

Experience counts for the region's only Bioness therapy team

More than two years ago, Sacred Heart's [L.E. Phillips Physical Rehabilitation Center](#) made a lasting commitment to patient care with the purchase of the **Bioness L300 and H200 neuro-rehabilitation systems**. "We are very excited to have the opportunity to continue offering this state-of-the-art technology to our patients," commented Carma Koller, Physical Therapist, [Sacred Heart Hospital](#). Today, not only is the **hospital still the only facility in the region** to utilize this leading edge treatment technology, but with seven therapists certified in its use, more than 150 patients experiencing a variety of neurological muscular deficiencies, such as stroke, have benefited from this life enhancing treatment option.

(continued on page two)



Pictured right: Barbara Anibas, Bioness therapy patient and stroke survivor, enjoying her morning therapy session.



where does our

INSPIRATION

Come from?

H1N1: Prevention & Preparedness

hospital hosts community education forum

On Thursday, September 10 at 6:30 p.m., Sacred Heart will host a community forum on H1N1 prevention & preparedness in the hospital's Community Auditorium. The H1N1 virus (Swine Flu) has already infected well over 1 million people in the U.S. and health officials are anticipating a surge of new cases this fall. Join us and learn how to protect yourself and your family.

Local experts will provide an overview of the projected community impact and preparedness from the perspective of the state, county, school district, ethical, and health care provider viewpoint. They will also provide guidelines and recommendations. Time will be devoted for experts to answer questions. Attendees will also receive personal checklists and information resources. The event is free and open to the public.



Pictured above: Carma Koller, Physical Therapist, Sacred Heart Hospital, fitting the Bioness L300 to the leg of Barbara Anibas, patient, who is making great progress since beginning Bioness treatments.

neuro-rehabilitation system

(continued from page one)

“Through highly controlled electrical stimulation, these tools have allowed our therapists to effectively and efficiently treat both inpatients and outpatients who have experienced stroke, closed head trauma, multiple sclerosis, spinal cord, and other serious injuries,” said Carma. The **L300 is a lower extremity unit designed to assist patients diagnosed with a gait abnormality**

known as foot drop, which causes a deficit in turning the ankle and toes upward while walking. The **H200 is an upper extremity unit designed to rest over a patient's hand and forearm**, stimulating muscles to assist with hand movement and grip. “Most importantly, it **allows our patients to live their life more safely and confidently** while improving their muscle strength, independence and quality of life,” added Carma.



2009 GOVERNOR'S AWARD OF EXCELLENCE RECIPIENT

WISCONSIN FORWARD AWARD FOR PERFORMANCE EXCELLENCE

Your best practices include “**a focus on meeting the needs and expectations of both current and future customers**, as well as anticipating the future needs of patients. This focus on obtaining high levels of patient satisfaction, as well as achieving patient loyalty is evidenced by an increase in Sacred Heart Hospital's market share over its nationally recognized competitor. The organization is recognized for its efforts in **caring for the needs of the entire patient community it serves including the poor, uninsured, and underinsured.**”

~ Award letter to Steve Ronstrom announcing **Sacred Heart** as the winner of the Governor's Forward Award of Excellence, the highest achievement level possible under the **Wisconsin Forward Award** (June 22, 2009)



Steve Ronstrom, President, Wisconsin - Western Division, Hospital Sisters Health System





"Together we will continue changing the world, one piece of equipment, one supply and one neighbor at a time."

Bruce Compton, President & CEO, Hospital Sisters Mission Outreach

Aiding those in need

[Hospital Sisters Mission Outreach](#) strives to change the world and be responsible stewards of the environment. During the last fiscal year (July 1, 2008 - June 30, 2009), Mission Outreach donated more than **\$6 million** and **814,000 pounds** of quality medical supplies and equipment to hospitals and clinics that serve the needy around the globe. As part of that, Sacred Heart Hospital's contributions continue to help impact the world and aid the suffering of those less fortunate. In fact, last fiscal year [Sacred Heart](#) donated over 14,300 pounds of vital supplies and equipment to facilities in 15 different countries around the world. "As we begin this new year there will be many opportunities to make a difference throughout the world, said Bruce Compton, President & CEO, Hospital Sisters Mission Outreach.

The what's, why's and how's of Bariatric Surgery Sacred Heart Hospital and Marshfield Clinic host Bariatric Symposium

Sacred Heart Hospital and Marshfield Clinic are co-hosting a Bariatric (weight reduction) Symposium for community members interested in learning more about bariatric surgery options. The event will take place **October 1, 5 to 8 pm in Sacred Heart's Community Auditorium.**

One third of the US population is obese. It's an increasing trend that affects many people right here in Wisconsin. Join us for a free community educational program on the various bariatric surgeries available at Sacred Heart Hospital provided by Marshfield Clinic,

and talk with physicians about the pros and cons of this weight-loss surgery.

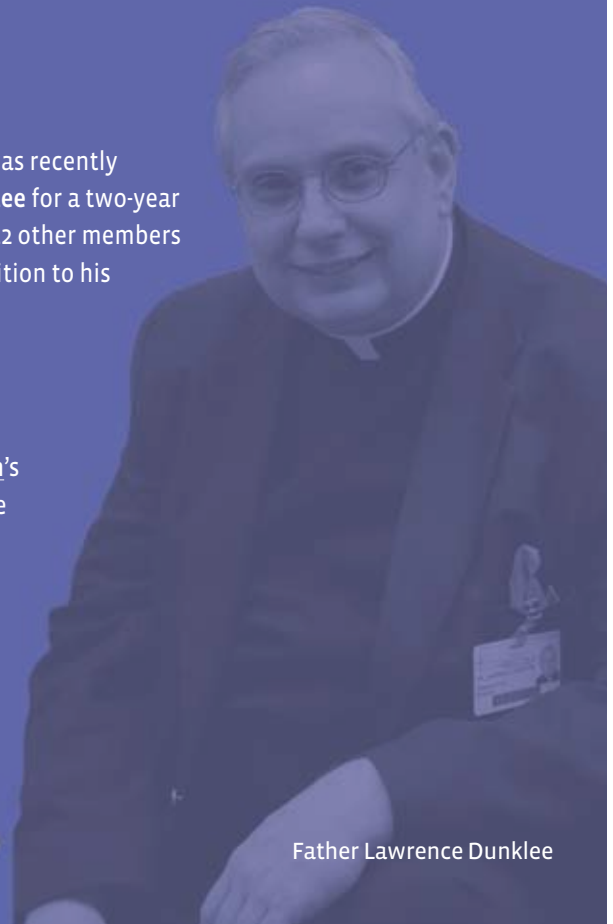
This symposium will discuss who is considered a candidate, the pre-operative evaluation and also potential complications. Learn about this successful weight-loss method. It can help you get more out of life, and for some, it is a life-saving procedure. **Event is free, but pre-registration is required. Please call the Center for Healthy Living at (715) 717-1600 to register.**

Providing a spiritual & ethical guide hospital Reverend earns spot on national committee

Reverend Lawrence Dunklee, MDiv, MA, Director, [Center for Spiritual Care](#), was recently appointed to the [Catholic Health Association's Theologian/Ethicist Committee](#) for a two-year term. This national committee of theologians and ethicists consists of only 12 other members nationwide, as it is a great honor to be invited to join this elite group. In addition to his services with the Center for Spiritual Care, Father Dunklee also serves as:

- Director, Mission Integration, Wisconsin - Western Division
- Chair, Sacred Heart Hospital's Ethics Committee
- Bishop Jerome E. ListECKI's Liaison for Health Affairs.

In June 2009, Father Dunklee co-presented at the [Catholic Health Association's National Assembly](#): "Reverencing God's People, the Earth's Resources and the Mission of the Church"; he was recently published in *Health Progress*, "Communicating in the Name of the Church"; and this November he will be certified in Ethics through the National Catholic Bioethics Center. "With healthcare becoming increasingly more complex due to ever-developing technology, it is vitally important to keep the discussion of ethical principles and values in the forefront," he said. "I am deeply honored to be asked by CHA to serve the Catholic healthcare apostolate through my service on this committee."



Father Lawrence Dunklee

“TRI-for-a-Cure” Triathlon!

On August 30, the Eau Claire Golf & Country Club proudly hosted the **First Annual Triathlon Benefiting Breast Cancer Research**. The event was organized by Hazel Thapar and Mary Lou Cameron. With the assistance of several volunteers from [Sacred Heart Hospital](#), this fun-filled day consisted of 12 teams of four ladies who competed in Tennis, Golf and Swimming. Breast Cancer affects one in eight of our grandmothers, mothers, aunts, sisters, and children. With that in mind, **over \$7,000 was raised** at the event to help find a cure for this horrible disease. **Congratulations!**



Back row: Derek Gentry (left), General Manager, Eau Claire Golf & Country Club; and Hazel Thapar, Event Co-Coordinator and Breast Cancer Survivor. Front row: Pat LuCore (left), RN, Clinical Director, Nursing Management Systems, Sacred Heart Hospital; and Amy Dwyer, RN, MSN, Chief Nursing Officer, Sacred Heart Hospital

Pictured above: Hazel Thapar (left) and her daughter Olivia Thapar

Intensive

Caring

from the heart

Kickball Tournament Benefits the United Way



On August 28 and 29, the “Sacred Heart Saints” participated in the Fourth Annual [Emerging Leaders Kickball Tournament](#) to benefit [United Way of Chippewa County](#) and [United Way of Greater Eau Claire](#). The tournament took place at the Village of Lake Hallie Park Fields, where 14 teams from Eau Claire and 14 teams from Chippewa Falls came together to raise money for a great cause and compete for kickball glory. Most importantly, the tournament **raises over \$10,000 each year** to benefit families in need across the Chippewa Valley. **Congratulations!**

Ragnar Relay Race Benefits Operation Kids



Colleagues of [Sacred Heart Hospital](#), as well as some members of their families, recently took part in the [Ragnar Great River Relay](#) race from Winona, Minnesota, to Minneapolis. The team, “Sacred Heart Attacks,” was made up of 12 members who ran 195-miles along the world-famous Mississippi River. In total the event **raised over \$10,000 for Operation Kids**, who will distribute 100% of the donations to local organizations and programs that benefit the health and fitness of America’s youth. In addition, the team turned some heads doing it, finishing 68th place overall and 3rd place within the corporate division out of 233 teams. **Congratulations!**

Donations Needed “Share a Coat/Linen Drive”

An average of 10 percent of Wisconsin community members live in poverty, according to the U.S. Census Bureau. Though it’s hard to believe, there are folks in western Wisconsin who won’t have warm coats to wear this year. To respond to this chilling reality, Sacred Heart Hospital’s [Center for Healthy Living](#) is again **collecting winter coats and linens now until October 23**, during the hospital’s 2009 “Share a Coat/Linen Drive.” Items needed this year include **new or gently used coats, snowsuits, hats, mittens, boots and scarves, as well as blankets, sheets, pillows and pillow cases**. Items for babies, including **baby blankets, are greatly needed, as are infant and children’s coats**. Drop-off sites are located inside the hospital’s Main Entrance and Cafeteria areas. Items collected will be distributed to those in need on **Saturday, October 24, from 10 a.m. – Noon at Sacred Heart Hospital’s Rotunda**. For more information, please call the Center for Healthy Living at 715-717-1600.

Single paths and special efforts, make up our bright horizon.

presentation recognized dialysis for excellence

In 2006, Sacred Heart Hospital's Renal Dialysis Center was honored as one of the **top ten facilities** for Arterial Venous Fistula (AVF) Best Practices in the Midwest. Three years later, that same dedication to superior patient care was recognized as Mary Richbourg, Supervisor, Dialysis, presented at a Webex for the Renal Network 11. The topic of the presentation was "Working with Surgeons" with respect to improving fistula outcomes. "I was asked by the Network to present on this topic because **Sacred Heart has an impressive history regarding how our surgeons, other doctors, and staff all work so well together** to promote and sustain fistulas for our dialysis patients," commented Mary. In fact, Sacred Heart went from only 19% fistulas in 2003 to over 65% fistulas in only a few years. In addition, Mary continues to be a guest lecturer at the University of Wisconsin-Eau Claire Nursing on Renal topics, and sits on the Renal Advisory Board at Chippewa Valley Technical College.



Mary Richbourg

"Leading Lean in Healthcare"

Hospital leaders completing efficiency training

The [American Society for Quality](#) (ASQ), a national organization founding Lean/Six Sigma practice standards, has partnered with [Sacred Heart](#) and [St. Joseph's](#) hospitals to provide a pilot project to educate leaders in "Leading Lean in Healthcare". Fifteen teams of leaders have participated in a multi-dimensional course design, involving videoconferencing, standard lecture formats, and observational experiences.

"Students" are responsible to:

- critically evaluate the current state of each practice standard
- design a future state that will
 - ~ create better efficiencies, and
 - ~ better experiences for patients served in the areas involved

"Leaders will continue to implement 'Lean' in their own departments, so that a culture of **doing the right thing the first time, without wastes, becomes the usual practice**," said Dawn Garcia, Director, Medical Staff/Quality Improvement, Wisconsin - Western Division. "As 'Lean' becomes the standard of how services are provided, our patients will truly see the difference!" In fact, Sacred Heart was recently honored for their commitment to quality as they received the 2009 Governor's Forward Award of Excellence, the highest achievement level possible under the Wisconsin Forward Award.

"...our patients will truly see the difference!"

Our Changes, could change your life.

Infection control establishes best practice standards

Sacred Heart Hospital is involved in a national [Institute for Healthcare Improvement](#) (IHI) initiative to reduce the number of urinary catheters that are used on patients. This is as a result of recent studies which show that catheters can be a source of serious drug-resistant bacterial infections, causing patient discomfort and delaying recovery. While physicians carefully evaluate a patient's risk, and routinely exercise those measures to reduce infections, certain patients may still develop these opportunistic infections. "Despite the low rate of infections associated with these catheters at Sacred Heart Hospital, the most effective way to avoid them is to reduce the number of catheters used, and the length of time catheters are utilized," said Dawn Garcia, Director, Medical Staff/Quality Improvement, Wisconsin - Western Division. "As a result, a team was established in March to ensure that catheters are used within national clinical guidelines, and that all who are involved in the care of catheters know and use consistent precautions during care."

More answers, more peace of mind

new software enhances the patient/caregiver experience

To provide the **safest, most efficient patient experience possible**, a strategic effort is in process to roll out Meditech and Medicity software across the Hospital Sisters Health System's (HSHS) 13 hospitals.



An acronym for "[Medical Information Technology](#)," Meditech is a Massachusetts-based software and service company that provides programs for electronic medical records to enhance the patient/caregiver experience. Meditech will be replacing the current FAMIS system. The Wisconsin - Western Division is on track to start the Meditech build in December 2009, for a fall 2010 go-live.

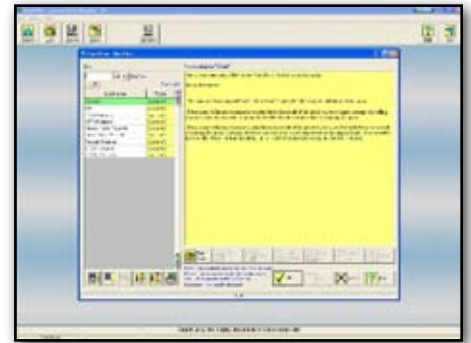
Medicity will make health records of all HSHS **patients more easily and quickly accessible to physicians** using a single web browser based interface. A System wide \$16 million investment over the next five years, this state-of-the art computerized "one stop" portal into the HSHS medical records and imaging systems will be configured to allow physicians to retrieve patient related data across all 13 hospitals, and eventually from partner systems.

Most importantly, **physicians will be able to access and input data from a computer in their offices or a hand-held device** they can use anywhere while maintaining complete HIPAA compliance. Medicity is already live at four system hospitals and will be fully implementation by year's end.

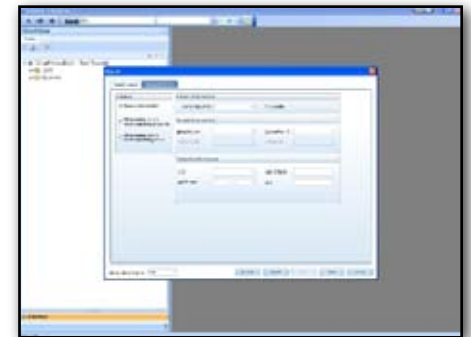
Moving to a New Version of ChartView

In the next couple of months, [Sacred Heart Hospital](#) will be moving to a new version of ChartView, the part of SoftMed used for viewing the patient's medical record. Below are examples of our current version, ChartView 4, and the new version, ChartView 5. The most noticeable change with ChartView 5 is the look and feel, which is similar to that of Microsoft Outlook.

ChartView 4



ChartView 5



Up until now, ChartView 5 has been used primarily by physician offices and available for use by choice on a few of the hospital's medical units. With ChartView 5 being a requirement for the upcoming implementation of Meditech, the Information Systems Department and Nursing Administration will be striving to educate colleagues on the new version. Each department has identified colleagues that will be considered Super Users for ChartView 5. They will receive training between now and the end of October.

We treat cancer with everything we got. And we have everything.

September is Prostate Cancer Awareness Month

Did you know that prostate cancer is the second leading cause of cancer deaths among men in the United States? The month of September is dedicated to raising awareness of this potentially deadly disease through education and motivation.

How common is prostate cancer?

For the general population, a man has about a:

- 16 percent chance (1 in 6) of being diagnosed with prostate cancer
- 3 percent chance (1 in 33) of dying from prostate cancer

The [American Cancer Society](#) recommends regular screenings for prostate cancer for men beginning at age 50, or earlier if there are risk factors present. Always consult your physician before scheduling a prostate cancer screening. For more assistance on whether or not a screening is right for you, a decision guide from the Center for Disease Control and Prevention can be found at www.cdc.gov/cancer/prostate/pdf/prosguide.pdf.