebrates 83rd birthday  
High school students deliver donated pies

Each year, the Arcadia High School Band holds a fundraiser to earn money for the band and choir to go on a summer performance tour. This year, the program gathered 762 volunteers, working more than 2,700 hours, to bake 3,710 fundraising pies.

*Continued on page 2*

Photo by  
Shane Opatz,  
Leader-Telegram



**Sacred Heart**  
HOSPITAL  
EAU CLAIRE, WISCONSIN

## Pie Donations

(continued from page one)

Although the majority of pies are pre-sold, extras are always made for direct sales and good will efforts. In turn, Sacred Heart recently welcomed nine Arcadia High School students who donated 68 apple pies to the hospital in honor of the wonderful care received by Arcadia Choir Director, Nancy Martinovici's husband last winter. During a short battle with lung cancer, Nancy and her family were amazed by the generosity and caring spirit of the entire staff at Sacred Heart. In addition, during their stay, the Martinovicis became very close to Father Edmund Klimek, Senior Chaplain, an Arcadia native who celebrated his 83rd birthday with the Arcadia students who served their pies and ice cream to hospital cafeteria patrons.



## Delivering outstanding service

### Therapy director honored for achievements

Greg Spindler, RRT, Director, Respiratory Care and Sleep Medicine, Sacred Heart Hospital, has been named the 2010 Mid-State Technical College's Respiratory Therapist Outstanding Alumnus. Spindler, a 1994 graduate of Mid-State Technical College, was recognized on October 25 at a ceremony in Marshfield, Wisconsin.



Greg Spindler

Recipients of this award must:

- Be a graduate of Mid-State Technical College
- Have made a significant contribution to the respiratory care profession, and to patient care and community service
- Be actively involved with respiratory care education

In addition to his role at Sacred Heart Hospital, Spindler is active in the community. He serves on the respiratory care advisory board at Chippewa Valley Technical College, and at Mid-State Technical College - where he currently serves as board chair.

Spindler was named the Wisconsin Society for Respiratory Care (WSRC) "Therapist of the Year" in 2005, and has served on the WSRC board of directors since 1996. He is the current past president of that board. He volunteers his time on the Chippewa Valley Tobacco-Free Coalition, is the president of the Lake Wissota Lion's Club, and is a volunteer coach for the girls softball team at Chippewa Falls High School.

Congratulations Greg!

## Free Clinic Names Board President

### Performance Improvement Coordinator enhances community care

Susan Peiffer, MS, MHA, CBB, Performance Improvement Coordinator, Sacred Heart Hospital, was recently elected to serve as President of the Chippewa Valley Free Clinic Board of Directors. Her two-year term begins in January 2011. She has served on the board for four years:

- Three years as Vice President
- Three years as Chair of the Fund Development Committee



The Free Clinic's work is a complement to Sacred Heart Hospital's Mission to the sick, the poor and needy. The Free Clinic's mission is to provide health services and advocacy for the members of the community with an income below the federal poverty level. In addition to supporting the clinic's work with volunteers who serve on their boards and health care staff, Sacred Heart Hospital also contributes over \$25,000 in annual laboratory and radiology services to care for Free Clinic patients.



Susan Peiffer

## “Not Just Jell-O Anymore”

### Hospitals’ innovative local food sourcing profiled in national magazine

Following a feature article in *Modern Healthcare* last November, Sacred Heart and St. Joseph’s hospitals’ innovative local food efforts to serve fresher, more nutritious food to patients and cafeteria patrons were profiled in this month’s issue of *The Progressive*. The article, “Not Just Jell-O Anymore,” tells the story of how the hospitals helped launch the Producers & Buyers Co-op to link local farms and institutions.

In 2008, Sacred Heart Hospital pledged 10% of its \$2 million annual food budget to purchasing local food. Last month, Sacred Heart and St. Joseph’s hospitals increased their pledge to 15% (approximately \$345,000) of their combined \$2.3 million food budgets.

An innovative national farm-to-institution leader recognized by U.S. Agriculture Secretary Tom Vilsack, the Co-op is currently sourcing food for three area hospitals and the Chippewa Valley Technical College. “The Co-op believes local food is a ‘win-win’ for communities and institutions such as colleges, schools, universities and hospitals,” said Dick Walders, Co-op chair.



To view this article in *The Progressive*, visit: [sacredhearteauclaire.org/content11817](http://sacredhearteauclaire.org/content11817)

To view the article in *Modern Healthcare*, visit: [sacredhearteauclaire.org/content11816](http://sacredhearteauclaire.org/content11816)

## St. Joseph’s Hospital to Receive National Summit Award...Again!

For the second consecutive year, St. Joseph’s Hospital has been named a Summit Award Winner by Press Ganey Associates, Inc. The award recognizes top-performing facilities for customer satisfaction and is regarded as the health care satisfaction industry’s most coveted symbol of achievement.

“Earning the Summit Award once is a significant achievement for any hospital,” says Joan Coffman, President and CEO, St. Joseph’s Hospital. “To win the award two years in a row is phenomenal and clearly recognizes the quality care, comfort and convenience patients receive and have come to expect at St. Joseph’s.”

To achieve the Summit Award, St. Joseph’s once again had to receive inpatient satisfaction scores of at least 95 percent for three consecutive years. Earning a second consecutive award means the hospital maintained the highest levels of satisfaction for four consecutive years. In fact, for nearly all quarters, St. Joseph’s ranked in the 99th percentile according to Press Ganey (the country’s largest hospital database of patient satisfaction survey data). This means that compared to over 1,000 other hospitals, St. Joseph’s ranks in the top 1% in the nation.

A group of colleagues from St. Joseph’s is currently in Orlando, Florida, receiving the award at Press Ganey’s annual national conference. More details will be forthcoming and a celebration will be planned in appreciation of all St. Joseph’s colleagues.

St. Joseph’s is one of only 24 hospitals nationwide this year who have earned Press Ganey’s Summit Award for a second consecutive year.

## Cookie sale benefits those in need

### Hospital Sisters Mission Outreach Holiday Fundraiser

Throughout November and until December 20, Hospital Sisters Mission Outreach is conducting a fundraising initiative to enhance the care services provided to countless patients in need. Mission Outreach is a not-for-profit organization focused on the recovery and responsible redistribution of health care equipment and supplies to developing countries around the world. “The Batch” is a ministry started by Lisa Burris that allows her to raise money for Christian organizations throughout Springfield. Made from donated ingredients, she bakes all the cookies herself from her tiny kitchen in her home. 100% of the money is donated to a designated organization each month. One \$6 batch enables Mission Outreach to send \$42 worth of medical supplies to people in need.

Orders can be placed on-line by visiting [www.mission-outreach.org/holiday\\_cookie\\_fundraiser.html](http://www.mission-outreach.org/holiday_cookie_fundraiser.html), or by phone at 217-522-3387 (ext. 191). Cookie orders can be paid for with cash, check, or credit card. Orders can be placed in ONE dozen, TWO dozen, or FIVE dozen size packages. FREE SHIPPING is available for all out of town orders.

Flavors include:

- Chocolate Chip
- Chocolate Chip & M&Ms
- Peanut Butter
- Peanut Butter Chocolate Chip

\$6 per Dozen

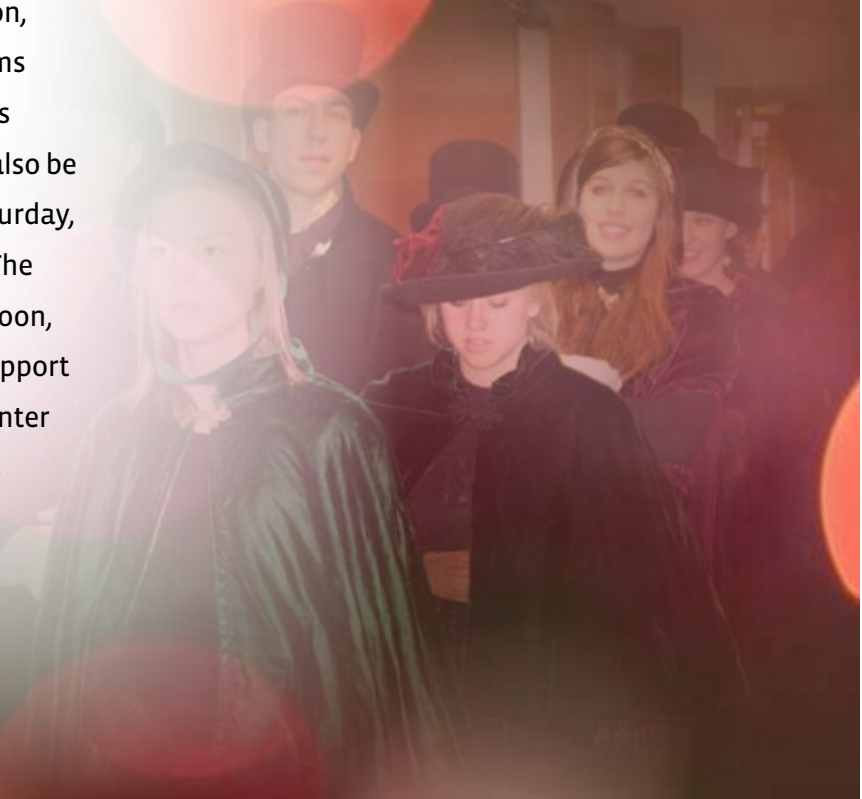
Order Yours Today!



It's all about  
*Community*

Sacred Heart Hospital will hold its 25th annual Love-Light Christmas Tree lighting ceremony on Sunday, December 5, at 5:30 p.m. 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 and the names will also be printed in the Leader -Telegram on Saturday, December 4, unless otherwise noted. The deadline for newspaper tribute is by noon, Monday, November 22. All proceeds support the ministry of The Healing Place: A Center for Life's Journeys, a Free grief support center for western Wisconsin.

**Sunday, December 5  
5:30 p.m.  
Father Christopher Chapel**



## Taking medicine beyond its limits

Funding completed da Vinci Surgical System



This month, thanks to the **generosity of hospital donors, Friends of Sacred Heart Hospital will be completing its four year, \$1.5 million commitment to funding the hospital's da Vinci® Surgical System.** On December 20, 2006, the region's first da Vinci Surgical System prostatectomy was performed at Sacred Heart Hospital. Nearly **four years and 481 da Vinci cases later**, Sacred Heart is still the only health care provider in the region to offer this **state-of-the-art, minimally invasive treatment option.** The robotic system takes medicine beyond the limits of the surgeon's hands to allow for enhanced visualization, dexterity, precision and safety, as well as decreased blood loss and tissue damage. However, most importantly, since its inception Sacred Heart's da Vinci has not only provided our patients with shorter hospital stays, faster recoveries and better outcomes, but it gives them the opportunity to have these often life-saving procedures done closer to their home and loved ones.

## Spiritual and emotional support

Hospital donors enhance community programs



In direct support of the Mission of the Hospital Sisters, each year **The Healing Place: A Center for Life's Journey's – Sacred Heart Hospital's free grief support and holistic healing center – hosts approximately 215 support groups, client sessions, and presentations, which aid more than 3,600 community members across the Chippewa Valley.** To maintain this initiative, Friends of Sacred Heart Hospital commits approximately \$180,000 annually or roughly \$15,000 per month toward the invaluable programs and services offered by The Healing Place. In addition, the hospital's **Volunteer Partners also contribute approximately \$20,000 each year to The Healing Place, which is raised during their annual Love-Lights Tree Lighting event.** The Healing Place is a community outreach service of Sacred Heart Hospital and provides free services to anyone in the community who has experienced a loss and is in need of spiritual and emotional support. For more information, please call **715-717-6028** or visit [www.sacredhearteauclaire.org/the-healing-place](http://www.sacredhearteauclaire.org/the-healing-place).

## A personal commitment to wellness

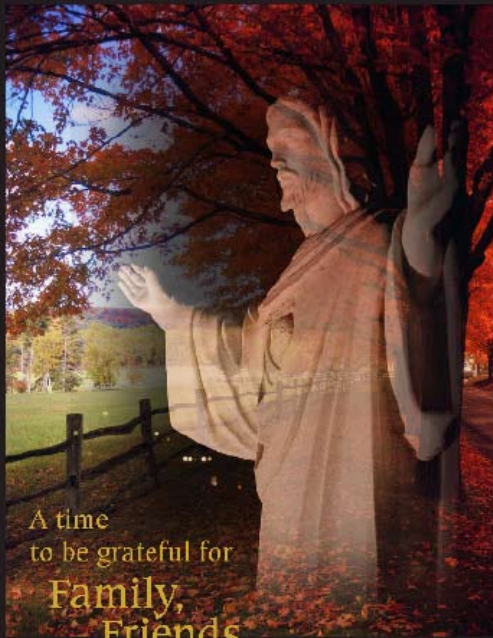
Cardiac Rehab nurses join former patient in walk/run



Cardiac Rehabilitation nurses wear many hats. Besides their roles as nurses, they also serve as educators, coaches and counselors – and, as Tim Espeseth recently found out, workout buddies. After suffering a major heart attack in June, Espeseth, a 50-year-old car salesman from Chippewa Falls, entered the Cardiac Rehabilitation program at St. Joseph's Hospital. In addition to helping him through his cardiac event, his rehab team also emphasized the importance of exercise. Following Espeseth's graduation from Cardiac Rehab and with his cardiologist's approval, **nurses Tennille O'Connor and Mary Pomietlo joined him in the Harvest Hustle 2K run/walk October 16 in Eau Claire.** In fact, they joined forces again for a 5K run October 30 in Eau Claire's Carson Park – along with **Espeseth's wife, Erin – an emergency nurse at St. Joseph's – and doctor, Mahmoud Sharaf, MD, Eau Claire Heart Institute, an interventional cardiologist and member of the Sacred Heart and St. Joseph's hospital medical staff.**

*Above: (from left) Tennille O'Connor, Tim Espeseth and Mary Pomietlo at the October 16 Harvest Hustle in Eau Claire.*

## THANKSGIVING



A time  
to be grateful for  
**Family,  
Friends,**  
and the gift of good health.

At this time of celebrating  
thanks with your family and  
friends....

This card entitles you to a  
**FREE TURKEY FOR  
THANKSGIVING**  
from Sacred Heart  
Hospital.

Distribution will be held in  
the Hospital garage on  
**November 17, 18, 19,  
2010 from 7-8 am, 2-5  
p.m. and from 10 p.m.  
to midnight.**

Please present your card  
when you pick up your  
turkey.

## Security update

### Badge access now required for Emergency Department

According to national statistics, 80% of all assaults that occur within hospitals happen in the emergency department. With that in mind and in the effort to provide the safest environment possible, Sacred Heart Hospital's Emergency Medical & Trauma Center (EMTC) patient treatment area will now require badge access to gain entry. In direct response to a national trend of increased violence in emergency departments, the hospital is taking this precautionary step to secure the EMTC treatment area in order to protect our patients, staff and

physicians.

All colleagues, physicians and allied health staff will have access by using the installed badge access scanners at both the north and west entrances. For access without a badge, please enter the emergency registration area where someone will be able to provide access to the treatment area. Unfortunately, the risk of assault cannot be fully eliminated, but this preventative measure will go a long way in helping to deter violence and allow EMTC staff to continue the mission of the hospital sisters.



## Fire Safety in the Hospital for the Holidays

As we begin the holiday season we want to ensure our environment remains safe for patients, volunteers and staff. Please review these guidelines or if you have further questions, refer to General Administrative Risk Management Policy #20.

1. All decorations shall be artificial, non-combustible and must be labeled flame retardant or flame resistant. No natural cut or live trees, garlands, branches, pine cones, grapevine wreaths or straw decorations.
2. NO extension cords are allowed for lights or devices of any kind. Unplug all electrical items when employees are not on duty in that area.
3. Use only miniature-type bulb lights. They must have a "UL" label.
4. Place decorations to not obstruct exits, exit signs or portable fire extinguishers.
5. Do not place decorations on electrical panels or hang from sprinkler heads. Any hanging decorations must be 18 inches below the sprinkler head.

We all love the upcoming holiday seasons and decorations. Bringing the sense of joy to everyone while maintaining a safe environment and avoiding tragedy is key. Please help maintain fire safety in the hospital for the holidays.

## Social media networking

### Hospitals seeking community perspective

Using social media as another form of communicating to our various audiences, both Sacred Heart and St. Joseph's hospitals' Facebook pages are updated regularly and combined are reaching nearly 600 fans.

- Sacred Heart's YouTube Channel, featuring the recent Cancer Documentary, Dream Your Hospital excerpts, and other patient-focused content, can be reached by visiting [www.youtube.com/user/sacredhearthospital](http://www.youtube.com/user/sacredhearthospital).
- St. Joseph's YouTube Channel, featuring its first three videos of the 'What Matters Most' campaign, can be reached by visiting [www.youtube.com/user/stjoeschipfalls](http://www.youtube.com/user/stjoeschipfalls).
- Both of which will be updated regularly with future television spots, as well as up-to-date educational and patient centered videos.

In addition, a blog-driven microsite has been developed for Sacred Heart and St. Joseph's hospitals to promote ongoing dialogue about the future of health care in the Chippewa Valley, following the Dream Your Hospital events. This microsite can be reached by visiting [www.imagineyourhospital.com](http://www.imagineyourhospital.com).



**WATCH Life After Cancer**  
A DOCUMENTARY  
Watch it **NOW** or on WEAU 13 **November 7, 9:30**

## Heart-warming & educational

### Cancer program documentary available online

"Life After Cancer," a 30-minute documentary focused on the Sacred Heart Hospital and Marshfield Clinic cancer programs, premiered last month and aired again on November 7 on WEAU TV 13. The documentary is also available online by visiting [www.sacredhearteauclaire.org](http://www.sacredhearteauclaire.org) and

clicking on the **Cancer Documentary link**. Health care providers along with patients from Eau Claire, Chippewa Falls and surrounding communities participated in this educational and heart-warming special produced by Jennifer Block, Marketing/Communications Supervisor, Sacred Heart Hospital.

## Home Health & Home Hospice

St. Joseph's Hospital's Home Health and Home Hospice celebrated their 25th and 20th anniversaries respectively with an open house for colleagues, physicians and the community. Several hundred people attended the events at both Sacred Heart and St. Joseph's hospitals and enjoyed lunch, giveaways and learning more about the specialized services now offered through the programs.



Steve Ronstrom, (above left) President and CEO, HSHS Division (Western Wisconsin), testing the new home health tele-monitoring equipment, recently expanded to additional patients in underserved and rural areas with a \$34,200 Wisconsin Public Service Commission grant.