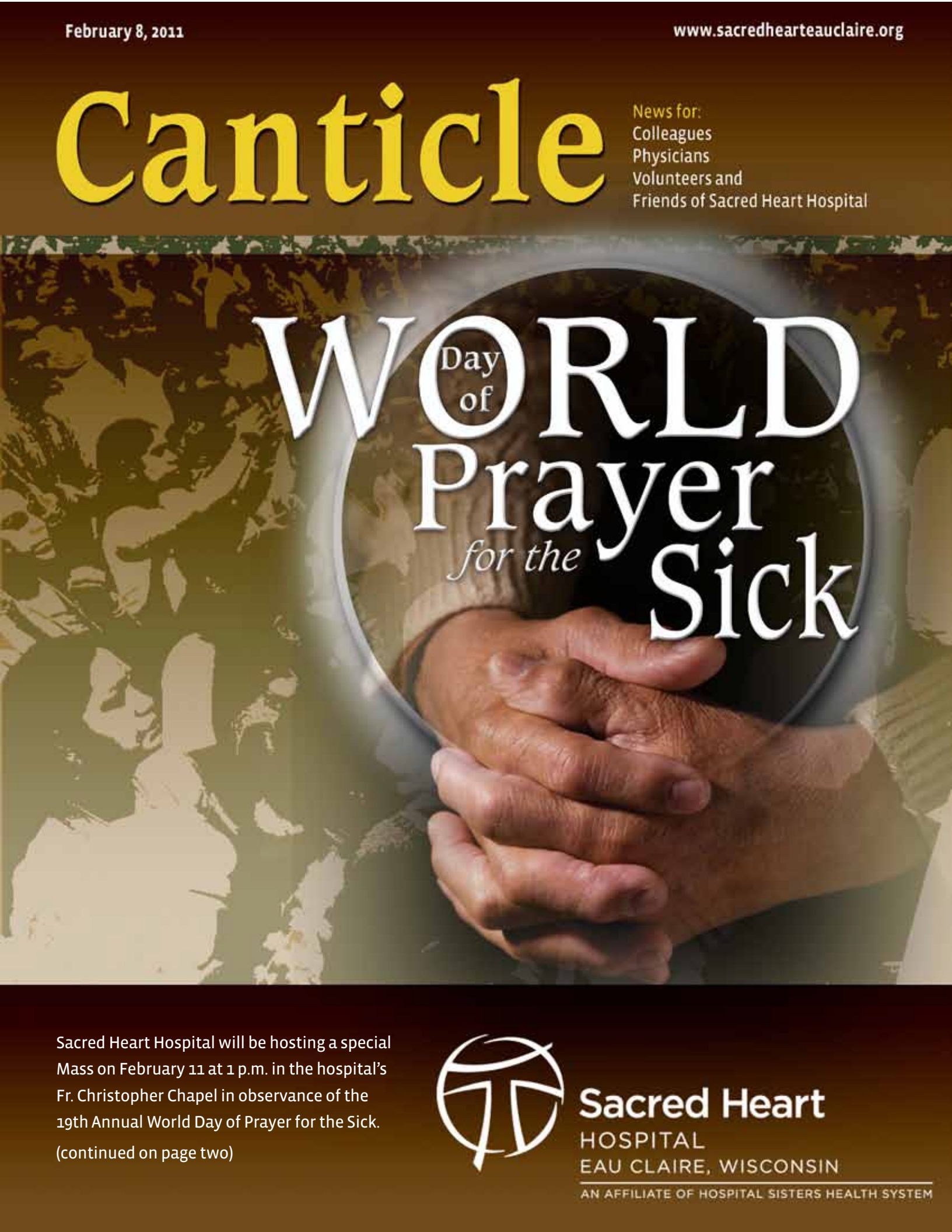


Canticle

News for:
Colleagues
Physicians
Volunteers and
Friends of Sacred Heart Hospital



WORLD Day of Prayer *for the* Sick

Sacred Heart Hospital will be hosting a special Mass on February 11 at 1 p.m. in the hospital's Fr. Christopher Chapel in observance of the 19th Annual World Day of Prayer for the Sick.
(continued on page two)



Sacred Heart
HOSPITAL
EAU CLAIRE, WISCONSIN

AN AFFILIATE OF HOSPITAL SISTERS HEALTH SYSTEM

World Day of Prayer for the Sick

(continued from page one)

The Mass, which will be celebrated by Bishop William Patrick Callahan of the Diocese of La Crosse, will commemorate those who are sick and suffering. The Mass will also be an occasion of prayer and support for the countless caregivers devoted to caring for the sick.

“This is a day in which countless Christian communities throughout the world spiritually gather together to pray for those who are sick and suffering,” said Monsignor Edmund Klimek, Senior Chaplain, Sacred Heart Hospital. “We are honored that Bishop Callahan will be with us at Sacred Heart Hospital to celebrate this special Mass.”

The World Day of the Sick is an annual, globally recognized observance originally designated by Pope John Paul II in 1992.

A reception with Bishop Callahan in the Community Auditorium at Sacred Heart Hospital will follow the Mass. The Mass and reception are open to the public.

Laurel Callaghan, RN, BSN

Miracle of the Month

Tele-Monitoring Saves a Life

Last year, St. Joseph’s Home Health and Hospice received a \$34,000 state grant to expand its Telehealth home monitoring—a program that uses technology and telephone lines to allow nurses to remotely monitor critical vital signs of patients in their homes. A key component of HSHS Care Integration, tele-monitoring prevents avoidable hospitalizations and emergency room visits. Sometimes it saves lives.

Recently, a St. Joseph’s Telehealth Coordinator was alerted by vitals data that indicated a patient had a low pulse rate in the 40s. She immediately called the patient, who lived in a medically underserved rural area a long distance away from the hospital. The patient reported not feeling well but strongly declined to be seen in the Emergency Room. The patient, however, did agree to a home health nurse visit.

After being alerted by the Telehealth Coordinator, a St. Joseph’s Home Health nurse, Laurel Callaghan, RN, BSN, arrived within 45 minutes. When Laurel knocked, there was no response. She immediately opened the door and announced her arrival and found the patient on her bed with legs that were cold and lifeless. Her toes and face were turning blue from lack of oxygen and she was barely able to grasp her nurse’s hands and respond to an assessment. Laurel called 911 and assisted the patient with her home oxygen until an ambulance responded. Family members credited St. Joseph’s Telehealth system and nurses with saving the life of their loved one.

“Telehealth technology helps us identify and treat emerging medical issues sooner and in this instance was instrumental in saving a patient’s life,” commented Debbie Lauer, RN, BSN, Director of St. Joseph’s Home Health and Hospice. “When you combine advanced technology with the expertise, efficiency and quality of care given by our staff, patients win.”

The Telehealth program assists patients suffering from chronic medical conditions such as diabetes, heart failure, and chronic obstructive pulmonary disease. Although not designed to be an emergency notification system, telehealth technology can monitor blood pressure, weight, oxygen saturation, temperature, blood glucose levels, spirometer, peak flow, prothrombin time/INR, ECG rhythm and other information. For many patients, Telehealth technology helps break the cycle of emergency care and hospital re-admissions by providing prompt communication of abnormal parameters and routine trend reports to nurses and physicians.



A Solid Investment

Bi-Plane Angio Suite celebrated with a blessing

On Monday, February 7, Sacred Heart Hospital hosted a Dedication and Blessing in honor of its newly completed Bi-Plane Angiography Suite. The hospital's previous Bi-Plane Angiography equipment was acquired in 2003 and, as the only Bi-Plane Special Procedures Laboratory in Western Wisconsin, served as the primary imaging tool for interventional radiological procedures.

The system enables radiologists to perform a large array of Interventional Radiology procedures in support of multiple strategic service lines, including: Neuro Vascular and Peripheral Vascular imaging, Vascular Access, Angiography/Angioplasty/Stenting, Vertebroplasty, Kyphoplasty, RFI Ablations and the life-saving MERCI Retrieval System.

Technological advancements of new system vs. old include:

- Significantly lower radiation dosage
- 3-D brain imaging capabilities
- Higher resolution imaging
- Faster response time
- More user friendly
- More accurate/sophisticated software applications

In addition, new technology will allow the acquisition of a CT scan feature, which can further enhance the efficiency and safety of procedures. For example, in a chemoembolization, a CT scan can be performed at the same time to confirm that the precise tissue target has been reached. In some cases, this would prevent the need of having to perform an additional procedure; saving time and, most importantly, sparing the patient from undergoing additional radiation testing.

“Representing a \$2.5 million investment in superior patient care, the Angio Suite will provide our patients with the newest, highest quality imaging at the lowest possible radiation dosage,” commented Michael Dillon, Director, Radiology Services, Sacred Heart Hospital. “Our staff and administration here at Sacred Heart Hospital are very excited to continue our tradition of providing the most advanced technology to serve our patients; offering these often life saving, state-of-the-art treatments closer to their homes and loved ones.”

The suite will be available for patient occupancy this week.



Advocacy with Wisconsin Legislators and Governor

Area leaders participated in the Chippewa Valley Rally, January 26 in Madison. The annual Rally is a Chamber Alliance event organized teams to meet with legislators and discuss Wisconsin's budget deficit, health care, education, economic development, infrastructure, freight rail assistance and agriculture. Following the legislative visits, leaders met with Governor Scott Walker to discuss economic development efforts and activities.



Pictured above:

Wisconsin Governor Scott Walker (left) and Skip Gjolberg, Assistant Administrator, Rural Network Development, HSHS Division (Western Wisconsin).

Leadership developments *Hospital announces management appointments*

Community Health Development Hospitals name new Regional Director



Sacred Heart and St. Joseph's hospitals are pleased to announce the promotion of Rhonda Brown to Regional Director of Community Health Development, for HSHS Division (Western Wisconsin). In her new role, Rhonda will provide leadership and execution of new and current community health programming efforts in the Eau Claire and Chippewa county communities. Brown will continue to coordinate Chippewa Health Improvement Partnership in Chippewa County and the expansion of the initiative into the Eau Claire area. Brown will oversee the community needs assessment process and community benefit reporting for St. Joseph's Hospital, as well as continuing her leadership role with the Imagine the Future 2016 visioning initiative that currently is underway at Sacred Heart and St. Joseph's hospitals.



Sacred Heart Hospital is pleased to announce the following leadership appointments:

Catherine Crawley has been named Director of Orthopedics/Surgical. She comes to Sacred Heart Hospital from Cedar Rapids, IA, where she was a nurse manager for two years at St. Luke's Hospital. Prior to that, Crawley was a nurse manager of a general medical acute nursing department at Iowa Methodist Medical Center in Des Moines. Crawley holds a BSN from Blessing-Rieman College of Nursing, a MSN from the University of Phoenix, and a Master of Healthcare Administration from the University of Phoenix.



Jon Buth has been promoted to Assistant Director of Radiology Services. Buth has been a nuclear medicine technologist at Sacred Heart Hospital since 2004. Prior to coming to Sacred Heart Hospital, Buth was a territory manager for Phillips Medical Systems and ADAC Laboratories. He also served as nuclear medicine manager at Methodist Hospital in St. Louis Park, MN. Buth holds a bachelor's in nuclear medicine from the University of Wisconsin-LaCrosse.



Julie Thalacker has been promoted to Assistant Director of Rehabilitation Nursing. Thalacker has been an RN in the hospital's Rehabilitation Services Department for the past eight years. Prior to that, she worked as a travel nurse in various locations throughout the US. Before that, Thalacker was a RN in Sacred Heart's Orthopedics/Surgical Department. Thalacker holds a BSN from the University of Wisconsin-Eau Claire.



Mary Ellen Bliss has been named Interim Director of the Center for Spiritual Care. Bliss has been a colleague of Sacred Heart Hospital since 2006. Prior to joining Sacred Heart Hospital, she worked in the Bishop's office in the Diocese of La Crosse for five years.

Please join hospital administration, physicians, colleagues and volunteers in welcoming these leaders to their new positions within the Sacred Heart family.

Physicians Join Medical Staff

Patient care enhanced with new docs



Sacred Heart Hospital is pleased to welcome the following physicians:

Jan Stauss, MD, Medical X-Ray Consultants

Dr. Stauss is board certified in Radiology and received his medical degree from Ludwig-Maximilians-University of Munich, Germany, in 2003. After serving as Chief Resident at Harvard Medical School Joint Program in Nuclear Medicine, he completed his Diagnostic Radiology Residency at Brigham and Women's Hospital in Boston, MA.



Samuel Essandoh, BSC, MD, Marshfield Clinic - Hospitalist

Dr. Essandoh is a board certified Hospitalist and received his Bachelor of Medicine and Surgery (MBChB) from the University of Science and Technology, Ghana, in 2002. After completing his Internal Medicine Residency at the Columbia University Medical Center, he went on to complete his Fellowship in Pain and Palliative Medicine at Memorial Sloan-Kettering Cancer Center in New York, NY.



Hari Mani, MD, Marshfield Clinic - Hospitalist

Dr. Mani is a board certified Hospitalist and received his medical degree from Thanjavur Medical College, India, in 2004. After completing a junior residency at SRM Medical College Hospital and Research Center of Chennai, India, he went on to complete an Internal Medicine Residency at Interfaith Medical Center at Suny Downstate Medical University in Brooklyn, NY.



Brenton Jenkins, MD, Marshfield Clinic - Eau Claire Center

Dr. Jenkins is board eligible in Obstetrics & Gynecology and received his medical degree from Northwestern University Feinberg School of Medicine of Chicago, IL, in 2006. He completed his Obstetrics & Gynecology Residency at the University of Illinois at Chicago and is a member of the Chicago Medical Society and the American College of Obstetrics & Gynecology (Junior Fellow).

Please join hospital administration, physicians, colleagues and volunteers in welcoming these new doctors to Sacred Heart's Medical Staff.

IT collaboration hospital CEO featured in national magazine

Steve Ronstrom, President and CEO, HSHS Division (Western Wisconsin), was recently featured in *Becker's Hospital Review* magazine. The article, entitled "Engaging Physicians With IT," offers insight about the future of health care delivery. He writes, "A key goal for all hospitals in the next few years is using health care IT to create an integrated care system. Achieving this will help break down the barriers between physicians and hospitals as they link their services and prepare for new payment methodologies on the horizon, such as accountable care organizations." Ronstrom, who has led Sacred Heart for the past 12 years, directed the hospital's transformation from a community hospital to a model regional tertiary care center. While in the midst of developing the organization's next five-year strategic plan, "Imagining the Future: 2016," Ronstrom's focus will continue to be investing in technology, hiring quality physicians and patient satisfaction.

To view this publication, please visit:
<http://www.sacredhearteau Claire.org/content11954>



Supporting America's service men and women

Hospital earns 'Patriot Award'

On January 25, a special award was given to Sacred Heart Hospital from the National Committee for Employer Support of the Guard and Reserve. The award, called "Patriot Award," is designed to recognize employers who support a strong National Guard and Reserve force. Employers qualify for recognition when they practice leadership and personnel policies that support employee participation in the Guard and Reserve.

Ron Mondor, Nuclear Medicine Technologist, and U.S. Army National Guard member, nominated Sacred Heart Hospital to receive the award. "While I was deployed overseas, my father passed away," said Mondor. "Sacred Heart Hospital held a memorial service and invited my family and I really appreciated that. The hospital went above and beyond what I would expect any employer to do. I nominated the hospital for this award on behalf of myself and all of us working at Sacred Heart who are in the military. The hospital treats us like family, and we all greatly appreciate it."

"Sacred Heart Hospital is concerned not just about the bottom line but also about the people who work for them," said Tom Yetter, a local representative for the National Committee for Employer Support of the Guard and Reserve. "The hospital and its leaders are truly deserving of this award."

Reducing, Reusing, Recycling

Sacred Heart earns national GreenCare Award

Sacred Heart Hospital has been recognized as a 2010 GreenCare Organization for taking steps to provide an environmentally friendly facility for patients and the community. This national recognition highlights the commitment of health care organizations around the nation that are striving to practice sustainable medicine.

Created in collaboration with Strategic Sustainability Consulting and co-sponsored by *healthcare insight* and *MD News* magazines, the GreenCare Awards recognize excellence and provide health care organizations across America a platform to share best practices and promote green initiatives and ideas to their community and peers.

"The health and happiness of later generations depend upon our ability today to reduce, reuse and recycle," said Rick Beckler, Director, Hospitality Services, Sacred Heart Hospital, and chair of the hospital's Green Team. "Our concern for ecological responsibility follows from the Hospital Sisters' commitment to a consistent respect for the life and the dignity of the human person, an ethic which extends respect for all creation."

Green Fact:

In 2010, Sacred Heart Hospital reduced, reused or recycled 40% of its waste stream. This is an incredible best practice as only 25% is required for the Environmental Leadership Circle award, the top Practice Greenhealth honor.

Rehab Department getting “REHABBED”

Renovations improve department for patients/caregivers

Thus far representing a \$100,000 investment in patient and colleague satisfaction, Sacred Heart Hospital has nearly completed the renovations to its L.E. Phillips Rehabilitation Services Department. What started out as simply painting the patient rooms and hallways developed into a major facelift of patient rooms, the nurses station, and the hallways. “We’re excited to see our patients and their families step off the elevator as they are immediately greeted by these fresh improvements,” commented Richard Bryans, MA, CCC-SLP, Therapies Director. Patient rooms have been updated with customized whiteboards for key nursing and therapies information, a small drop down table providing a more convenient location to place personal items, as well as new sheet linoleum on bathroom floors to enhance the patient’s healing environment. In addition, Teresa Olson, Speech Therapy, added “I’ve worked here for 20 years and everyday I got off the elevator and saw the same old thing. Now there’s a fresh and clean look and feel when you get to the 9th floor.”



2010
“Critical
Care Crew”

Polar Plunge Reminder: It’s not too late to get involved

As the Eau Claire Polar Plunge’s number one fundraising group for the past 6 years, Sacred Heart Hospital’s “Critical Care Crew” will again be the first team to jump into the frigid waters of Half Moon Lake on Sunday, February 27. The group hopes to build on last year’s success of raising over \$10,000 for Special Olympics Wisconsin, and grow in both participants and fundraising dollars to support programs for young people and adults with developmental disabilities. All colleagues are reminded that it’s not too late to participate either physically or monetarily for this most worthy cause to benefit over 10,000 Special Olympic athletes. The event is held at Carson Park’s Half Moon Beach from noon to 2:30 pm. For more information on how to help the Sacred Heart Polar Plunge Team, please contact Joann Klaus at 715-717-4321.

Community Health Day



Promoting good health
for people of all ages
February 10, 2011

4-7 pm @ the Eau Claire
YMCA

FREE for the entire family

Bring the family to a
fun evening filled with
wellness information,
activities for the kids and
more!

Rally For Life

Liz Carl's Story

Sponsored by Wisconsin Right to Life, Eau Claire Chapter, the featured speaker is Liz Carl, a senior at University of Louisville, KY. She became pregnant by rape at age 17, and then chose to give up her child for adoption. She is now sharing her experience of rape, pregnancy, and healing across the nation. She has had a couple of appearances on national TV, but her presentations have mostly been at pregnancy centers, right to life rallies, universities, and church-related functions. This young lady has shown how to turn an unhappy experience into a good thing and is a great inspiration for other youth. There will also be a short presentation by Melinda Gardner, Director of Eau Claire's APPLE Pregnancy Care Center.

**Sunday, February 13
at 1:30 pm
Sacred Heart Community
Auditorium.**

The event is open to the public with questions and answers to follow, as well as refreshments.

We walk this road together Colleague Giving Campaign Kicks Off

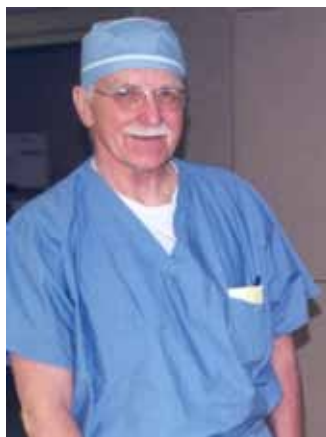
Thanks to everyone who participated in the first week of Sacred Heart's Colleagues Giving Campaign. With a goal of \$88,000, to date the hospital has received \$54,755 in pledges, including 157 people who have made either a one-time gift or one year pledge.

All colleagues are invited to Friends Fridays, which will be held from 11:00am - 1:30pm and 4:30pm - 6:30pm on:
Friday, February 11 (Treacy Hall)
Friday, February 18 (Rotunda)
Tuesday, February 22 (Rotunda)

Please stop by Friends Fridays to pick up your thank you gifts (pens, coupons, lunch bags and/or mugs), play a trivia game for a VIP parking spot and register to win fabulous prizes!



Hero of a Lifetime American Red Cross honors retired physician



Daniel Cavanaugh, MD

Daniel Cavanaugh, MD, has been recognized as a "Real Hero" by the Chippewa Valley Chapter of the American Red Cross. Brave Hearts and Real Heroes are those who demonstrate great acts of courage or selfless acts of kindness for the sake of others.

Dr. Cavanaugh was selected in the category of "Hero of a Lifetime" for his lifelong commitment to providing health care to those in need. His legacy of care and service includes serving as a Marshfield Clinic physician and surgeon, retiring from Sacred Heart Hospital's Medical Staff after 19 years of service, and serving as a US Army Colonel and surgeon (in a Mobile Army Surgical Hospital or MASH unit).

As the primary sponsor of the event, Sacred Heart Hospital was proud to see Dr. Cavanaugh honored publicly, on January 27, at the annual Real Heroes Awards Dinner in Eau Claire.



**American
Red Cross**



Starting them young

newborns receive Packer towels leading up to Super Bowl

At Sacred Heart Hospital, newborn babies are getting initiated as Packer fans before they even head home. Call it "Starting them young." Beginning Wednesday of last week through the Packers' Super Bowl victory Sunday night, each of the 16 babies delivered received NFC Championship towels to accompany them in the hospital's nursery and journey home. In addition, each of these babies received a special Green Bay Packers stocking cap made by the hospital's Volunteer Partners. These Packer caps are also available throughout the football season.

Catholic School Kids Donate Toys to Pediatrics



In celebration of Catholic Schools Week January 30 through February 5, students from the Regis Catholic Schools' Genesis Child Development Center in Eau Claire delivered a large donation of plush toys for pediatric patients at Sacred Heart Hospital. Pictured in the back row (from left) with the Genesis class of four- and five-year-olds are Alecia Acker, RN, Center for Surgical Services, Sacred Heart Hospital, Genesis Teachers Heather Culver, Luke Gower and Jennifer Carey, Gayle Flaig, Administrator of Genesis, and Megan Schemensky, CST, Center for Surgical Services, Sacred Heart Hospital.

Purse Sale

Featuring over 100 Designer Inspired Purses
All priced under \$50!

Wednesday, February 9
7 am - 5 pm
Bishop-Treacy Hall

Community Events

Go Red for Heart Disease & Stroke Awareness

This past weekend, Sacred Heart and St. Joseph's hospitals joined forces with the American Heart Association, Macy's and Charter Communications to offer several free "Go Red" community events for American Heart Month this February. Held on Thursday, Friday and Saturday at Macy's in the Oakwood Mall, activities included heart health presentations by Monica McDonald, MD, FACS, FACC, the newest edition to Sacred Heart's Cardiac Surgery Team, Mahmoud Sharaf, MD, Eau Claire Heart Institute, and Rajesh Maddikunta, MD, Eau Claire Medical Clinic. In addition, Susan Kasik-Miller spoke on the Heart of Healthy Vegetables, Emily Blaskey demonstrated simple exercises participants could do at home, and Jeannie Pittenger spoke on the warning signs of stroke. The event also included numerous heart healthy cooking demonstrations, recipes and cook books, a special Macy's "Go Red" fashion show, two heart healthy happy hours, free blood pressure screenings, and Macy's gave away a \$500 shopping spree in the "Go Red" Texting Campaign. Over 600 community members attended and 50+ colleagues assisted the Center for

Healthy Living in delivering this successful three day event.



Monica McDonald, MD

Spirit of Women Day of Dance

Sacred Heart and St. Joseph's Hospitals will host the First Annual Day of Dance, an afternoon of education, activity, community and celebration. Join us at the Heyde Center for the Arts for numerous free health screenings, dance demonstrations from local dance schools and much, much more!

1 - 5 pm
Heyde center
for the
Arts
Chippewa Falls

Please register by
calling
715-717-1600

Improving the patient experience

Joint Commission Readiness

Joint Commission readiness is not something we do "just in time" before a survey, but is a continual process to ensure quality and safe care for our patients.

The Culture of Safety Survey is just one way we continue to seek information and identify quality and safety measures to improve care. At 74% participation, we'd like to greatly thank everyone who participated. Your feedback is important as Sacred Heart strives to sustain improvements that have been implemented while continuing to develop new best practice standards. Why? It is the right thing to do for our patients!

You may notice a new look to the Patient Rights & Responsibilities Brochure. This has been revised for easier reading, and contains updated information regarding patient visitation rights. The hospital supports the patient's rights to identify a support person who can advocate for their visitation interests. It is our goal to provide the best patient experience, and a visitor's presence may help us in supporting the patient through a difficult time. Please review the contents. It is a great review of how we care for our patients in body, mind and spirit.

Attention Colleagues

Employee Pride Program Kickoff

The Employee Pride Program, sponsored by the Wisconsin Hospital Association (WHA), allows health care employees to celebrate their pride in their work and the contributions they make to their patients, their community, and their profession. Colleagues from all departments are encouraged to participate by creatively expressing in their own words what it is that drew them to health care. This expression can be in the form of a story, poem, or essay. The program is designed to allow colleagues to celebrate and showcase the pride and caring all of us bring to our work and to our community. Colleague entries must be sent to the People Services department by March 12th. The hospital will select one for publication in the WHA Pride Program book. In addition, the winning submission will be eligible for 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.

Additional information will be distributed by People Services and will be posted in all departments. For more information or entry guidelines, please contact People Services at 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.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@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.

