

# Canticle

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

## It's a BLESSING

Hospital Hosts Annual  
Blessing of the Animals

(continued on page two)



Sacred Heart  
Hospital

AN AFFILIATE OF HOSPITAL SISTERS HEALTH SYSTEM

## Blessing of the Animals

(continued from page one)



On Sunday, October 2, Sacred Heart Hospital hosted its 13th annual "Blessing of the Animals." The service took place on the west lawn of the hospital, where Father Edmund Klimek, Senior Chaplain at Sacred Heart Hospital, and Father James Arthur, Hospital Chaplain, offered blessings to more than 80 attendees' animals during a brief prayer service.

Held in observance of The Feast Day of St. Francis on October 4, the event was free and open to the public. St. Francis of Assisi, The Patron Saint of Sacred Heart, was a man who served, administered to and spent his life caring for the poor, the under-served and the downtrodden. His love of all God's creatures also extended to animals. It is in honor of this love and in the spirit of this great saint that we offer this unique, ecumenical event.



## Enhancing Patient Safety Flu Vaccines Must be Received by October 15

As part of the ongoing commitment for Hospital Sisters Health System (HSBS) to protect patients from the flu virus, Sacred Heart Hospital has requiring all employees and volunteers to get a flu vaccination by October 15.

"So far, nearly 75% of our colleagues have been vaccinated against the Flu virus—not including our physicians, volunteers or contractors," commented Vicky Anderson, RN, Colleague Health Nurse, Sacred Heart Hospital. "As a colleague, you never know who you may come in contact with in a hallway, the cafeteria, or while delivering care. That's why it's important that each of us are vaccinated, because our patients deserve the healthiest environment possible. In addition, receiving the vaccination will help keep our colleagues healthy throughout the Flu season, allowing them to stay healthy and deliver the quality, compassionate care that is the hallmark of Sacred Heart Hospital."

Influenza is a highly contagious respiratory illness that affects about 5 to 20 percent of the U.S. population. According to the U.S. Centers for Disease Control, more than 200,000 people are hospitalized for flu-related complications and an average of 23,600 people die from the flu in the U.S. each year.

For the small number of colleagues with a documented medical contraindication or an objection to the vaccine based on a religious belief, there will be a process that allows them to decline the vaccine. The process will require that those who decline the vaccine to wear a mask at work. Every employee and volunteer who receives the vaccine will get a special sticker placed on their ID badge so that patients, visitors and colleagues know they've been immunized.

Since September 19, Sacred Heart has offered free flu vaccine clinics for staff, volunteers and physicians. Physicians not employed by HSBS cannot be required to get a flu vaccine, but are encouraged to get one to help prevent the spread of the flu to their patients. Students and contractors who regularly work in the hospital are also required to show proof of immunization or wear a mask.

### Remaining Seasonal Flu Vaccine Schedule:

October 12 Conf. RM 5: 7 - 9 am,  
10:30 am - 12:30 pm, 2 - 3:30 pm  
October 13 Conf. RM 5: 7 - 9 am,  
10:30 am - 12:30 pm, 2 - 3:30 pm  
October 14 Conf. RM 5: 7 - 9 am,  
10:30 am - 12:30 pm, 2 - 3:30 pm



## Innovative, Life-Saving Treatments

### Stroke Program Celebrates 1,000th Patient, Joint Commission Recertification

In addition to receiving outstanding commendations while recently earning Joint Commission recertification as a Primary Stroke Care Center, Sacred Heart Hospital's Stroke Program recently treated its 1,000th patient. The patient was first seen at St. Josephs Hospital in Chippewa Falls before being transferred to Sacred Heart. Here, he was treated with IV Tissue Plasminogen Activator (tPA), an innovative clot busting medication that can dramatically decrease or even prevent post stroke deficits.

"Fortunately, this was a great example of the perfect scenario for stroke care," said Jeanne Pittenger, RN, CNRN, Stroke Program Coordinator, Sacred Heart Hospital. "What a great feeling to give this person the gift of opportunity. He now has the ability to change what his body is telling him he is not doing right."

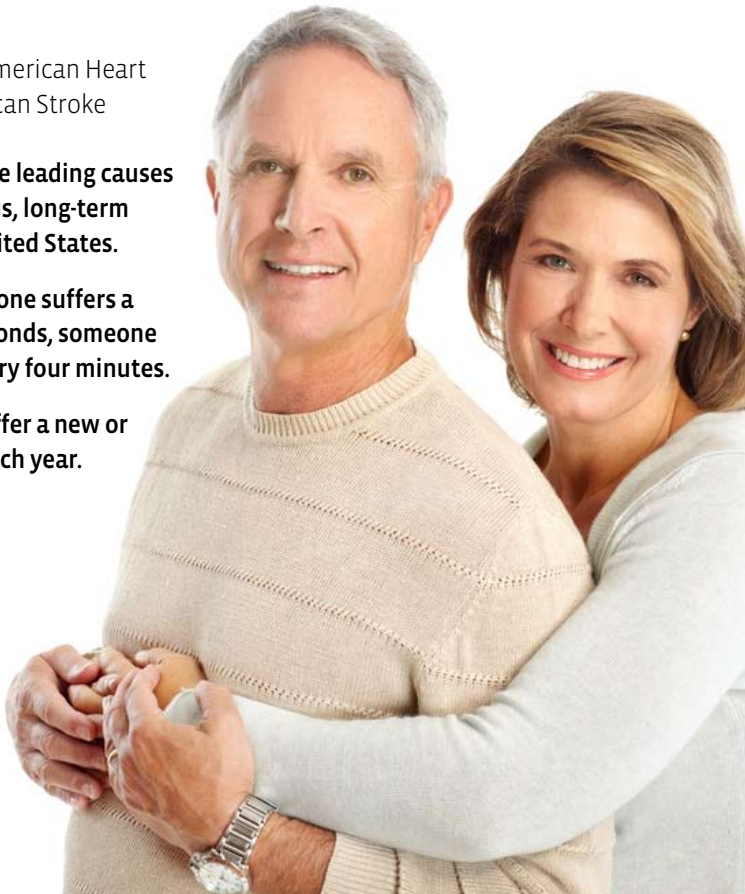
In addition, Sacred Heart's Stroke Program is a recipient of the 2011 Get With The Guidelines® Stroke Gold Plus Quality Achievement Award from the American Heart Association/American Stroke Association. This award indicates the aggressive use of medications, such as tPA, antithrombotics, anticoagulation therapy, DVT prophylaxis, cholesterol reducing drugs and smoking cessation – all aimed at reducing death and disability, and improving the lives of stroke survivors.

"With a stroke, time lost is brain lost," added Jeannie. "By using the latest evidence-based treatments for stroke, we are saving lives and improving outcomes for stroke survivors. The success the program has seen over the past few years demonstrates Sacred Heart's commitment to being one of the top hospitals in the country for providing aggressive, proven stroke care."

At Sacred Heart, the goal of the Primary Stroke Care Center is to give stroke patients exceptional multidisciplinary care from admission through rehab and discharge, to effectively meet the unique and specialized needs of stroke patients and their families.

According to the American Heart Association/American Stroke Association —

- **stroke is one of the leading causes of death and serious, long-term disability in the United States.**
- **On average, someone suffers a stroke every 40 seconds, someone dies of a stroke every four minutes.**
- **795,000 people suffer a new or recurrent stroke each year.**



## An 'Always' Hospital Service Tip of the Week

### New HCAHPS Survey Pays for Quality of Care

With publically reported HCAHPS surveys currently underway, creating a culture of 'Always' has never been more important. HCAHPS



measures our patients' perception of the consistency with which we meet their needs; ensuring that facilities will be reimbursed based on the percentage that those needs are 'Always' met. 'Always' is about every patient, every department, every shift, and every day. In an experience-based survey, patients must experience excellent care on all shifts and with every interaction.

Possible question:

**Q.** During this hospital stay, How often did the hospital staff do everything they could to help you with your pain?

Possible responses:

**A.** ALWAYS, Usually, Sometimes, Never

# All Physicians, Colleagues and Volunteers Are

## October is Breast Cancer Awareness Month

This past weekend marked the start of National Breast Cancer Awareness Month. Events that take place during October encourage women to check their breasts regularly, see their doctors for a clinical breast exam, get routine mammograms if indicated, and remain vigilant against a disease that strikes 1 out of every 8 women. It also celebrates the courage and vitality of survivors recovering from the disease.

The history of the Pink Ribbon Campaign and Breast Cancer

Awareness Month dates back to 1985, when a major pharmaceutical company started a campaign to increase breast cancer awareness and improve compliance with mammogram screenings. Today a mammogram remains the most important tool in identifying breast cancer early, while it is easily treatable.

If your mammogram is abnormal, doctors will perform other diagnostic tests, because an abnormal mammogram does not always mean you have cancer. Your doctor may also use a biopsy, taking a small sample of the tissue in the affected

**REAL  
MEN WEAR  
PINK**



Friday,  
October 21



# Encouraged to Wear Pink on Friday, October 21

area, to tell if you have breast cancer, what type of cancer it is, and to predict how fast it may grow. If it is a cancer, it is likely you'll need other tests to learn about how far the cancer has progressed and what course of treatment is best for that form of breast cancer.

"It is important to do everything you can to reduce your risk and be sure to get routine physicals and mammograms to aid in early detection," commented Georgia Smith, RN, MHA, OCN, Director, Sacred Heart Center for Cancer Care. "If you do find

a lump in your breast, don't ignore it. It is also important to maintain a healthy lifestyle to help reduce your overall risk of breast cancer."

There are several factors that increase your risk of breast cancer. Some of these are out of your control; such as being a woman, your age, and your family history. The risk factors you can control are eating healthy, controlling your weight, exercising, and getting a mammogram screening when your doctor recommends it, based upon your age and family history.

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## Hospital's Digital Mammography Program Earns MQSA Accreditation

Sacred Heart Hospital has been recognized for the high quality of care provided in the Digital Mammography program by annual re-accreditation from the Mammography Quality Standards Act & Program (MQSA), an accreditation program regulated by the U.S. Food & Drug Administration. Congress enacted MQSA to ensure that all women have access to quality mammography for the detection of breast cancer in its earliest, most treatable stages.

Two years ago, Sacred Heart improved the exam quality of mammography services by installing a full-field digital mammography system to detect breast cancer even at its earliest stages. This system allows for faster and more accurate images compared to film images. It also shortens exam times and significantly improves patient comfort and convenience. Digital mammography is most effective and recommended for women younger than 50, those with dense breast tissue, and those who are pre-/peri-menopausal.

"In October, the month that we celebrate breast cancer awareness and breast health initiatives at our hospital, this is excellent recognition of the level of services available to the western Wisconsin region, to support nationally recognized best practice care for breast health," said Mike Dillon, Director, Radiology, Sacred Heart Hospital.

The hospital's Center for Imaging provides a full spectrum of services in breast care. In addition to the new digital mammography system, Sacred Heart also offers 3.0 Tesla MRI and mammotome-assisted breast biopsy technology – all of which are the latest clinical advancements in breast health.



EVERY WOMAN'S CRAZY ABOUT A WELL-DRESSED MAN.

## Management Appointment Director of Nutrition Services Announced

Sacred Heart Hospital and Sodexo, HSHS's Food & Nutrition and Environmental Services management partner, are pleased to announce the appointment of Cristy Thompson, RD, LD, as the Director of Nutrition Services. Cristy has been employed with Sodexo for the past 12 years and has served at Sacred Heart since May. She has served as Clinical Nutrition Manager at Henry County Health Center in Mount Pleasant, IA, and came to Sacred Heart after most recently serving as General Manager of Nutrition Services for Northeast Regional Medical Center in Kirksville, MO. Please join hospital administration, physicians, colleagues and volunteers in welcoming Cristy to Eau Claire and our Sacred Heart Hospital family.



Cristy Thompson stands next to the hospital's new electronic menu marque in front of the cafeteria

## Enhancing Patient Care 5th Floor Changes Leadership Structure

Sacred Heart's 5-Cardiology/ Progressive Care Department is pleased to announce the following changes to its leadership formation. "We have changed our leadership structure from an Assistant Director model to Lead positions to provide a stronger model for shared decision making and colleague driven leadership," said Darla Derks, RN, PCCN, CSC, Director, Cardiology, Sacred Heart Hospital. "Most importantly, this new formation provides consistent leadership for our floor's two key relationship based care models; our 15 bed 5-Cardiology Unit and 15 bed Progressive Care Unit."

In addition to providing day-to-day leadership to the 5-Cardiology/Progressive Care staff, the new leadership team shares primary Charge Nurse duties on both the Day and PM shifts, as well as coordinates education for staff, including orientation to the department. The team also oversees the Advances in Cardiac Care Series with the Cardiovascular team and promotes performance improvement strategies, such as LEAN initiatives and MEDITECH optimization.



- The individuals that have assumed these new roles are (from left):**
- Lori Miller, RN, PCCN – 5-Cardiology Lead
  - Tracie Schaefer, RN, PCCN – 5-Cardiology Lead
  - Kelly Steffen, RN – Progressive Care Lead
  - Sara Sandley, RN – Progressive Care PM Lead

## Leadership Appointments

### New IS Structure Enhances Quality, Efficiency

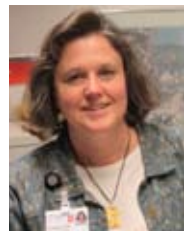
Sacred Heart Hospital is pleased to announce the following supervisory appointments in the Information Systems Department:

David Johnson has been appointed the Technology Supervisor for the Information Systems Department. David began his employment at Sacred Heart in January 2011 as a Clinical Analyst. He attained his Bachelor's of Science degree from the University of Wisconsin-Eau Claire with a major in Economics and a minor in Management Information Systems. David comes to Sacred Heart Hospital with over 10 years experience in Information Technology.

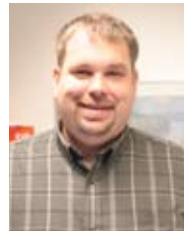
Shawn Edge has been appointed the Clinical Applications Supervisor for the Information Systems Department. Shawn began her employment at

Sacred Heart as a registered nurse in the Rehab Nursing Department in November 1982. In 1986, when the hospital began the FAMIS implementation, Shawn became a Core Trainer and also served as part of the FAMIS Implementation Team. Following a successful implementation, Shawn accepted a Clinical/Business Systems Analyst position, which she has held since 1986.

Please join hospital administration, colleagues and volunteers in welcoming both Shawn and David to the hospital's leadership team.



Shawn Edge



David Johnson

## HOPE

### New Phone Number for Sacred Heart Cancer Care Center

Sacred Heart Hospital's Cancer Care Center and Radiation Therapy Department have a new toll-free number that recently went into effect. The new, toll-free number is 855-717-HOPE (4673). Those in need of services can call this number to schedule an appointment at the hospital's

Cancer Care Center or to speak to a cancer care provider at Sacred Heart Hospital. "We chose to use this new number to make it easier for patients in our service area to find us by dialing the word 'HOPE,'" said Georgia Smith, RN, MHA, OCN, Director, Sacred Heart Cancer Care Center.

# 855-717-HOPE (4673)

## A Letter from a Grateful Patient & Colleague

### Thank You!

I suppose it happens everyday. Healthcare workers get sick, are hospitalized, and then have the opportunity to experience health care from the opposite side of the bed. But it's not supposed to happen to someone you know, and especially not to your very own self!

On June 13th, I experienced a severe car accident and entered what was to become a 3 month long ordeal - initially fighting for my life, and later, to regain my independence. As a Critical Care nurse, I got the chance to be a Critical Care patient... and apparently I was not a very good one. I was flown to Regions Hospital from the scene of my accident, and while I received very competent care, something was missing.

On July 11th (my birthday), I was well enough to transfer to rehab, and I chose to come to Sacred Heart. It was like coming home. I spent seven weeks on 9th floor, and my care was warm, loving and competent. I hardly wanted to leave!

I want to thank my Sacred Heart family—all of you—for everything done to make my stay more comfortable. Thank you for your presents and prayers. Thank you for visiting me. Thank you for lying and telling me I looked good. Thank you for lugging me around when I was weak and for forgiving me when I was bossy and frustrated. Thank you for being my friends.

Anne Pretasky (right), RN, CCRN, CNRN (Anne has served Sacred Heart and St. Joseph's hospitals for nearly 20 years, and was the recipient of Sacred Heart's 2008 Nurse Exemplar Award.)



## Private Rooms Enhance Satisfaction Oncology On Call Rooms Renovated for Patient Use



Paula Probst

In the effort to enhance the patient experience, Sacred Heart Hospital's Oncology Department has recently renovated the previous On Call Rooms into those for patient occupancy. "We are very happy to be able to offer these extra, more comfortable rooms to our patients," said Paula Probst, BSN, OCN, Director, Oncology, Sacred Heart Hospital. "As our program grows, these three new rooms not only feature more convenient private bathrooms with showers, but most importantly they allow our patients to process their diagnosis and subsequent treatments in a more peaceful, private manner." In addition, when census is low the rooms will enable a dying patient's family and friends to stay near, during the dying process.

## It's Here! Advanced Broadband Fiber Optic Cable Being Laid



Broadband cable installation along Craig Rd. near Sacred Heart



As members of the Chippewa Valley Inter-Networking Consortium (CINC) that helped bring this high-speed fiber-optic cable to the Chippewa Valley, Sacred Heart Hospital is proud to announce that the construction is finally under way in our neighborhood.

“It is very rewarding to see the actual construction effort that will ultimately benefit our patients and community members,” said Kevin Groskreutz, MBA, CIO, HSHS Division (Western Wisconsin). “Our community area network, CINC, serves as a model on how people and organizations can collectively come together and achieve great outcomes. The expansion of our infrastructure will improve the lives of those we serve through increased collaboration between healthcare providers, educators, and public safety.”

In addition, the broadband collaboration and \$33 million grant strengthens the HSHS Care Integration Strategy by expanding technology and relationships to link patients, providers and care facilities. The result is superior value, improved care and quality, enhanced efficiency, and increased satisfaction for patients and providers.

## Enhancing Patient Care Hospital Celebrates Case Management Week

In recognition and acknowledgement of the valuable services performed by Sacred Heart’s Case Management colleagues, the hospital is proud to observe National Case Management Week from October 10-14. The Case Management Team is comprised of RN Care Coordinators; Social Workers; RHIT, Care Coordinator Liaisons and other Professionals who work throughout the hospital to coordinate the delivery of patient care services both during and after their hospital stay.



Sacred Heart Case Management Team

Duties include:

- Interviewing, assessing and helping patients with discharge planning services (e.g. nursing home placement, home health care services, counseling services, community resources)
- Compliance to Medicare utilization review rules and regulations
- Communication with patients’ insurance companies to ensure the payer receives the medically necessary information to approve their hospital stay and reduce the risk of financial liability to the patient.

“I’m so proud of our team and all they do to support our patients,” commented Cathy Barkovich, Director, Case Management, Sacred Heart Hospital. “I feel fortunate to be a part of this team who truly helps sustain the mission of Sacred Heart and the Legacy of our Sisters.”

Please join us in thanking these professionals who empower patients to properly understand and access health care services in the community.



## Mark Your Calendar Volunteer Book Sale Coming Soon

Sacred Heart’s Volunteer Partners will hold their fall book sale on Monday and Tuesday, October 17 and 18 in Bishop/Treacy Halls from 7 am to 5 pm each day.

In addition to books, unique gifts and decorations can be found for the holiday season. Payment can be made by cash, credit card, and payroll deduction.

Put the dates on your calendar so you won’t miss this special event! If you have any questions, please contact the Volunteer Partners at 715-717-4255.



## A Helpful Hint Hospitals Offer Tips for Surviving Allergy Season

Fall and harvest season is also allergy season. According to the American Academy of Allergy, Asthma and Immunology, more than 35 million people in the United States are affected by seasonal allergies.

“If you suffer from allergies, you may experience sneezing, stuffiness, a running nose and itchiness in your nose, the roof of your mouth, throat, eyes, or ears. These allergic reactions are most commonly caused by pollen, mold spores in the air, or effects in the weather or location,” says Rima DeFatta, MD, an Ear, Nose & Throat specialist at Sacred Heart and St. Joseph’s hospitals.

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*Sacred Heart and St. Joseph’s hospitals recommend allergy sufferers follow some simple steps to limit exposure to the pollen or molds that cause allergy symptoms:*

- **Find out** – Know your triggers.
- **Watch out** – Monitor pollen and mold counts, stay indoors when counts are high.
- **Keep the pollen outside** – Keep windows closed at your home and in your car.
- **Mask your misery** – Wear a pollen mask when outside for long periods of time.
- **Clean** – After being outdoors, take a shower, wash your hair, change your clothing, have furnishings and carpet cleaned, and clean your nasal passages with saline sinus rinse.
- **Take a Vacation** – Consider taking a vacation during the height of the season to more of a pollen free area, close to a beach or sea.
- **Don’t let up** – Don’t stop your allergy medication too soon.

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“Finding the right treatment is the best method for managing your allergies. There is no reason to suffer during allergy season,” says Dr. DeFatta. “If a non-prescription medication isn’t doing the trick, one option is prescription medication. There is also a long term solution – immunotherapy or allergy shots. Immunotherapy can significantly lessen or get rid of nasal and eye allergy. These shots slowly introduce a little bit of what causes your allergy, so your body learns to tolerate it rather than react with sneezing, a stuffy nose, or itchy eyes.”

The Sacred Heart Hospital Head & Neck Center offers pain-free allergy shots and sublingual allergy drops (given under the tongue) for children and eligible adults. For more information, or to schedule an appointment, call 715-717-6885.

## Spirit of Women Program Offers Free Diabetes Education

Diabetes is a disease that affects the whole family. Let Sacred Heart and St. Joseph’s hospitals’ Spirit of Women program give you knowledge you and your family can use when it comes to diabetes. Attend a free educational event focusing on diabetes and metabolic syndrome from 6 to 8 p.m. on Wednesday, November 9, at Heyde Center for the Arts (3 N. High St., Chippewa Falls).

Presenters include Terry Benson, MD, internal medicine physician from Eau Claire Medical Clinic and Cynthia Eckes, family nurse practitioner from Family Health Associates.

Learn ways to control diabetes, avoid complications and learn about local resources and services. Other educational information includes learning about the perils of yo-yo dieting, effective solutions for weight management, mood swings and blood sugar, metabolic syndrome as a precursor to diabetes, reversing diabetes through lifestyle and more.

Educational booths will be available to participants, include St. Joseph’s Nutrition Services, Marshfield Clinic Diabetes Nurse Educator, Center for Wound Care and Hyperbaric Medicine and blood pressure screenings by St. Joseph’s Home Health team. The Medicine Shoppe Pharmacy in Chippewa Falls will also offer glucose screenings and shoe fittings specific for diabetics at the event.

Free refreshments will be available. Spouses and caregivers are encouraged to attend. Registration is required. Call 715-717-7300 to register or for more information.

## St. Francis Apartments presents:

“Complimentary educational presentations brought to you.”

Held at 2:00 pm, this Community Speaker Series will be held at St. Francis Apartments (851 University Drive). Space is limited to only 20 participants, so please RSVP to Cathy Werner at 715-834-1338. Refreshments and door prizes will be provided.

Wednesday, October 26  
*Medication*

*Management*

Jason Lau, Pharmacist with Walgreens will share common medication mix-ups and how they can adversely affect your health. Learn how to read labels and the consequences of mixing prescriptions with common over the counter medications or even certain foods.



## HSHS Values Line

Make a “good faith” report of noncompliant or unethical behavior without the fear of retaliation.

**866.435.5777**

[hshsvalue.ethicspoint.com](http://hshsvalue.ethicspoint.com)



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## benefit update

### Family Medical Leave Policy to Change

Effective January 1, 2012, the method for determining the 12-month period during which a colleague may take his or her allotment of Family Medical Leave will change from a calendar year to a rolling 12-month period from the date the colleague takes FMLA qualifying leave. These are the federal requirements for Family Medical Leave.

This modification to the Hospital Sisters Health System (HS) FMLA policy is limited only to colleagues' leave entitlement under federal law. HSHS is not changing its current method for calculating colleagues' leave entitlements under the Wisconsin Family and Medical Leave Act, which is the calendar year (for those colleagues to whom it may apply). HSHS also is not changing its current method for calculating colleagues' entitlements to the Military Caregiver Leave.

Under the Family and Medical Leave Act (FMLA) and HSHS FMLA policy, eligible colleagues may take up to 12 work weeks of unpaid leave (or up to 26 weeks for Military Caregiver Leave) during a 12-month period for one or more qualifying reasons.

The FMLA provides several options for employers to determine the 12-month period during which a colleague may take his or her allotment of leave. Currently, under the HSHS current FMLA policy, eligible colleagues may take their allotted leave during the calendar year.

Colleagues will not lose any FMLA leave as a result of this change in policy. During this transition period, colleagues will retain the full benefit of 12 weeks of FMLA leave under the HSHS current method of calculating the 12-month period or the new rolling backward method, whichever method affords the greater benefit to the colleague.

*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@shc.hshs.org](mailto:DPaulson@shc.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.