

canticle

news for staff, physicians, volunteers and friends of Sacred Heart Hospital

11.10.09

Experiencing Sacred Heart Hospital from the ground up!

At 4 am on November 1, baby boy Kellen was born at Sacred Heart Hospital. But instead of being born in the Maternity Department, Kellen was born outside of the hospital, only a few feet from the Emergency Department Entrance.

(Continued on page two)

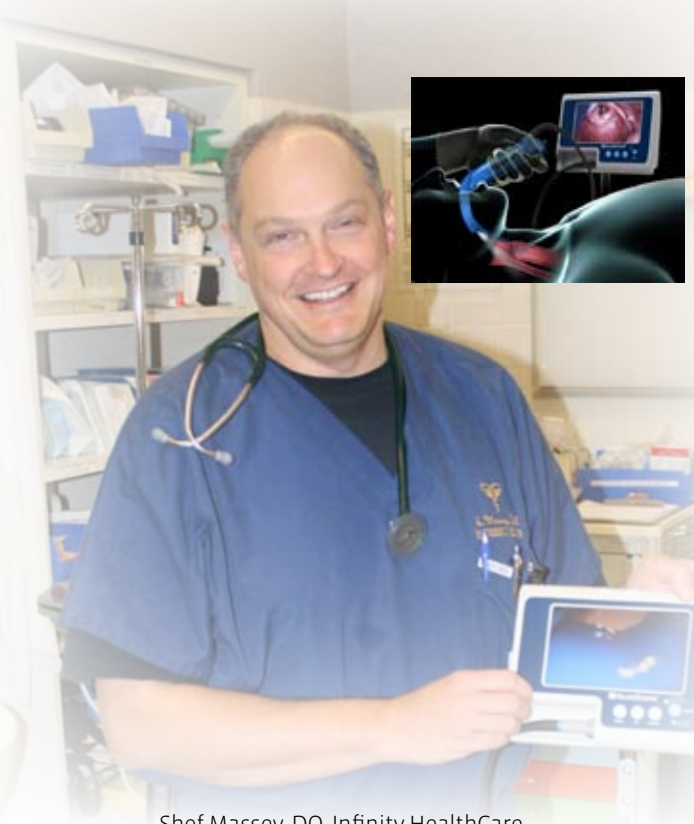
 Sacred
Heart
Hospital
Hospital Sisters Health System

there is hope here.

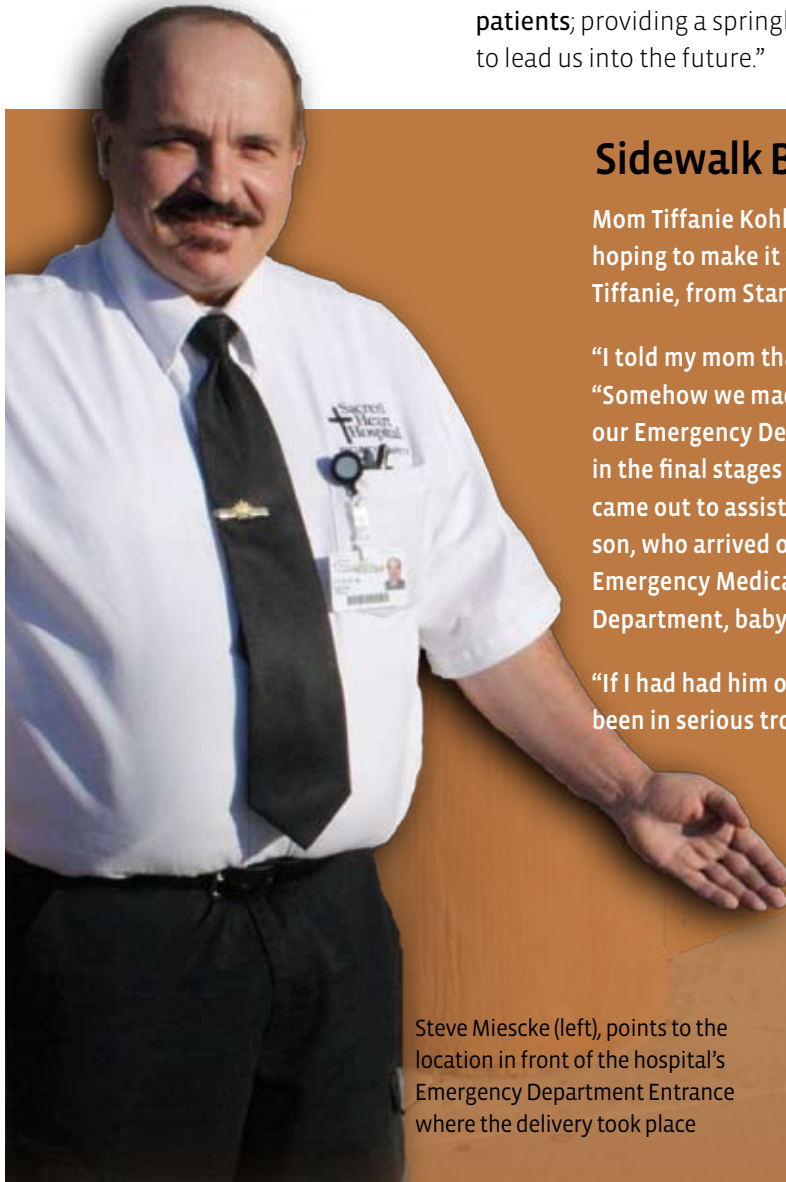
A better kind of emergency care Video Technology Enhances Patient Care

[Sacred Heart Hospital's](#) Emergency Medical & Trauma Center (EMTC) recently made a \$21,000 investment in superior patient care with the purchase of an innovative [GlideScope® Video System](#) from Verathon Medical. “We are all very excited to have this technology available for patient use,” said Mike Nye, RN, EMTC, Sacred Heart Hospital. This technology enables physicians to perform the safest, most efficient intubation procedures through providing clear, real time imaging of the patient’s airway and endotracheal tube placement.

“For optimal viewing, this equipment integrates a lighted, high resolution camera and monitor that magnifies the image which can also be viewed on any television,” says Shef Massey, DO, Infinity HealthCare, Medical Director, EMTC. He added, “Most importantly, we are pleased to bring this advanced technology to our patients because it is the right thing to do.” Michael LuCore, RN, BSN, Director, EMTC, commented, “It’s really great that Sacred Heart and the Hospital Sisters Health System have made this commitment to invest in superior technology for our patients; providing a springboard to lead us into the future.”



Shef Massey, DO, Infinity HealthCare



Sidewalk Baby (Continued from page one)

Mom Tiffanie Kohls was riding passenger with her mother at the wheel, both hoping to make it to the hospital before her son was born. In hard labor for 2 hours, Tiffanie, from Stanley, soon realized she might not make it to the hospital in time.

“I told my mom that the baby was coming, that I had to push,” said Tiffanie. “Somehow we made it to the hospital in time!” Her mom stopped the car in front of our Emergency Department Entrance, and Tiffanie crawled out of the car, already in the final stages of labor. That’s when hospital security guard Steve Miescke came out to assist Tiffanie. Steve calmed Tiffanie down and helped her deliver her son, who arrived only minutes later. With the help of Steve, Michelle Hazard, RN, Emergency Medical & Trauma Center and Paula Leland, RN, Touch of Love Maternity Department, baby Kellen made it into the world, no worse for the wear.

“If I had had him one minute earlier, before coming to Sacred Heart, I would have been in serious trouble,” says Tiffanie.

“Out of everyone, I remember Steve the most. He was very supportive of me and got right down on the sidewalk with me and really helped me through my delivery. I couldn’t have done it without him,” she adds.

For Steve, it was all in a day’s work. “After being a police officer for 35 years, I’ve seen a lot of bad things. This is one thing that made me feel like I did something good,” he says. “It was 8 minutes to remember that I will never forget!”

Steve Miescke (left), points to the location in front of the hospital’s Emergency Department Entrance where the delivery took place

Hospital Welcomes New Cardiologist

[Sacred Heart Hospital](#) is pleased to welcome Mahmoud Sharaf, MD, FRCP(C), Eau Claire Heart Institute, to the hospital's [Heart & Vascular Institute](#). Dr. Sharaf received his MD from the University of Western Ontario in 2002, and has since completed Cardiology Fellowship at McMaster University of Ontario, as well as served as Internal Medicine and Intensive Care physician at Hamilton Health Sciences Corporation, also of Ontario. He is board certified in Cardiology, board eligible in Interventional Cardiology, and comes to Sacred Heart after most recently completing his Interventional Cardiology Fellowship at the University of Calgary-Foothills Hospital. Dr. Sharaf is a member of the American Board of Internal Medicine, Cardiovascular Disease; and is a fellow of the Royal College of Physicians of Canada in Cardiology and Internal Medicine. Please join hospital colleagues, physicians, and volunteers in welcoming Dr. Sharaf to the Sacred Heart family.



Mahmoud Sharaf, MD, FRCP(C),
Eau Claire Heart Institute

Sacred Heart: A leader in Green Healthcare



Mark Nelson (left), Nutrition Service PM Assistant Team Leader, Sacred Heart Hospital, fed some of the ducks at Eagle Haven Ranch near Mondovi, Wisconsin, with the hospital's food scraps.

In 2008, more than 5 tons of Sacred Heart Hospital's scrap food waste was donated to a local farm to feed chickens, horses, calves, ducks and rabbits. While nourishing the animals and supporting sustainable agriculture, Sacred Heart has benefited from reduced sewage solids, sewer assessments and solid disposal waste removal costs totaling more than \$5,000 annually. As a 2009 Environmental Leadership Award (ELA) recipient, an honor that recognizes hospitals in the vanguard of environmental progress in healthcare, Sacred Heart places a **strategic priority on creating a healthy environment for patients, employees, physicians and the communities we serve.** [In 2008, Sacred Heart was one of just six hospitals in the nation to receive the ELA.] Through an overall policy to reduce, re-use, and recycle, Sacred Heart is able to lessen its environmental footprint and **provide for a cleaner, healthier tomorrow.**

Hospital's Buy Local Efforts Featured in National Magazine

Sacred Heart Hospital was recently featured in an issue of *Modern Healthcare* magazine which discussed the importance of purchasing local food, and the hospital's roll in the development of the [Producers & Buyers Co-op](#). The initiative was launched on July 17, 2008, with the announcement of a Buy Local, Buy Wisconsin (BLBW) grant by Governor Jim Doyle at Sacred Heart Hospital. Governor Doyle chose Eau Claire as the city to announce statewide BLBW grants due to the innovative local food partnership between the hospital and [River Country RC&D](#) Council to launch the Co-op. The partnership began with Steve Ronstrom, Hospital Sisters Health System President and CEO (Western Division), committing 10% of the hospital's 2009 food budget (\$200,000) to sourcing food from local farmers.

To view this article, please visit:
www.sacredhearteauclaire.org/Choose/MediaCenter/Documents/Media%20Publications/ModernHealthcare.pdf



Our colleagues make the difference!



Father Lawrence Dunklee

“The values we profess as people of faith in our worship on Sundays ought to be reflected in our choices and behaviors in the public marketplace.”

Providing a Spiritual & Ethical Guide

Hospital Reverend Published in National Journal

Father Lawrence Dunklee, M.Div., MA, Director, [Center for Spiritual Care](#), was recently published in the *Catholic Business Journal* on the topic of “*Maintaining Our Ethical Standards in a Market-Driven Economy*.” In addition to serving as a member of the Catholic Health Association’s Theologian/Ethicist Committee, Chair of Sacred Heart’s Ethics Committee, and Bishop ListECKI’s Liaison for Health Affairs, Father Dunklee also serves as Director of [Mission](#) Integration for [Sacred Heart](#) and [St. Joseph’s](#) hospitals; ensuring organizational alignment with the mission of the Hospital Sisters. Father Dunklee speaks extensively on healthcare ethics and serves as a bioethics consultant to several hospitals and health care systems. His articles have appeared in many ministry and healthcare publications, including *Health Progress*.

To view the article, please visit:

www.sacredhearteauclaire.org/Choose/MediaCenter/Documents/Media%20Publications/CatholicBusinessJournal-Fr.Dunklee.pdf



Hospital COO Featured on Financial Management

Faye Deich, RN, MS, CNAA, Chief Operating Officer, Sacred Heart Hospital, was recently featured in a *Healthcare Financial Management Association* article about “*How Sacred Heart Reduced Operating Expenses by 5 Percent*.” The article showcased the hospital’s unique team approach to identifying inefficiencies and cost saving opportunities, and how these strategies can be applied to many organizations. Part of the hospital’s strategy was to grow revenue, and the other part was to reduce expenses by creating teams with representatives from various departments who established target goals for cost reductions based on their combined total operating expenses. In the end, those cost saving initiatives were reviewed through an internal audit to determine that the hospital had achieved a \$5.1 million savings.

To view this article, please visit:

www.sacredhearteauclaire.org/Choose/MediaCenter/Documents/Media%20Publications/HFMA-FayeDeich.pdf



“This kind of program, has elevated the entire institution.”

Neurosurgeon Featured in National Review

Kamal Thapar, MD, PhD, FRCS(C), Marshfield Clinic, and Neurosurgeon at [Sacred Heart Hospital](#), was recently featured in *Hospital Review* magazine in an article about how Sacred Heart has developed some of the most cutting-edge surgical technology available anywhere in the world. In addition, Dr. Thapar serves as Director of Sacred Heart’s [Brain & Spine Institute](#), Medical Director of Tertiary Care Services, and was instrumental in the planning and implementation of the hospital’s [fMRI](#) and new [iCT](#) Smart Operating Suites for brain, spine and trauma procedures.

To view this article, please visit: www.sacredhearteauclaire.org/Choose/MediaCenter/Documents/Media%20Publications/HospitalReview-Dr.Thapar.pdf

Mastering continuous change

Division Leader Featured in National Magazine

Dawn Garcia, RN, MS, Director, Medical Staff and Quality at Sacred Heart and [St. Joseph’s](#) hospitals, was recently featured in *The HBA Advantage* magazine on the topic of how to “*be a master of continuous change.*” This summer, Dawn was the recipient of the New Beginning Award for exhibiting excellence in quality and lean initiatives at both hospitals. She serves as the Executive Leadership Team Lead for our Baldrige journey to performance excellence, and was instrumental in Sacred Heart receiving the 2009 Governor’s Forward [Award](#) of Excellence, the highest achievement level possible under the [Wisconsin Forward Award](#).

To view the article, please visit: www.sacredhearteauclaire.org/Choose/MediaCenter/Documents/Media%20Publications/HBAAdvantage-DawnGarcia.pdf



Kamal Thapar, MD, PhD, FRCS(C), Marshfield Clinic

“The Smart OR and other innovations have made us one of the leading referral centers in the region.”

Hospital CEO Featured in Health News Digest

Dave Fish, President and CEO, St. Joseph’s Hospital, was recently featured in *Health News Digest* on the subject of healthcare reform and the fact that “*The Status Quo is Not Acceptable.*” At a time of such uncertainty in our nation’s healthcare policies, Mr. Fish also serves as the Hospital Sisters Health System (HSBS) Wisconsin-Western Division Public Policy Administrator. In recent months, he has met with State Representative Jeff Smith (of Wisconsin’s 93rd District), Senators Herb Kohl (D), Russ Feingold (D), Congressmen Ron Kind (D-WI), and Congressman Dave Obey (D), chair of the Appropriations Committee, to discuss the future of our nation’s healthcare and explain the priorities of HSBS and the Wisconsin-Western Division.

To view this article, please visit: www.sacredhearteauclaire.org/Choose/MediaCenter/Documents/Media%20Publications/HealthNewsDigest-DaveFish.pdf



resource stewardship aids those in need



Hospital Sisters Mission Outreach

strives to change the world and be responsible stewards of the environment. Last month, Mission Outreach President & CEO, Bruce Compton, was interviewed for Worldview on Chicago Public Radio. He spoke about how Mission Outreach is an organization that collects, refurbishes and redistributes medical equipment and supplies to developing countries to save lives and treat the underprivileged.

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.

To listen to the interview, please visit: www.chicagopublicradio.org/content.aspx?audioID=37444

Collection and disposal sites now open

As of November 2, residents can drop off expired and unused prescription and over-the-counter medications at four convenient permanent locations across the county (Monday - Friday, except holidays):

- Eau Claire County Courthouse, County Sheriff's Office, Room 1428, 8 AM-5 PM
- Altoona Emergency Services Building, 1904 Spooner Ave., 8 AM - 4 PM
- Augusta City Hall, 145 West Lincoln St., 8 AM - 4 PM
- Fall Creek Village Hall, 122 East Lincoln Ave., 8 AM - 4:30 PM

Accepted Items:

- Prescriptions Medications
- Over the Counter Medications
- Sprays, Inhalers, Creams, Vials
- Pet Medications

Unaccepted Items:

- Illegal Drugs, Needles/Sharps
- Biohazardous Materials
- Personal Care Products (shampoo, lotions, etc.)
- Household Waste (paint, pesticides, oil, gas, etc.)

"We are very excited about this program; and proud that [Sacred Heart](#) was able to help in the planning of this great service to Eau Claire County," commented John VanDeVoort, Pharm.D., Director, Pharmacy, Wisconsin-Western Division, and member of the community task force that established this program.

To contact the Eau Claire City-County Health Department: Please call 715-839-4718 OR Visit www.ci.eau-claire.wi.us/news/188/1620-permanent-prescription-drug-collection-and-disposal

Chippewa Valley Free Clinic Volunteer Recognition

On Thursday, November 18, Sacred Heart Hospital will be hosting "An Evening Of Gratitude" to **celebrate and recognize volunteers who selflessly give their time and talents to benefit our community through the [Chippewa Valley Free Clinic](#)**. The Free Clinic's work is a complement to Sacred Heart Hospital's [Mission](#) to the sick, the poor and needy in Eau Claire and the Hospital Sisters' *charism*. Several colleagues from the hospital volunteer at the Free Clinic and **Stacey Powell, RN, BSN, Assistant Director, [Surgical Services](#), was recently recognized** in the Free Clinic's Volunteer Spotlight this month. Stacey has been volunteering at the Clinic for about a year and says that "Being able to work directly with patients in a fun, laid-back atmosphere is wonderful." Stacey is especially impressed by the volunteers' willingness to collaborate from many different areas, in order to better the community as a whole.

Judy Pielhop (left), RN, CCRN, Director, Critical Care Services, volunteering at the Free Clinic



Stacey Powell, RN, BSN, Assistant Director, Surgical Services, volunteering at the Free Clinic



Good things tend to follow when we give of ourselves.

As employees, we probably complain too much and as with many things in life we aren't appreciative enough for the good things in our life. Those of course always include our friends, family, health, and our jobs. Especially in these difficult economic times I do appreciate my job and what [Sacred Heart](#) has given to me for the last 20 years. We tend to look at our employer as the giver and what they can do for us. John Kennedy said in his inaugural address, "Ask not what your country can do for you - ask what you can do for your country." I appreciate history and I believe President Kennedy got it right. We need to give back to our employer as well. Good things tend to follow when we give of ourselves.

~ Jim Sorenson, Lab

The art of nursing

Employee Pride Submission

Chemistry, Biology, Zoology, Anatomy and Physiology. These are the sciences of Nursing. Study hard my instructors told me. You never know what will be on the test.

Sodium, potassium, chloride. I studied the Krebs Cycle until the fines on the charts were moving. Did the Krebs Cycle start itself up, or did I just overdo the coffee? Maybe I shouldn't have had that third pot?! Study hard. You never know what will be on the test.

The ankle bone's connected to the leg bone. The leg bone's connected to the knee bone. OOPS! Those are the words to a song, but it helped me remember the bones; tibia, fibula and patella. My professor was so proud. Study hard. You never know what will be on the test.

Liver, gall bladder, pancreas, small intestine. Enzymes break down food; the liver detoxifies the body. So many processes, so little time. Multiple choice questions give you a chance, especially when one of the answers is "Donald Duct"! Study hard. You never know what will be on the test.

The nights of studying were long and the tests seemed even longer. The work paid off and I graduated with honors. My high school science teachers were so proud. Study hard. You never know what will be on the test.

Working as a real nurse, I couldn't wait to use all those sciences of nursing. As each day went on, I found out there was more art than science to nursing.

The art of nursing is holding someone's hand in labor; or sitting with a frightened child in the ER until their parents arrive; finding a blanket for a visitor who has a long night ahead of them; or making coffee for the family who is waiting for their loved one to die.

The art of nursing is taking care of your patient first, and worrying about the paperwork later. It's offering a warm blanket and an even warmer smile. It's sitting and talking with your patient to help keep the loneliness away for just a few minutes more.

The art of nursing many times is more important than the Science.

The art of nursing; Study hard. You never know what will be on the test.

Sue Gales, RN

Volunteer Partners Attend District Meeting



On October 27, Sacred Heart's [Volunteer Partners](#) attended the [Partners of Wisconsin Hospital Association](#) West Central District Fall Meeting hosted by St. Croix Medical Center. Partners of WHA is a non-profit volunteer service organization that emphasizes auxiliary participation in health education, volunteer service to Wisconsin's healthcare facilities, and has a strong focus on grassroots healthcare advocacy. At the meeting each Board president from the hospitals in attendance provided a summary of activities held within the last six months. Briefly discussed was the upcoming 2011 State WHA conference. The West Central District, of which Sacred Heart and St. Joseph's hospitals are members, will host the well-attended event. One of the highlights of these conferences is the CEO panel discussion on healthcare. Additionally, Board members attend varied workshops providing education programs on how they can better serve the hospital.