

## BRINGING LIGHT WHERE THERE IS DARKNESS

### Following our Mission in the New Year

*By: Steve Ronstrom, HSHS Divisional President & CEO (Western Wisconsin)*

The foundational mission principles of the **Hospital Sisters Health System (HSHS)** include a commitment to Catholic Identity, Franciscan healing ministry, commitment to local and regional communities, and careful fiscal stewardship. These principles have made possible a bright light of hope in the midst of darkness for many people. As St. Francis of Assisi noted, "All the darkness in the world cannot extinguish the light of a single candle." Last year, 13 HSHS Local Systems in Illinois and Wisconsin created 13 bright candles providing more than \$124 million in Community Benefit and over \$91 million in uncompensated care to patients that did not qualify for charity or public assistance.

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A national recession and rising unemployment last year created unimaginable hardships for many families and individuals, impacting livelihoods and health. In the last six months of 2008, the U.S. stock market experienced its worst year since 1931. As state budgets dipped into the red and philanthropies lost millions of dollars in their endowments, safety nets that protected the poor and vulnerable populations were weakened. During the worst of the crisis, however, large portions of the Catholic health care sector, including HSHS, stepped up their Community Benefit to provide care for the sick and support to those in need.



Steve Ronstrom

#### **Mission-driven excellence**

The most terrible thing that can be said of any of our great American institutions is that, “They forgot their mission.” It is tragic when an organization forgets its reason for being. This past year, the [Wisconsin Forward Governor’s Award of Excellence](#) examiners congratulated [Sacred Heart Hospital](#) for its constant connection to mission. I also commend [St. Joseph’s Hospital](#) for its recent receipt of the [Press Ganey Summit Award](#), a highly coveted award recognizing customer satisfaction. Both of these achievements make me very proud.

Many people in our organization reached out this past year to give their time, talent and resources to improve the lives of the sick and needy in our community. I am especially proud of our colleagues who volunteer help to support the Chippewa Valley Free Clinic in Eau Claire and The Open Door Clinic in Chippewa Falls. Over each month of this economically difficult year, the Free Clinic has experienced record patient visits. Sacred Heart Hospital colleagues volunteered on the board, provided nursing and social work services, assisted with grant writing, and provided \$25,000 in laboratory and radiology services. Thanks to this and other local support, the Free Clinic’s exams, medication and lab tests are provided at no cost to patients. Similar work is done in Chippewa Falls, with numerous colleagues volunteering at The Open Door Clinic, serving on its board and providing free lab work. Located in the First Presbyterian Church on West Central Street, the clinic provides basic health care services to Chippewa County residents who are without a health care alternative. Since the clinic opened in 2006 it has had more than 5,000 visits by more than 1,300 different patients.

#### **Allowing mission to drive care integration**

I also want to thank the physicians, nurses, clinicians, colleagues and volunteers who are dedicated to the Hospital Sisters’ healing mission. The exceptional care delivered by this team is the result of years of working together, guided by our shared commitment and passion for giving our patients and community the best. It is the result of our dedication to serving everyone in need. This strengthens our Care Integration – a smarter way to provide healthcare reform that meets consumer expectations by forming accountable care organizations with Catholic values. This seamless delivery of care integrates Local Systems with physicians and other healthcare professionals. The initiative removes barriers to care, eliminates duplication and waste and creates healthy homes to better care for patients.

Sacred Heart and St. Joseph’s hospitals have been blessed to have people who continually create and reinforce a culture dedicated to a mission of healing the whole person. I am proud that the results of our collective commitment to compassionate care are consistently recognized locally, regionally and nationally.

As we look to the New Year, we are doing all we can to address the changing health care landscape – finding new ways to reduce the cost of health care. We are diligently working to pilot programs and projects that augment healthcare in ways that protect the people of the Chippewa Valley and western Wisconsin.

God puts us all in one another’s lives to have an impact. How we will impact others is up to each of us. In this New Year, amid the cold realities of winter and uncertainty, may we all choose to make deliberate acts of kindness, love and happiness.

May God bless you and your loved ones with health and prosperity in this New Year.

Steve Ronstrom  
HSHS Divisional President and CEO (Western Wisconsin)

## Grand Opening

### Center for Women's Health Celebration

On January 21, [Sacred Heart](#) is celebrating the grand opening of the hospital's Center for Women's Health. The new center, designed specifically for women, offers the latest clinical imaging technologies, procedures, and care for the early detection and treatment of breast cancer. Other technologies in this \$1.1 million investment in patient care include a 3-D ultrasound breast probe – the latest clinical technology for ultrasound-guided biopsies, the region's only 3 Tesla MRI breast imaging service, [full-field digital mammography](#), and bone density technology for the early detection of osteoporosis. Located within the hospital's current [Center for Imaging](#) on the east wing of the hospital, the Center for Women's Health offers comprehensive care in one central, private setting.



**Join us for a  
Ribbon Cutting and Blessing  
11 a.m.  
the hospital's Main Lobby and  
Welcoming Atrium  
formal speeches and tours to  
follow.**

**In addition, a Community Open  
House will follow from 2-4 p.m. in  
the Center for Women's Health. All  
are encouraged to attend.**

## Former Speaker Visits to Discuss Healthcare



Pictured left (from left): Steve Ronstrom, HSHS Divisional President & CEO, (Western Wisconsin); Newt and his wife Callista Gingrich; Fr. Edmund Klimek, Senior Chaplain, Sacred Heart Hospital; and Kamal Thapar, MD, PhD, FRCS(C), Marshfield Clinic, Neurosurgeon at Sacred Heart Hospital; Director, [Brain & Spine Institute](#) at Sacred Heart Hospital; and Medical Director, Tertiary Care Services at Sacred Heart Hospital.

On December 28, Sacred Heart Hospital welcomed Speaker Newt Gingrich, former Speaker of the U.S. House of Representatives and founder of the Center for Health Transformation, for a luncheon with physicians and hospital board members discussing the current state of healthcare. After which, Speaker Gingrich and his wife Callista enjoyed a tour of the hospital's [iMRI](#) and [iCT](#) Smart Operating Suites. As one of only six facilities in the world to have both iMRI and iCT Smart Operating Suites, Speaker Gingrich complemented Sacred Heart as a "World-class facility," specifically noting the hospital's advancements in brain and spinal surgery.

## Senator Vinehout Visits to Discuss Care Integration

On January 4, Sacred Heart welcomed Senator Kathleen Vinehout (31st Senate District-WI) to meet with Steve Ronstrom, HSHS Divisional President & CEO (Western Wisconsin); and Dave Fish, President & CEO, St. Joseph's Hospital, and HSHS Divisional Public Policy Administrator (Western Wisconsin); to discuss Hospital Sisters Health System's Care Integration, support for the state's free clinics, and the Wisconsin-Western Division's role in a regional broadband "Stimulus" project. [In 2009, Congress allocated \$7.2 billion for "Stimulus" Broadband Technology that includes \$4.7 billion to fund projects that will expand access to and adoption of broadband services.] Senator Vinehout shared lunch with Sacred Heart Hospital Directors and spoke about healthcare reform in Wisconsin, then visited [St. Joseph's Hospital](#) to discuss healthcare reform with colleagues, members of the Advisory Council, and representatives of the hospital's Volunteer Partners. The Senator's visit concluded with a tour of the hospital's Intensive Care Center and the construction of their new Emergency Services area.



Sen. Kathleen Vinehout  
(31st Senate District-WI)

## New Sacred Heart Hospital board of directors member appointed



Stephanie S. McCutcheon, President and Chief Executive Officer of the Hospital Sisters Health System (HSHS) and Sister Mary Ann Minor, O.S.F., chairperson of the HSHS Board of Directors, today announced the appointment of a new member of the [Sacred Heart Hospital](#) Board of Directors.

“This is a critical time in medicine and healthcare,” said Stephen Ronstrom, Chief Executive Officer of Sacred Heart Hospital. “We must increase quality, access and safety as well as expand to meet the growing needs of our region and baby boomers. At the same time, we must work to make healthcare affordable for everyone. The Hospital Sisters have served this region for more than 100 years and are dedicated to treating the whole person and providing the best for our patients and our community.”



### New to Sacred Heart Hospital’s Board is:

**Karen Hebert, MBA** – Karen Hebert is a broker with Spectrum Benefit Solutions/Spectrum Insurance Group in Chippewa Falls. Her entire career has been devoted to employee benefits planning, optimizing plan choice, plan financing and employee communications. Karen holds an MBA from the University of Wisconsin-Eau Claire, where she also earned her BA. She is currently a member of the Chippewa Falls Chamber of Commerce board of directors; Chippewa Falls United Way steering committee; Rotary International; and the Eau Claire Regional Arts Council Endowment Trust.

### Sacred Heart Hospital’s established Board members are:



**Robert Krause, Chair** – Bob Krause serves as chairperson of the Sacred Heart Hospital board. Bob is a Certified Public Accountant and an active member of the American Institute of CPAs and the Wisconsin Institute of Certified Public Accountants. Bob’s focus is in accounting, finance and technology. He is a long-time community leader and former member of the hospital’s Advisory Council.



**Jeff Halloin, Vice Chair** – Jeff Halloin serves as vice chair of the hospital’s board. Jeff has been the President of Landmark Company since 1993. Jeff is an attorney and was admitted to the bar in Wisconsin and Illinois. His areas of expertise include legal finance and real estate development.



**Stephen Ronstrom, President** – Steve Ronstrom serves as President of the hospital’s board. He is Sacred Heart Hospital’s Chief Executive Officer and also serves on the board of directors as an ex-officio member for Hospital Sisters HealthCare-West, Inc.



**Sister Marybeth Culnan, O.S.F., Officer** – Sister Marybeth Culnan is Senior VP of Sponsorship/Governance & Regional VP of the Hospital Sisters Health System, a 13-hospital network of which [Sacred Heart Hospital](#) is affiliated. Formerly serving as Sacred Heart Hospital's board chair, Sister Marybeth now serves as an officer. She also serves as an officer on Hospital Sisters HealthCare-West, Inc.



**Sister Janice Schneider, O.S.F** – Sister Janice serves on the boards of directors of Sacred Heart Hospital and [St. Joseph's Hospital](#) in Chippewa Falls. She also serves as Provincial Secretary/Treasurer of the American Province of the Hospital Sisters of St. Francis.



**Julie Furst-Bowe, Ed.D.** – Julie Furst-Bowe is provost and vice chancellor for Academic and Student Affairs at the University of Wisconsin-Stout. She is a sought-after speaker and writer in the areas of higher education, quality and performance excellence, performance improvement, and the Baldrige National Quality Program, a public-private partnership by the National Institute of Standards and Technology and the American Society for Quality. Considered America's highest honor for performance excellence and quality achievement, Julie spearheaded UW-Stout's Baldrige application and in 2001 the university became the first Malcolm Baldrige Award recipient in higher education.



**James Docksey** – James Docksey is a financial advisor and General Partner with Edward Jones Investments in Chippewa Falls and also serves on the board of directors of St. Joseph's Hospital. James has served on the board of Friends of St. Joseph's Hospital for nine years and served as Chair for his last two years. He is a member of the Chippewa Falls Noon Rotary Club and a board member of the Chippewa County Dental Foundation.



**Thomas J. Leinenkugel (Jake)** – Jake Leinenkugel is president of the Leinenkugel Brewing Company in Chippewa Falls and serves on the board of directors of St. Joseph's Hospital. In 1986 he became the fifth generation family member to head the Leinenkugel Brewing Company. He was born in Chippewa Falls, and attended the University of Wisconsin to major in business. He graduated from Pepperdine University with a business degree and served 6 years as a U.S. Marine Corps Infantry Officer.



**Chris Longbella, M.D., Secretary** – Chris Longbella, MD, serves as secretary on the hospital's board. Dr. Longbella is an obstetrician/gynecologist on staff at Sacred Heart Hospital.



**Thomas Peller, M.D.** – Thomas Peller, MD, is a gastroenterologist who has been practicing independently and a member of the medical staff at Sacred Heart Hospital since 1994. He is the current chair of the OakLeaf Medical Network board of directors.

## Father Dunklee Featured in National Publication



Father Lawrence Dunklee, M.Div., MA, Director, Center for Spiritual Care, was recently published in the Health Progress on the topic

of “Communicating the Directives to Physicians.” In addition to serving as a member of the Catholic Health Association’s Theologian/Ethicist Committee, Chair of Sacred Heart’s Ethics Committee, and the Bishop’s Liaison for Health Affairs, Father Dunklee also serves as Director of Mission Integration for Sacred Heart and St. Joseph’s hospitals; ensuring organizational alignment with the mission of the Hospital Sisters. Father Dunklee speaks extensively on healthcare ethics and serves as a bioethics consultant to several hospitals and health care systems. His articles have appeared in many ministry and healthcare publications.

To view the article, please visit: [www.sacredhearteauclaire.org/Choose/MediaCenter/Documents/Media%20Publications/HealthProgress-Fr.Dunklee.pdf](http://www.sacredhearteauclaire.org/Choose/MediaCenter/Documents/Media%20Publications/HealthProgress-Fr.Dunklee.pdf)



## A Commitment to Excellence

### Divisional President Recertifies Fellowship

Steve Ronstrom, FACHE, HSHS Divisional President and CEO (Western Wisconsin), was recently recertified as a [Fellow of the American College of Healthcare Executives](#) (FACHE). The FACHE is the premier credential in healthcare management and demonstrates the highest commitment to excellence for its members. Fellows are required to recertify every three years to maintain fellowship status. By earning recertification, Mr. Ronstrom maintains the integrity of the ACHE credentialing program by exhibiting his ongoing dedication to professional leadership development. Mr. Ronstrom earned his Master’s in Healthcare Administration from St. Louis University, and has since served on several local boards including the United Way, the Economic Coalition, Catholic Charities, Eau Claire Area Chamber of Commerce, and the Wisconsin Hospital Association. By following this lesson of leading by example, the Wisconsin-Western Division will continue to ensure service excellence and fulfill the Mission of the Hospital Sisters.



## Continuing the Lean Journey

In preparation for the upcoming transition to electronic medical records and in response to physician requests, [Sacred Heart Hospital](#)

recently completed a performance improvement project to enhance **orderliness and efficiency of the current paper medical record system**. The Medical Record Reduction Team mapped out the current record system and pulled in the brainpower of physicians, leaders, Nurse Educators, Information Systems, front line nurses and Health Unit Coordinators. **The changes they made improve quality, patient safety, and ease of use by physicians.**

“The key to the success of this project are the Health Unit Coordinators, because keeping a paper medical record in order throughout daily use by multiple caregivers requires constant vigilance,” said Sue Peiffer, Performance Improvement Coordinator. In fact, an audit three weeks after implementation showed organization of the Orders Tab to be at 88%. Congratulations to the team for achievement of this initial performance goal.

Other Lean projects underway at Sacred Heart include **improving timeliness of digital mammography results, patient flow from the EMTC to a bed, medication process safety, full implementation of hotel menu service**, and a Divisional project with [St. Joseph’s Hospital](#) on **registration process efficiency**. As leaders increase their skill and comfort with Lean principles, all areas will be actively involved in Lean initiatives to provide the best possible patient experience.



## new parents doubly blessed with first child of 2010

On January 1, [Sacred Heart](#) was blessed to welcome the birth of the Chippewa Valley's first baby born in 2010. Her name, **Lanae Marie**, who arrived at 2:18 a.m. and was swiftly followed by her fraternal twin sister, **Sydney Lee**, who arrived 13 minutes later. Their parents, Leah Falkner and Shawn Scheffler, were truly blessed to have such a joyous New Year's Day that they will undoubtedly treasure for the rest of their lives. Lanae weighed 5 pounds, 12 ounces and measured 19 inches long, while Sydney was 5 pounds, 11 ounces and 18 inches long. "They're doing well, and they're healthy," said Falkner, 27, of Elk Mound, who also has a 3 year old daughter who has been eagerly awaiting the arrival of new baby sisters. "She'll be my little helper," Falkner added.

Congratulations!



Pictured left: Volunteer Partners Board Past President, Pat Janowitz, presented a bond certificate and hand-knit layette set to the family of the first baby born in the Chippewa Valley in 2010

## St. Joseph's new Urgent Care service well received

On January 2, a new Urgent Care service was launched at [St. Joseph's Hospital](#). Designed for patients with non life-threatening health issues, the service is open from 11 a.m. to 7 p.m. Saturdays and Sundays, and is staffed by board certified Infinity HealthCare emergency physicians. Twelve patients were seen in its first weekend of service with conditions ranged from sore throats and coughs to ear pain and sinus pressure, according to Dezeray Matott, assistant director of [Emergency Services](#). Patients wishing to utilize Urgent Care are asked to report to the Emergency Room for initial triage, ensuring that those with

more emergent needs are still seen in the ER. An advantage of having Urgent Care in such close proximity to the ER is that patients don't need to make the often confusing decision of which level of care is most appropriate for them. Staff can conveniently make the determination for them, Matott said. "It gives the patients a worry-free choice in the care that they need," she added. "They can come to the facility and we decide if it's an Emergency Room or Urgent Care visit. Everything is all right here."



## Patients Benefit from Volunteer Partners' Donation

On December 22, Sacred Heart Hospital's [Volunteer Partners](#) President, Margaret Berg, presented a check to Judy Pielhop, RN, CCRN, Director, Critical Care Services, Sacred Heart Hospital, in the amount of \$10,000 for the purchase of a Hill-Rom® Low Air Loss Mattress. The gift was a portion of the Partners' total \$72,000 donation for capital equipment purchases voted upon at their September 2009 board meeting. "With a strategic priority to prevent the occurrence of bed sores and skin irritation, this mattress will be particularly critical for patients at highest risk for pressure ulcer development that can be very painful and often prolong a patient's hospital stay," said Judy. This technology provides a means of transporting heat and moisture away from the patient, which are the two main causes of pressure ulcers. In addition, it allows pressure redistribution for patient up to 500 lbs., preventing skin irritation and promoting an overall positive patient experience.



Sacred Heart Hospital's Volunteer Partners President, Margaret Berg, presented a \$10,000 check to Judy Pielhop, RN, CCRN, Director, Critical Care Center

## “Save Lids, Save Lives”

At Sacred Heart Hospital, the season of giving spans 365 days each year and 366 on a leap year. To reflect that consistent mission of charitable giving, Sacred Heart is proud to recognize the hospital's Center for [Cancer Treatment & Prevention](#) and 2North-Oncology, who recently collected over 1,200 lids to contribute to the Yoplait “Save Lids, Save Lives” campaign. In return for sending in the lids from their yogurt products, Yoplait donates 10 cents for every lid to the Susan Koman Breast Cancer Foundation. The teams were led by Linda Caillier from the Cancer Center and Kelley Farber, RN, from 2North, who made collection boxes and placed them throughout the hospital. In addition to their collaborative internal efforts, they also went the extra step to make it known to the community of their initiative to save these lids. In response, they received lids from patients, families, and staff, as well as churches and a Girl Scout Troop. Sacred Heart would like to offer a special thank you to all who contributed in this effort.



## Thanksgiving Food Drive Results

- 1,816 pounds of food was donated -  
[Cardiology](#) donated the most with 324 pounds, [Neuro/Peds](#) was next with 236
- 36 turkeys were donated -  
Cardiology donated the most with 10 turkeys, Pharmacy was next with 3
- \$2,366 was donated -  
[Volunteer Services](#) donated \$2,030, Housekeeping staff donating \$256



Thank you to all [Sacred Heart](#) colleagues, physicians, and volunteers who helped make the 2009 Holiday Season a little brighter for local families in need.

## Medicity ProAccess Implementation Benefits

Sacred Heart Hospital has recently rolled out Single Sign-On (SSO), ChartView 5 and is currently training medical staff on Medicity ProAccess. Below are some bullet points on the benefits of these information tools. Please share with colleagues in your area so we can help each other understand and communicate to others the need for change as patient care delivery transitions to be more dependent on electronic processes.

### Single Sign-On Benefits:

- Tracks and manages passwords for the end user
- Empowers the end user to reset their own password
- Improved accountability when accessing applications to ensure HIPAA compliance
- Greater security by preventing non-privileged people from being able to walk up and access computers
- Prerequisite to MEDITECH

### ChartView 5 Benefits:

- Provides a more user-friendly environment for viewing patient charts
- Creates a seamless experience for providers (what they see here is the same as what they'll see from their office)
- Prerequisite to MEDITECH

### Medicity ProAccess Portal Benefits:

- Provides a single web based information portal for Physicians/Providers
- Unified web interface to access hospital based clinical information that previously required accessing multiple internal hospital systems
- Approximately 80% of the most widely used clinical information can be quickly and easily accessed near real time within or outside the hospital

If you have any questions, feel free to contact the Information Systems Help Desk.

*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.