

Canticle

News for
Colleagues
Physicians
Volunteers and
Friends of Sacred Heart Hospital

Are you willing to share the

Warmth?

Donations Needed for Sacred Heart's "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 through October 22, during the hospital's 2010 "Share a Coat/Linen Drive."

(continued on page two)



there is hope here.

Coat/Linen Drive

(continued from page one)

Items needed this year include new or gently used coats, snowsuits, hats, mittens, boots and scarves, as well as blankets and linens. 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 23, 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.



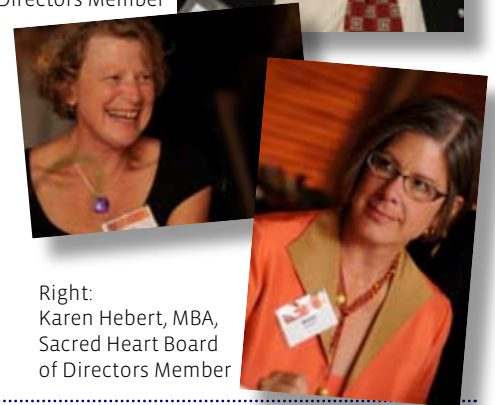
A Gracious "Thank You" For Service Sacred Heart Hosts Annual Board Recognition Dinner

On September 8, [Sacred Heart Hospital](#) hosted its Board Recognition Dinner at the Eau Claire Country Club. The annual event was put on to recognize and thank community members for volunteering their time to serve on Sacred Heart's various boards and committees. More than 80 people were in attendance for the celebratory evening that featured dinner, music and conversation as a small way for the hospital to thank everyone for generously donating their time and talents over the past year. In addition, the hospital specifically thanked various board and committee members who graciously served their full terms on the board by presenting them with a glass sculpture. The keynote speaker at the event was

Kim Byas, Regional Executive, American Hospital Association, who delivered a presentation about "The healthcare reform journey".



Below:
Linda Erickson,
Friends of Sacred
Heart Board of
Directors Member



Right:
Karen Hebert, MBA,
Sacred Heart Board
of Directors Member

Behavioral Health Center

We welcome Dr. Hess to our medical team!



Kevin Hess, MD

Sacred Heart Hospital welcomes Kevin Hess, MD, to the hospital's [Behavioral Health Center](#). **Dr. Hess will assume medical director responsibilities for the hospital's inpatient Behavioral Health Center, where he will be providing adult inpatient behavioral health coverage.**

Dr. Hess earned his medical degree from the Medical College of Ohio in Toledo, and completed his bachelor's degree in chemistry and sociology from Case Western Reserve University in Cleveland.

He completed his residency training at the Medical College of Ohio and is a member of the American Psychiatric Association and the American Medical Association.

"We are very excited that Dr. Hess has joined our medical staff to provide leadership to our behavioral health program," said Amy Dwyer, Assistant Administrator and Chief Nursing Officer at Sacred Heart Hospital. "We know that his experience and expertise will be a tremendous asset to our community."

Before joining Sacred Heart Hospital, Dr. Hess practiced medicine at Psychology Associates of Grand Rapids in Michigan; Pine Rest Christian Mental Health Services in Grand Rapids, Michigan; and Michigan State University, among others.

We're seeing BIG results

Sacred Heart recognized for energy conservation

[Sacred Heart Hospital](#) recently has been recognized by Xcel Energy for the hospital's efforts in improving environmental sustainability. On August 31, representatives from Xcel Energy presented the hospital's Environmental Energy Team with a plaque, commending them for their energy conservation achievements at the hospital.

The hospital's continued focus on energy conservation is seeing results. From 2007 to 2009 at Sacred Heart Hospital, electrical consumption has decreased by seven percent while adding high electrical use technologies such as an intra-operative MRI, an intra-operative CT and a Dual Source CT. Steam conservation measures implemented by the hospital's plant operations reduced summer consumption of steam by 24 percent over the previous year.

"Sacred Heart Hospital's Energy Star rating has improved from a 45 in 2008 to 61 in 2009 and continues to improve," said Wade Rudolph, Senior Director, Sacred Heart Hospital. "Sacred Heart Hospital also participates in a blind hospital energy study with 77 other facilities in Wisconsin, Minnesota, Illinois, Indiana, Michigan and Iowa. In the survey, the hospital is in the top 25 percent for conservative use of energy."

The goal of the hospital's environmental energy team is to assess past progress, current status and set best practice benchmarks for further progress in reducing, reusing, and recycling. The team consists of representatives from both Sacred Heart and St. Joseph's hospitals, Xcel Energy, Focus on Energy, and a representative from Hospital Sisters Health System.



Pictured above: Members of Sacred Heart's Environmental Energy Team accept a plaque from a Xcel Energy representative.

Another step in making YOU our number one priority

Paperless charting increases efficiency and patient satisfaction

As a nationally recognized green health care organization, Sacred Heart Hospital's **Radiation Therapy Department is pleased to announce it has achieved totally paperless charting. The initiative began in October 2009** with the implementation of the new ARIA software platform for cancer care and documentation. ARIA is a comprehensive Electronic Medical Records (EMR) system that organizes images, scanned documents, and other patient data into a single, oncology-specific medical chart.

"This has truly been a team effort," commented Georgia Smith, RN, MHA, OCN, Director, [Center for Cancer Treatment & Prevention](#), Sacred Heart Hospital. "Our efficiency mapping and process planning has given everyone a chance to see how much their role impacts other disciplines within the Cancer Center. In addition, **the increased productivity has minimized delays and enhanced speed of service, which in turn has lead to improved patient satisfaction scores. Most importantly, it has increased accuracy and patient safety, which of course is our number one priority.**"

Not only has this program proven to be an effective green initiative, but it also ensures quality and safety in that every treatment plan is scrutinized by three separate clinicians before being transmitted to the linear accelerator for treatment. In addition to this new software, the department is preparing for the arrival of the newly purchased Trilogy Linear Accelerator, which arrives on October 23. The combination of the ARIA paperless EMR and the Trilogy accelerator with its on-board imaging and Rapid Arc™ treatment capabilities will give Sacred Heart's Radiation Therapy Department the most up-to-date and sophisticated software and technology in the region.



Georgia Smith

Eau Claire Start! Heart Walk

hospital colleagues support the
American Heart Association

Saturday, September 25
Carson Park, 100 Carson Park Drive
Registration: 8:00 am
Start Time: 9:00 am

As a featured sponsor of the Eau Claire Start! Heart Walk for the past 19 years, all [Sacred Heart](#) colleagues, physicians, and volunteers are encouraged to show support for the American Heart Association by participating with their friends and families. The program provides Chippewa Valley citizens the opportunity to improve their health by walking and simultaneously raise funds to help fight heart disease and stroke.

Last year, Sacred Heart had 280 participants who were able to raise over **\$17,250** for this most worthy cause. For more information, please contact your team/department leader or [Nancy DeMars](#) at 715-717-4018. We look forward to seeing you there.





Because relaxing with your best friend matters...



...know the warning signs.

Free Cardiac/Stroke Screening

[Sacred Heart Hospital](#) is committed to the prevention and treatment of stroke and heart attack.

Free screenings will be offered on September 30 in the hospital's Rotunda (lower level of the hospital) from 2 - 7 pm. Advance registration is required. People interested in making a screening appointment can call 1-888-297-1940 on September 27 from 9 am-4 pm.

Appointments will be limited to the first 100 people.

Screening participants will undergo total cholesterol, HDL, and glucose blood tests. Also checked will be blood pressure, body mass index, heart rhythm assessment, carotid bruits assessment, diabetes risk assessment, and the opportunity to discuss individual heart disease and stroke risk factors with a health care professional.

More than 70 million Americans have some form of cardiovascular disease. This includes diseases of the heart, stroke, high blood pressure, congestive heart failure, congenital cardiovascular defects, hardening of the arteries and other diseases of the circulatory system. It's important to be aware of the warning signs.

Stroke Warning Signs

- Sudden numbness or weakness of the face, arm or leg, especially on one side of the body
- Sudden confusion-trouble speaking
- Sudden trouble seeing and sudden severe headache

Heart Attack Warning Signs

- Chest discomfort
- Discomfort in other areas of the upper body
- Shortness of breath
- Cold sweats
- Nausea
- Lightheadedness

If you experience any of the listed symptoms call 9-1-1 right away. Not all of these signs occur in every heart attack or stroke.

2010 Heart Walk Drawings

Cath Lab Heart Walk Drawing

****Autographed Green Bay Packers Football****

- 1 chance \$5 or 3 for \$10
- Drawing will be Monday, September 20
- Stop by or call the Cath Lab for details
715-717-1630 ask for Roberta or Don

All 17 autographs obtained at their 2010 training camp by Don Bee, RN, Cath Lab

Cardiology Heart Walk Baskets

- \$2 per chance or 3 chances for \$5
- Drawings will be held on Friday, September 24
- For more information, please inquire at the front desk of 5th Floor Cardiology

All proceeds benefit the American Heart Association

IT'S A BLESSING of the Animals

On Sunday, September 26, Sacred Heart Hospital will host its annual "Blessing of the Animals." The service will take place at 1 p.m. on the west lawn of the hospital. Father Edmund Klimek, Senior Chaplain at Sacred Heart Hospital, and Father Larry Dunklee, Director of Spiritual Care, will offer the blessing during a brief prayer service.

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. The event is free and open to the public.

For more information, please call Sacred Heart Hospital's Communications Department at 715-717-4015.



"Can I help you find your way?"

New Stairwell Signage Enhances Navigation

As a result of [Sacred Heart's](#) June Joint Commission Surveyor visit, the hospital has recently implemented some new stairwell signage in the main patient tower to meet updated requirements and better guide individuals around our facility. As you may recall, Sacred Heart's Joint Commission Survey was a resounding success, earning many positive affirmations throughout the various departments within the hospital. However, as one of the recommendations made by the surveyors, these new signs feature easy to read large print and will enhance the navigation and understanding of each floor. Joint Commission readiness is a continual process. It is through adhering to these guidelines and creating our own innovative methods of process improvement that Sacred Heart will continue to grow and provide the highest level of care to those we serve. Not just to meet required standards, but to provide safe, quality care, because it's the right thing to do for our patients.



JOINT COMMISSION COMPLIANCE

Friends of St. Joseph's Hospital sponsor seminar

The [Friends of St. Joseph's Hospital](#) are sponsoring a FREE women's estate planning seminar from 11:30 am to 2 pm, Thursday, September 30, in McDonald Hall of St. Joseph's Hospital. The seminar will address financial and estate planning, tax implications and end-of-life issues.

Presenters will be Betsy Barnes, a certified public accountant with Wipfli; Heather Hunt, an attorney with Wiley Law; and Stacey Pickerign, funeral coordinator with the Peterson-Volker Funeral Chapel. The event will include lunch. Reservations are required; please call 715-717-7397 before Wednesday, September 22.

The Friends of St. Joseph's Hospital works closely with the hospital's Development Office to encourage philanthropic support through lifetime and estate gifts. The group assists the hospital and its mission by raising the funds necessary to bring innovative, new technology and capital improvements to St. Joseph's Hospital.

For more information, please call 715-717-7397 or visit www.stjoeschippfalls.com/the_foundation.

Women's
Estate Planning Seminar



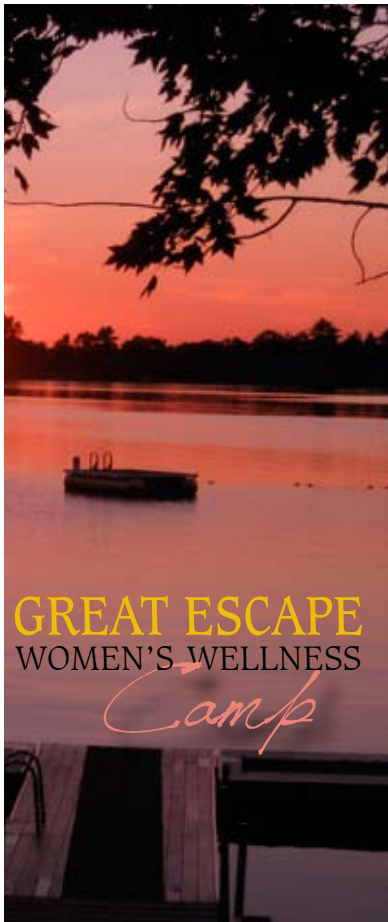
Our Focus ... Aiming to Treat Stress Management

HSHS Colleague Healthy Home

As part of [Sacred Heart](#)'s Colleague Healthy Home program and the hospital's continued **follow-up Wellness Webinar Series, September 22** will mark the final webinar for 2010. Titled *Stress Management 101*, all colleagues are encouraged to attend to learn how to better manage stress while improving overall well being. Featured speaker for the webinar is Paul Mundt, LMFT, an Online Life Skills Management Coach for Healthways - the company HSHS partnered with to conduct the Healthy Home program. Over the last 25 years, Healthways has inspired changes in more than 50 million people worldwide. A Ph.D. Candidate in Psychology from U.S. International University, Paul

specializes in behavioral management. With over 25 years in the field, he brings a wealth of expertise and experience to his clients. Currently, Paul is a top performer for the Magellan Behavioral Health group. As a management consultant, his responsibilities include daily consultation with company supervisors as well as implementing and monitoring clinical treatment of management referrals.

The webinar will be held in Sacred Heart's Rotunda from noon to 1:00 pm. For more information and to register, please call Sacred Heart's Center for Healthy Living at 715-717-1600.



Promoting Women's Inner & Outer Beauty

Women's Wellness Camp

Last month, Sacred Heart Hospital's [Center for Healthy Living](#) assisted the Eau Claire YMCA in hosting a "Great Escape" Women's Wellness Camp at New Auburn's Camp Manitou. The **camp allowed attendees to experience a retreat specifically designed to give women a new outlook on what overall health and wellness can do for them.** Delicious meals, specialty fitness classes, wellness presentations, outstanding guest speakers, and beautiful lakeside swimming and sunshine were just a few of the perks offered throughout the camp. **More than 70 women from the around the region were in attendance to escape everyday stresses** and join together for a relaxing wellness journey. The event encourages women to step out of their daily routine and into an atmosphere that is designed to provide mind, body & spirit revitalization. For more information, please contact Sacred Heart's Center for Healthy Living at 715-717-1600.

Physicians Retire

Years of service leave mark on their department

This year has been one of many significant changes for Sacred Heart Hospital's Laboratory Services Department. In terms of personnel, the most prevalent changes came



Donnan O'Carroll, MD, OakLeaf Medical Network



Thomas Hadley, MD, OakLeaf Medical Network

in the form of the retirement of two pathologists: Donnan O'Carroll, MD, OakLeaf Medical Network, who retired from Sacred Heart after 34 years; and Thomas Hadley, MD, OakLeaf Medical Network, who retired from Sacred Heart after 33 years.

"Dr. O'Carroll, as the long-time Medical Director, led the lab with high expectations for quality, but with a great amount of caring for the colleagues working within the lab," commented Deb Bloom, MT(ASCP), Director, Laboratory Services, HSHS Division (Western Wisconsin). "His door was always open and his input was sought out not only for technical matters, but also for professional and personal advice."

Deb added, "Dr. Hadley led the lab's Clinical Laboratory Scientists program and under his watch the laboratory received continued accreditation with commendations for its excellence. We could always count on his dry wit to bring a chuckle to us all."

Everyone at Sacred Heart wishes both Drs. O'Carroll and Hadley much success in retirement. Congratulations!

Welcoming MEDITECH

colleague positivity enhances implementation

On August 31, Sacred Heart's Case Management Department said fare-thee-well to FAMIS as the hospital ushered in a new era of Electronic Medical Records (EMR) with the official Go-Live of MEDITECH on September 1. Before the formal switch over to MEDITECH, the Case Management Team gathered (pictured below) for cake and participated in team building exercises to prepare one another for their upcoming collaboration. "In the Case Management Department, we decided to gracefully welcome this change to EMR with the knowledge that staying positive would help us through the challenging learning process," commented Diane Ford, RN, Case Manager, Sacred Heart Hospital. "As a joint effort, staying optimistic and proactive has helped encourage our team during the brief moments of difficulty. Most importantly, it has given us something to look forward to because of all the wonderful benefits MEDITECH can provide to our patients and the community."



HSHS Values Line

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

866.435-5777

hshsvalue.ethicspoint.com



**Anonymous
Confidential**

24/7



Hospital Sisters
Health System

Volunteers Needed for United Way Day of Caring

Sacred Heart Hospital is still in need of generous colleagues to participate in the United Way Day of Caring on Friday, September 17. The project will consist of cleaning up the United Way storage space located at the Banbury Place, 800 Wisconsin Street, Eau Claire. The Day of Caring is an excellent way to participate in a community activity to further demonstrate to the community that we care. Colleague spouses, families and friends are also welcome to join this wonderful opportunity to give back to the United Way, who contributes so much to those in need. Please be advised that some of the work may be physical and involve moving furniture. Interested colleagues should contact Jennifer Steinhorst at 715-717-1405 to sign up and provide a t-shirt size.



United Way Campaign

Colleagues Meet & Exceed Donation Goals

Sacred Heart is pleased to announce that as a "Pacesetter" organization for the 2010 United Way campaign, hospital colleagues were recently able to meet and exceed the hospital's goal of \$49,000 this year by raising a total of \$49,715.

"This is really a great accomplishment and all our colleagues should be very proud, because the United Way looks to Sacred Heart as a major employer to support our community and the various United Way agencies," commented Bob Hassemmer, Division Director, People Services, HSHS Division (Western Wisconsin). "As an organization committed to improving vital services throughout the Chippewa Valley, this is truly an example of the Sisters' Mission to support our community."

Those who contributed have had their names placed in a drawing, and the winning names will be selected at this month's Super Celebration on September 28 at 2 pm in the hospital's Community Auditorium. Winners will receive one of three \$50 cash prizes or one of five grand prizes including two Packer Game Tickets, a Flat Screen TV, Movie tickets for a year (24 total), a \$100 gift card to Wal-Mart or a \$100 gift card to Target.

Canticle is a Sacred Heart Hospital newsletter that appears on the second and fourth Tuesday of every month and is available internally on the hospital's Pillar Boards & Intranet. It is also distributed by email and mail, and posted under the Media Center link at www.sacredhearteauclair.org. Please direct comments, suggestions or requests for email newsletter (e-*Canticle*) subscriptions by phone at (715) 717-4256; or by email to DPaulson@shcc.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.