

# Canticle

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

## You MAKE a Difference!

CELEBRATING NATIONAL DOCTOR'S DAY



Sacred Heart Hospital would like to thank its entire medical staff for the high standards of care and compassion they uphold on a daily basis for all of our patients. Please help us in honoring these individuals on Doctors' Day, March 30, for their commitment to quality patient care.

(continued on page two)



**Sacred Heart**  
HOSPITAL  
EAU CLAIRE, WISCONSIN  
AN AFFILIATE OF HOSPITAL SISTERS HEALTH SYSTEM

## Physician Milestones

(continued from page one)

### 40 YEARS



Caesar Gonzaga, M.D.,  
Marshfield Clinic

### 35 YEARS



David Katz, M.D.,  
OakLeaf Medical Network



Irfane Khatib, M.D.,  
OakLeaf Medical Network

# You MAKE a Difference!

#### 30 YEARS

Brett Gardner, M.D., OakLeaf Medical Network  
Robert Hume, D.P.M., OakLeaf Medical Network  
Jeffrey Jones, D.D.S.

#### 25 YEARS

John Drawbert, M.D., OakLeaf Medical Network  
Robert Ridenour, Jr., M.D., OakLeaf Medical Network

#### 20 YEARS

James Geraghty, M.D., OakLeaf Medical Network  
Walter Turner, D.D.S.

#### 15 YEARS

Richard Crane, M.D., OakLeaf Medical Network  
Dean Delmastro, M.D., Marshfield Clinic  
Timothy Gerry, M.D., OakLeaf Medical Network  
Jahn Hansen, M.D., OakLeaf Medical Network  
Jon Konzen, D.O., OakLeaf Medical Network  
Karla Schlimgen, M.D., OakLeaf Medical Network  
Mark Schlimgen, M.D., OakLeaf Medical Network

#### 10 YEARS

Michael Beaudrie, D.O., OakLeaf Medical Network

Dennis Breen, M.D., UW Health Eau Claire Family Medicine Clinic  
Russell Durkee, D.O., OakLeaf Medical Network  
Melissa Emmerich, M.D., Marshfield Clinic  
James Fenno, M.D., Infinity HealthCare  
James Freeman, D.O., Marshfield Clinic  
Peter Hanson, M.D., OakLeaf Medical Network  
Naghma Husain, M.D., Marshfield Clinic  
Andrew Pankratz, D.P.M., Marshfield Clinic  
Nasima Soomar, M.D., Marshfield Clinic  
Somsak Tanawattanacharoen, M.D., Marshfield Clinic  
Patcharin Tanawattanacharoen, M.D., Marshfield Clinic  
Robert Wiedbusch, M.D., Marshfield Clinic  
Benjamin Whitis, M.D., OakLeaf Medical Network

#### 5 YEARS

Timothy Bischof, M.D., Marshfield Clinic  
Ian Dozier, D.D.S.  
Frank LoRusso, M.D., OakLeaf Medical Network  
Jose Padilla, M.D., OakLeaf Medical Network  
Fadi Sabbagh, M.D., OakLeaf Medical Network  
Mark Southard, M.D., OakLeaf Medical Network  
Victoria Vande Zande, M.D., Marshfield Clinic

## And The Award Goes To...

In recognition of National Doctors' Day on March 30, we invite hospital colleagues and physicians to nominate Sacred Heart Hospital doctors for awards in the following categories:

- **Fastest Response to a Page**
- **Best Teacher**
- **Best Team Builder**
- **Most Spirited**
- **Best Sense of Humor**
- **Most Involved in the Community**
- **Best Represents the Hospital's Care Values - Respect, Care, Competence and Joy**

Colleague Ballots are available in the Cafeteria, and Physician Ballots are available in the Physician Lounge. Ballots may be cast until April 1 by placing the completed ballot in an official ballot box located in the Cafeteria and Physician Lounge. Winners will be announced soon!

## Congratulations! Colleagues move to HSHS!

### New System Director of Food & Nutrition and Environmental Services



Rick Beckler

Faye Deich, Chief Operating Officer, Sacred Heart Hospital, is pleased to announce that Rick Beckler has been invited to serve as Director, Food & Nutrition and Environmental Services for the Hospital Sisters Health System (HSHS) effective April 25. Reporting directly to the HSHS Vice President of Supply Chain Services, Rick's responsibilities will include having direct oversight of the partnership relationship between HSHS and the contracted management company overseeing the Food/Nutrition and Environmental Services programs

throughout the System. In addition, he will provide leadership and guidance to each of the local systems in all aspects of Food/Nutrition and Environmental Services.

Rick will also be responsible for leading and coordinating all Reverence for the Earth (Green Team) and Sustainability activities throughout the System. He will also continue to be involved in the "Buy Local" initiatives at each HSHS facility. Rick has been at Sacred Heart Hospital for the past 16 years as the Director of Hospitality Services. He has been responsible for the Aramark management agreement that includes Housekeeping, Nutrition Services and Laundry. Rick will continue to live in Eau Claire and his office will still be located on the Sacred Heart campus. Please join us in congratulating Rick and wishing him happiness and success in his new opportunities.

### New System Grant Program Manager

Sacred Heart Hospital is proud to announce that David Mortimer, M.Div., has accepted an invitation to serve Hospital Sisters Health System (HSHS) as Grant Program Manager. For the past six years, David has served both Sacred Heart and St. Joseph's hospitals as a Marketing Writer. In that time, he helped spearhead many hospital initiatives, including:



David Mortimer

- Sacred Heart's Baldrige National Quality Program Award and Wisconsin Forward Award (contributing to the hospital being honored with the Governor's Forward Award of Excellence in 2009).
- In 2009/2010, David helped secure \$3 million in successful grant funding for HSHS Divisions (Eastern and Western Wisconsin), St. John's Hospital in Springfield, Illinois, and community organizations such as the Chippewa Valley Free Clinic.
- As a member of Sacred Heart's Green Team, David assisted with HSHS Division (Western Wisconsin)'s local food initiative that made Sacred Heart and St. Joseph's hospitals national leaders in hospital-supported agriculture.

In this new System-wide position, David will utilize his 20 years of experience managing grants to develop and manage System, Division and Local efforts to obtain government and private grant support for the *Care Integration Strategy* and other advocacy priorities. He will be based on the Sacred Heart campus, but will spend considerable time at the System Services Center in Springfield, Illinois and at the 13 Local Systems throughout Illinois and Wisconsin. Please join us in congratulating David and wishing him happiness and success in his new position.

## Physician recruitment Hospital welcomes new physician to medical staff



Dr. Jeffrey Block,  
Marshfield Clinic - EC Center

Sacred Heart is pleased to welcome Jeffrey Block, MD, MS, FACS, Marshfield Clinic - Eau Claire Center, to the hospital's Medical Staff. An ear, nose and throat physician, Dr. Block is board certified in Otorhinolaryngology and earned his medical degree from the University of North Dakota School of Medicine. He completed his otolaryngology residency at Louisiana State University Medical Center and is a member of the American Medical Association, American Academy of Otolaryngology, and American College of Physician Executives, as well as a Fellow of the American college of Surgeons. Dr. Block is extensively published and comes to Sacred Heart Hospital after most recently serving at BayCare Clinic - Ear, Nose & Throat in Green Bay. Please join Sacred Heart administration, physicians, colleagues and volunteers in welcoming Dr. Block to the hospital's Medical Staff.

# Spreading

# Joy

On March 9, dozens of patients at the Center for Cancer Care at Sacred Heart Hospital received daffodils, as part of the American Cancer Society's Daffodil Days program. The flowers were purchased by Sacred Heart Hospital and donated to the Cancer Center to brighten the day for area cancer patients.

In substitution of the daffodils for patients in the hospital's Oncology Department, where live plants are not prohibited, colleagues distributed daffodil bears to every patient.

## Daffodils bring hope to cancer patients

"The American Cancer Society's Daffodil Days is something the patients look forward to every Spring," commented Georgia. "The Cancer Center is very grateful to the Sacred Heart leadership and the Hospital Sisters for their ongoing support, which allows us to provide the bouquets and the bears, as well as our top notch technology and treatment capabilities."



*Bob Hempelman, received a daffodil bear from Paula Probst, BSN, OCN, Director, Oncology, Sacred Heart Hospital.*



*Kathleen Addy, pictured here with Georgia Smith, RN, MHA, OCN, Director, Center for Cancer Care, Sacred Heart Hospital.*



*Andrea DeMars (left) and Amy Zawacki, Regis High School seniors, deliver activity bags to Sacred Heart's Oncology patients.*

## Students Donate Gift Bags to Oncology

On March 11, two Regis High School students donated 60 activity bags (50 for adults and 10 for children) to the patients of Sacred Heart Hospital's Oncology Department. As an initiative for National Honor Society, the bags contained a notebook, a flowered pen, a puzzle book, candy, a bookmark with a prayer, a deck of cards, and a hand game. The students said they wanted to do a project that would benefit a lot of people during a time they needed it the most. They added that it was very powerful

to see how one small thing could make somebody's day, and that distributing them was one of the most fulfilling things we have ever done. Sacred Heart would like to thank these students and all who contributed to the project.

For more information about donating items to Sacred Heart's Oncology Department, please contact [Paula Probst](#) at 715-717-4153.



## Renovations Completed Orthopedics/Surgical Department Enhances Services

Sacred Heart Hospital is proud to announce the completion of its newly remodeled 7th floor Orthopedics/Surgical Department. Representing an investment of \$709,000 in patient safety and satisfaction, these new renovations include a complete remodeling of the visitor lounge with new flooring, pictures, and furniture; remodeling four rooms with equipment to better and more safely serve our bariatric customers, including new wooden cabinetry, beds, chairs, lifts, and hygiene-related equipment; as well as major revisions in the bariatric bathrooms, including laminate wood flooring and special toiletry equipment. Also, all other patient bathrooms received new flooring and all hallways and patient rooms were refreshed with new paint. In addition to these renovations, the current satellite nursing stations are being redesigned for enhanced workflow processes. This will allow nurses to spend more time at the bedside and let patients know that their nurse is right around the corner at any given moment. “We are very excited to provide these services to our patients,” commented Cathey Crawley, MSN, MHA, Director, Orthopedics/Surgical, HSHS Division (Western Wisconsin). “The patients and staff have been pleased with the difference the upgrades have made in the level of comfort and safety we provide here at Sacred Heart—and there is more to come!”

## Taking St. Joseph’s Hospital to a NEW LEVEL

St. Joseph’s Hospital has welcomed exciting new technology in March – including a very powerful MRI and nearly instantaneous ER Radiology machine on first floor, and two hyperbaric chambers that fill with 100 percent oxygen for St. Joseph’s Center for Wound Care and Hyperbaric Medicine. Each service area will host an open house to educate and show off the new machines.

Colleagues have an opportunity to view the new technology in the Radiology Service Area from 11 a.m. to 1 p.m. Wednesday, March 23. Refreshments and snacks will be available.

Colleagues and community members will be treated to a tour of the new St. Joseph’s Wound Care and Hyperbaric Medicine area from 3 to 6 p.m. Tuesday, April 12.



## Take the Heart Aware Assessment 7 minutes may save your life!

Sacred Heart Hospital is proud to offer Heart Aware services, an online evaluation of heart health. This convenient tool allows hospital colleagues and community members a chance to have their heart assessed in seven minutes. The goal is to identify a person’s risk for heart disease and help those individuals take steps toward preventing a heart attack. At the end of the assessment, individuals are offered a report on their heart disease risk factors. If two or more risk factors are identified, they may be offered an on-site screening. This program is for screening purposes only and not a substitute for medical care. Since February 1, 2011 over 650 people have accessed the online tool. At risk individuals have been scheduled for on-site screenings with the Heart Aware coordinator, Doni Norberg, since March 1. If you are interested in taking the heart assessment, click on the Heart Aware icon on the hospital’s website at [www.sacredhearteauclaire.org](http://www.sacredhearteauclaire.org).



### Symptoms of a heart attack include:

- chest discomfort
- pain in the arms, back, neck, jaw, or stomach
- shortness of breath
- cold sweats
- nausea and/or lightheadedness
- 

If you think you may be having a heart attack, call 911 immediately.

## Providing The Highest Level Of Care

### Cardiology Nurse Earns Progressive Care Certification



Tracie Weber

Sacred Heart Hospital is dedicated to providing the communities of western Wisconsin with the highest level of trained professionals to care for you or your loved ones during often the greatest times of need. For that reason, Sacred Heart is pleased to announce that Tracie Weber, RN, Cardiology Department, Sacred Heart Hospital, recently received her Progressive Care Certified Nurse (PCCN) accreditation. The PCCN examination is a two and a half hour test consisting of 125 multiple-choice items focused on the care of the adult acutely ill patient. “Achieving this certification promotes the continuing excellence of nursing within our progressive care unit,” commented Darla Derks, RN, PCCN, CSC, Director, Cardiology, Sacred Heart Hospital. “It not only validates Tracie’s commitment to quality care to peers, patients and their families, but most importantly, it demonstrates her ability to always provide the highest level of care during that critical moment when it matters most.”

## March is National Social Work Month

### Do you know what a Social Worker ‘s job is like?

Social workers in the Case Management Department are from left to right: Student Intern- Melissa, Rhonda Olson, Maria Lloyd and Jessica Krueger. Missing- Katie Harris & Wendy Deering. Weekend Social Workers- Amy Olson, Ann Doughty & Michelle Brown. Social Workers in Behavioral Health: Mark Loughridge & Holly Bushbeck



#### There are three main types of social work:

- *Child, family, and school social workers.* Some of these workers find foster homes for abused or neglected children. They can help parents learn how to care for children better. Other social workers help with adoptions. Social workers in schools give students and teachers advice about behavior problems, and social problems. Other social workers help elderly people and their families.
- *Medical and public health social workers.* These workers help people who are sick or who have health problems. One of the ways social workers help is by finding resources for people.
- *Mental health and substance abuse social workers.* These workers are sometimes called clinical social workers. They help people with mental illness or drug or alcohol abuse.

Sacred Heart Hospital is very proud to recognize its Medical and Mental Health Social Work colleagues who perform crisis counseling and resource referral to our patients. Examples are: assistance with nursing home placement, guardianship, transportation. Referrals for medication assistance, meals on wheels, counseling and other community resources.

## March is National Colorectal Cancer Awareness Month

Colorectal cancer can affect both men and women and it is the second leading cause of cancer-related deaths in the United States. Despite its high incidence, it is one of the most detectable and if found early enough, most treatable forms of cancer. The risk of developing colorectal cancer increases with age. More than 90% of the cases occur in people aged 50 or older. Routine screenings save lives, as many as 60% of deaths from this cancer could be avoided.

The Center for Digestive Disease at Sacred Heart Hospital is designed to provide superior screening and early intervention for colorectal cancers. Our patient-focused staff provides personalized, quality care to patients on both an inpatient and outpatient basis. Our talented medical staff includes physicians board-certified in gastroenterology, nurses experienced in endoscopy nursing with certification in Advanced Cardiac Life Support and endoscopy technicians who are trained to assist physicians and maintain the integrity of the scopes.

If you are 50 or over, ask your physician if it’s time for your colonoscopy.

## Service Tip of the Week

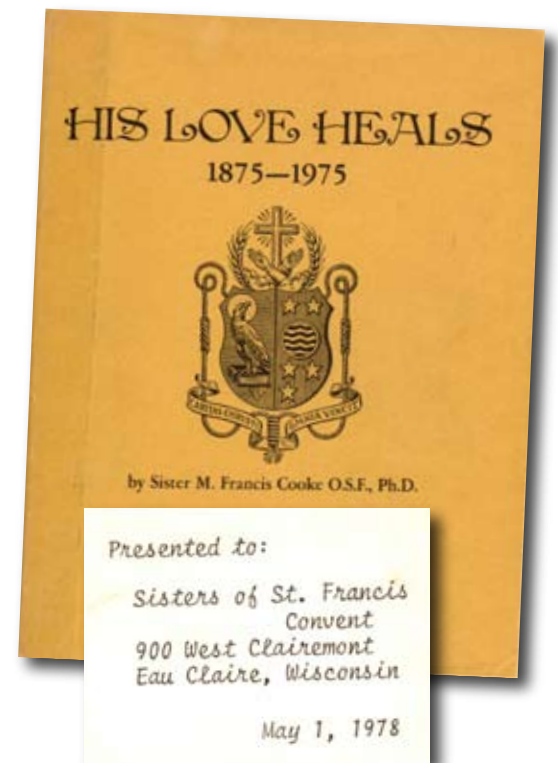
**SHHHH signs have been placed at select locations to help remind everyone of the impacts excess noise can have on patient care**

Please remember to keep communications at the lowest effective decibel at all times. It is with each colleague keeping this quality care standard top of mind that Sacred Heart Hospital will continue to provide the highest quality patient experience to carry on the Mission entrusted to us by the Hospital Sisters. Thank you in advance for your compliance.



## The “Cooke” Book Returns Home

During a hospital board meeting this month, Sister Gertrude (Trudy) O’Connor, OSF, delivered a copy of a keepsake copy of His Love Heals, a history of the Hospital Sisters of St. Francis and their Local System hospitals in America, to the Communications Department to be placed in the historical archive. The history was written by Sister M. Francis Cooke, OSF, PhD, and published in 1977.



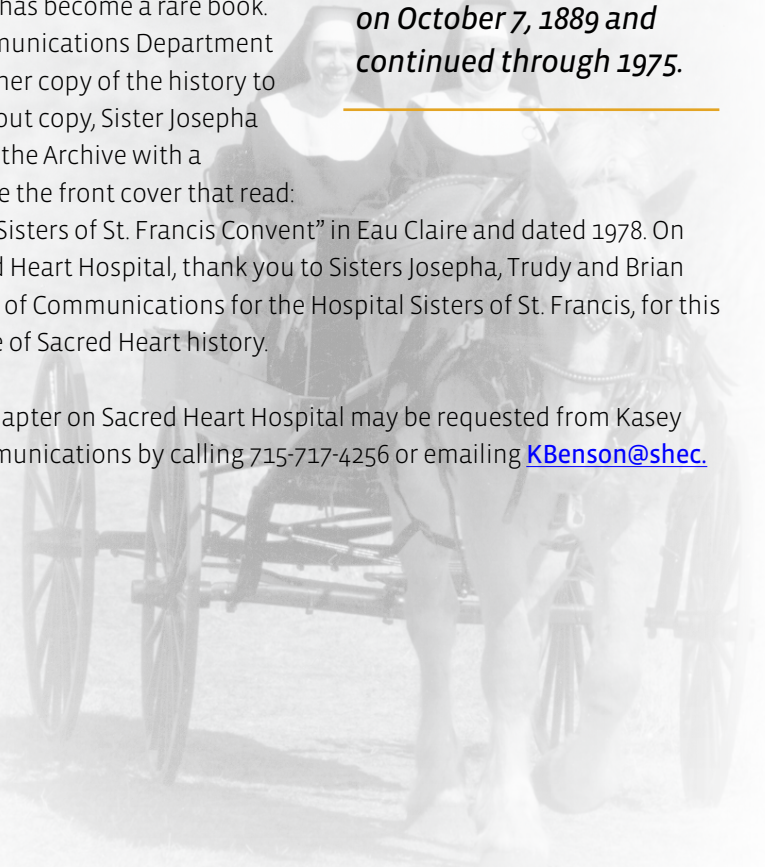
Kasey Benson, Communications Specialist, recalls Sister M. Francis Cooke visiting over three decades ago to spend about a month in Eau Claire to research and write the chapter on Sacred Heart Hospital. The copy was found by Sister Josepha Schaeffer, OSF, who serves as the Motherhouse Archivist in Springfield, Illinois. Because the book is out of print and only a limited number of copies were printed, it has become a rare book. When the Communications Department requested another copy of the history to replace a worn out copy, Sister Josepha found a copy in the Archive with a bookplate inside the front cover that read: “Presented to: Sisters of St. Francis Convent” in Eau Claire and dated 1978. On behalf of Sacred Heart Hospital, thank you to Sisters Josepha, Trudy and Brian Blasco, Director of Communications for the Hospital Sisters of St. Francis, for this important piece of Sacred Heart history.

Copies of the chapter on Sacred Heart Hospital may be requested from Kasey Benson in Communications by calling 715-717-4256 or emailing [KBenson@shc.hshs.org](mailto:KBenson@shc.hshs.org).

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***The chapter on Sacred Heart Hospital is 15 pages in length and begins with the Sisters arrival on October 7, 1889 and continued through 1975.***

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# Mark Your Calendar

Fun for the whole family!

Sunday, April 10  
11 am - 4 pm  
Eau Claire Indoor Sports Center

Sacred Heart Hospital  
**CARES**  
about Kids!

## Kids Korner

### Xcel Energy's Kids Expo 2011

It's that time of year again, all are invited to bring your family and join the fun at Xcel Energy's 2011 Kids Expo. Don't forget to stop by Sacred Heart Hospital's booth. Enjoy fun activities and giveaways! In addition, the Safe Kids Chippewa Valley booth will sell toddler to adult-sized bike helmets (\$8 each) that will be properly fitted at the event. Other Expo activities include:

**Entertainment Stage, Family and Youth Marketplace, Food and Concessions, Musicians, Face Painting and Tattoos, Games and Activities, Family Program and Activity Information, Dancers, Inflatables, Fun Prizes and Indoor Recess!**

A limited number of FREE tickets are available by calling Shannon Portell in Communications at 717-1627. Keep in mind that the free tickets are first come, first served, and they go quickly!

## Parenting a child with a disability

The Healing Place: A Center for Life's Journeys, Sacred Heart Hospital's Free grief support and holistic healing center, is partnering with The Gene Pool, United Way and the Eau Claire Area School District to offer an all-day retreat on parenting a child with a disability.

This Free program, called "But I Didn't Sign Up for This," is open to parents, family and caregivers, and will take place April 16, 9 a.m. to 3 p.m. at the Eau Claire School Administrative Building, 500 Main Street, Eau Claire (check in at 8:45 a.m.).

A complimentary lunch will be provided and program topics will include: the journey from loss to love; friendships and relationships; time, money and other resources; and how to transition from surviving to thriving as a family. This event is free, but advanced registration is required by April 11. Please call The Healing Place at 715-717-6028 to register.



## Relay for Life

"A huge compassionate support group..."

The American Cancer Society's Relay For Life is a unique celebration of life in honor and in memory of those whose lives have been touched by cancer. It has been described as a "huge compassionate support group" - a place where friends, family and loved ones join to celebrate survivorship and to honor those who have lost the battle. With a theme this year of County Fair, the Relay For Life involves teams of 8-15 people who take turns walking or running around a track all night long. A party-like atmosphere prevails as team members camp out for the duration of the event to enjoy music, food, fun, entertainment and activities while building camaraderie with fellow teammates and participants. Money is raised through team commitment fees and an individual goal of \$100 in donations secured from family, friends, companies or corporations. As a sponsor of this annual event, Sacred Heart Hospital would like to remind you that all are welcome to participate in this wonderful event.

**June 3 - 4, 2011 at the Eau Claire Expo Center**

**For more information, please visit:**  
[www.relayforlife.org/eauclairewi](http://www.relayforlife.org/eauclairewi)

## Retirement Announcement



Pat Hauser

On March 31, Pat Hauser will be retiring after providing 42 years of dedicated service to Sacred Heart Hospital and the Hospital Sisters. She takes with her a wealth of experience after serving in various areas throughout the hospital. Pat has excelled in her role as Inventory Buyer for Materials Management. As an outstanding problem solver, Pat continually looked for ways to improve efficiency in her department. Her top-notch customer service skills will be missed. Pat is looking forward to enjoying her free time during this new chapter in her life. With great appreciation and gratitude, Pat, we wish you all the best in the future.

*Congratulations!*

## Sacred Heart Hospital Credit union Annual meeting

Wednesday, April 13, at 6:30 pm  
Sacred Heart Hospital Auditorium

- If you would like to become a Board Member of the Credit Union, contact us by April 1.
- Election of Board Members will take place along with a review of annual results.
- Refreshments and light snacks will be served.
- Drawing for door prizes (must be present to win).

You must pick up a ticket in the credit union office by April 6 to attend and enter drawing.



### Featured Promotion

- **Visa Promotion 6.99% APR**
- **Valid balance transfers, cash advances and new purchases**
- **Promotion valid for six months**
- **No fees**

## Colleague Healthy Home

### On-site Biometric Screening – only a few days left!

Screeners will be in the Rotunda 6:30 am – 10:30 am on the following dates. Please arrive a few minutes early and be sure to FAST for 8 – 10 hours prior to this test taking only prescribed medications with water:

- **Tuesday, March 22**
- **Wednesday, March 23**
- **Thursday, March 24**

**If you have NOT completed the health risk assessment, you still can; however, please note the following guidelines:**

- Complete the on-line Health Risk Assessment at [www.hshshealthyhome.org](http://www.hshshealthyhome.org) prior to participating in the biometric screening.

You are able to participate in the on-line assessment through the end of March, but the on-site screenings are only offered through March 24. If you have issues logging on or forgot your password or username, please contact Healthways Customer Support Team at 866-366-9035.

- Spouses who are enrolled in the health insurance plan can also participate.
- Once you are logged in, click on Assess My Health and complete your Health Assessment.
- Print your onsite Screening Boarding Pass and bring it to your Health Screening appointment. If you forget this paper the day of your screening – please be sure to have your name tag to check in with the receptionist in the Rotunda.

We are the leaders in many areas within HSHS, we want to be the leaders in participation as well! If you have questions about any of the following – please contact Marcia Arneson at 1400.

*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.