

December 27, 2011

[www.sacredhearteauclaire.org](http://www.sacredhearteauclaire.org)

# Canticle

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

## A Christmas Blessing

Heavenly Father, during this Sacred Season of Christmas, may we pause to remember and give thanks for the greatest gift ever given, your only Son, Jesus the Christ. You fill our hearts and our lives with joy each day as we celebrate the coming of our Savior among us.

As we celebrate the Feast of the Nativity, help us to grow in our understanding and wonder of his sacred birth, so that our hearts and homes may overflow with rejoicing and thanksgiving.

Let our gratitude flow forth from our hearts and touch the lives of each person we meet as we carry out our ministry of healing, filled with the new light offered us by the coming of Your Word among us. May the light of faith always shine in our words and actions.

Grant this through our Lord Jesus Christ, Your Son, who lives and reigns with you and the Holy Spirit, one God forever and ever. Amen.



**Sacred Heart  
Hospital**

AN AFFILIATE OF HOSPITAL SISTERS HEALTH SYSTEM

## Investing in Patient Care

### Laboratory Purchases Electric Scanners for Blood Draws

Sacred Heart Hospital recently made a \$145,000 investment in patient identification technology with the purchase of 15 new Sunquest Collection Manager devices for Laboratory Services. This technology is used during the process of taking blood specimens for testing and enables an electronic device to scan the patient's armband to assure positive identification. Once the patient's armband is scanned and their blood drawn, a properly identified label is printed from a separate portable device; allowing the blood vial to be correctly labeled at the patient's bedside.

"Last fiscal year, our laboratory performed nearly 58,000 blood draws," said Deb Bloom, MT (ASCP) Director, Laboratory Services, HSHS Division (Western Wisconsin). "With more than 72,000 expected to be performed this fiscal year, it is ever more imperative to ensure that each patient and their blood is identified as precisely as possible. This technology will not only greatly aid our phlebotomists and streamline



Jennifer Struensee, Phlebotomist

efficiencies within our lab, but most importantly, it will serve to ensure our patients continue to receive the safest experience possible while in our care."

## Updating Equipment

### Volunteer Partners Donate Funds to Hospital Departments

The Sacred Heart Hospital Gift Shop is the largest fund-raising program for the hospital's Volunteer Partners. Each year proceeds from the gift shop are used to purchase capital equipment for the hospital. Administration and Fiscal Services work together to compile a list of requests. These funding requests are then submitted to the Partners Board of Directors for their action. Of the eight requests received in 2011, the Board voted to allocate \$33,500 to fund the following:

- **Cardiology - Medtronic External Generators for Pacemakers.** This is a growing program as each patient who has open-heart surgery is required to have a temporary pacemaker physically located in the room with them while the temporary pacing wires are in place. (-\$10,000)
- **Distribution/Patient Transport - Five Staxi Wheelchairs.** This supports the annual replacement of wheelchairs and the move to a new wheelchair design. (-\$13,500)
- **Housekeeping - Walk behind scrubber.** The present walk behind scrubber cannot be utilized and does not have the longevity to complete all needed tasks in areas that now require the use of an auto scrubber. (-\$10,000)

The Volunteer Partners appreciate this opportunity to give back to our community and help support and enhance the mission of the Hospital Sisters.

Merry  
Christmas  
&  
Happy  
New Year

## Committed to Excellence

### Interim President & CEO Earns UWEC Alumni Honor

On December 17, Faye Deich, RN, MS, NEA-BC, Interim President & CEO, Sacred Heart Hospital, was one of seven distinguished alumni recognized by the University of Wisconsin-Eau Claire's Alumni Association. As an inspiration to current students, the award ceremony and luncheon was held in conjunction with the fall commencement.



Faye Deich

A 1979 UWEC graduate, Faye was recognized with the Lifetime Excellence Award for demonstrating longtime and successful commitment to her profession and community. The award signifies that since graduation, Faye has made positive and dramatic impacts through dedication to service, and has lived her life as a testimony to UWEC's motto, "Excellence."

Faye commented, "The faculty of the School of Nursing had a focus and a drive to create nurses of the future who would give nothing less than their absolute best to the patients they would serve. This has been the approach I have taken in all the roles and responsibilities I have served in. When I returned to Sacred Heart Hospital after being a student nurse here years before, it was great to find Sr. Joel Jacobi, one of my instructors, still here. I hope that I have made her proud."

Congratulations Faye, and thank you for all that you do for our patients, our hospital, and our community.

## Revising Health Care Guidelines

### Facilities Director Appointed to International Committee



Wade Rudolph

Wade Rudolph, Senior Director of Support Services, Sacred Heart Hospital, has been selected to serve on the steering committee of the 2014 Health Guidelines Revision Committee. The Health Guidelines Revision Committee is a select multidisciplinary group of clinicians, administrators, architects, engineers, and representatives who work together to revise and update the Guidelines for Design and Construction of Health Care Facilities every four years.

Only 11 people throughout the U.S. are on the steering committee, which now includes Wade. The steering committee directs the activities of the revision process and has ultimate responsibility for issuing the guidelines.

"In today's highly complex medical environment, the input of the facility engineer is needed to bring balance to the Health Guidelines Revision Steering Committee," said Wade. "I will have the ability to positively influence healthcare construction for the next generation, which excites me."

Rudolph has been a member of the revision committee for three revision cycles. This is his first time as a member of the steering committee.

Rudolph is currently serving on the codes and standards committee of the Wisconsin Healthcare Engineering Association, which is a nonprofit organization, dedicated to education and the achievement of excellence in healthcare engineering, and is a chapter of the American Society for Healthcare Engineering.

## Enhancing Quality

### Colleague Earns Master's of Nursing

Pam Hundt, RN-BC, MSN, Quality Compliance Coordinator, Sacred Heart Hospital, has recently earned her master's in nursing with a nurse educator focus from Walden University. Pam, a Sacred Heart colleague of 25 years, is also board certified in nursing professional development by the American Nurses Credentialing Center. She also holds a bachelor's in nursing from Viterbo College in La Crosse, WI.

"I am very interested in quality, education, health literacy and professional development, and helping to ensure that Sacred Heart Hospital is providing the safest, highest quality care to our patients," said Pam. "I am hoping to utilize my knowledge in facilitating regulatory information to leaders and colleagues in a manner that's understandable and applicable."

In addition to earning her master's, Pam is currently seeking additional education and certification on quality and regulatory awareness. Congratulations Pam!



Pam Hundt

## Merry Christmas and Happy New Year

Mary Starmann-Harrison, President & CEO, HSHS



Mary Starmann-Harrison

*In the brief time that I have served with Hospital Sisters Health System, I have witnessed time and again the generosity and selflessness of our colleagues across the System. And this ongoing outpouring of kindness and compassion in turn reminds me of a quote by psychologist Henry C. Link (1889-1952):*

*“To celebrate the heart of Christmas is to forget ourselves in the service of others.” Not only in December, but throughout the year our colleagues celebrate the heart of Christmas by forgetting themselves in the service of others – in the service of our patients and their families, their colleagues and communities, and their friends and families. In upholding the precepts of our founding Sisters who*

*dedicated their lives to the service of the sick and poor, our colleagues quietly and confidently give themselves – the ultimate gift – daily in the service of others.*

*As we observe the final week of Advent and prepare with joyful anticipation our hearts and homes for Christmas, may we take time out of our busy days to reflect upon the many gifts that we received in 2011. As well as the many gifts born of our good fortune that we in turn shared freely with others – respect, excellent care, our time, talents and expertise, and joy.*

*I would like to take this moment to express my gratitude to our colleagues who are working during the holidays to provide care and comfort to our patients and their families. Many of you will be foregoing time and celebrations with your friends and families in the service of others, and for your sacrifices we are grateful.*

*Wishing you and your families a joyous Christmas, and peace and good health in the New Year!*

***Wishing you and your families  
a joyous Christmas,  
and peace and good health  
in the New Year!***



## A Huge Success!

### Free Concert Enhances Ministry of The Healing Place

On December 11, The Healing Place: A Center for Life's Journeys – Sacred Heart Hospital's free grief support and holistic healing center – hosted "The Healing Sounds of Christmas" holiday concert at The Florian Gardens. The event was free and open to the public, and drew more than 500 attendees for this bi-annual event.

Attendees enjoyed music from both nationally and locally known musicians, including the world premier of "Litany and Dance", a piece commissioned in memory of the late Father Lawrence Dunklee (1952-2011), that was performed by several UWEC professors. The piece was written by UWEC music professor and nationally known composer, Ethan Wickman.

The Healing Place is a community outreach service of Sacred Heart Hospital and provides free services to anyone in the community who has experienced a loss and is in need of spiritual and emotional support.



## Happy Holidays!

### Girl Scouts Donate Blankets to Maternity

On December 20, five members of Girl Scout Troop 3018 from Roosevelt Elementary School came to Sacred Heart to deliver handmade blankets to



Members of Girl Scout Troop 3018 deliver a handmade blanket to a new family

the hospital's Maternity Department. The troop, consisting of 20 Girl Scouts who helped make the blankets, visited newborns and their parents as they delivered the gifts in the spirit of the holidays. "We're always so very grateful to receive these types of donations for our patients," said Barb Piper, RN, Director, Maternity, Sacred Heart Hospital. "Especially during the holiday season, these gifts truly mean a lot to our patients and can serve as another reminder of the wonderful experience of child birth."

# 2011

## Holiday Calendar Of Events

**DECEMBER 31**

**5 p.m.**

**Mass in Hospital Chapel**

**Last baby of 2011**

**JANUARY 1, 2012**

**6 a.m.**

**New Year's Day Mass in  
Hospital Chapel**

**FIRST NEW YEAR'S  
BABY 2012**

**JANUARY 2, 2012**

**Christmas Decorations  
Picked Up**

## Enhancing Patient Care

### Colleague Earns Progressive Care Accreditation



Kelly Steffen

Sacred Heart Hospital's Heart & Vascular Institute is pleased to announce that Kelly Steffen, RN, PCCN, recently earned 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. "We're all very proud of Kelly for taking the initiative to earn this certification and demonstrate her expertise to our patients and their loved ones," commented Darla Derks, RN, PCCN, CSC, Director, Cardiology, Sacred Heart Hospital. "Not only does achieving and maintaining this certification ensure Kelly's up-to-date knowledge base of progressive care nursing, but it validates both her and the hospital's commitment to providing the highest level of quality care to our patients."

Congratulations Kelly!

## Good Catch!

### Culture of Safety Initiative Enhances Safety and Quality

A Good Catch is an unusual situation or occurrence that had the potential to cause harm to anyone. Capturing Good Catches has been identified in other organizations as an effective means of changing the stigma from "events" to "Good Catches," thus increasing awareness of potentially harmful situations.

#### Here's how it works:

- Capture your "Good Catch" on a Good Catch sticky note,
- Enter the event into the Peminic database.
- Give the Good Catch sticky note to your supervisor.
- Your leader will share your "Good Catch" with the team for recognition and improvement opportunities.

"Most importantly, identifying a Good Catch engages leadership and colleagues in a valuable two way conversation about the quality of care," said Dawn Garcia, MS, CMQ-O/E, Division Director, Medical Staff/Quality, HSHS Division (Western Wisconsin). "That's not to say that every Good Catch warrants a full team discussion, but it's important that each one be evaluated to ensure delivery of the safest, most efficient processes for caring for our patients."

## 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, did doctors, nurses or other hospital staff talk with you about whether you would have the help you needed when you left the hospital?**

#### Possible responses:

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



## Enhancing Knowledge

### Sterile Processing Colleagues Earn Certifications



Sacred Heart Hospital is proud to announce that nearly all Sterile Processing Department colleagues have now earned their Certified Registered Central Service Tech (CRCST) accreditation. The certification, provided through the International Association of Healthcare Central Service Materiel Management, assures that Sterile Processing colleagues have the enhanced knowledge required to properly clean, disinfect, sterilize, store and deliver instrumentation and supplies for Surgical Services and other areas of the hospital.

“With surgical instrumentation getting more and more complex with the hospital’s da Vinci Surgical System, Bi-Plane Angiography Suite, and the iMRI and iCT Smart Operating Suites, it is so important that our staff have a good understanding of the necessary processes involved in thoroughly cleaning, disinfecting and sterilizing these items,” said Nancy Schemensky, CRCST, CHL, Supervisor, Sterile Processing Department. In addition to Nancy, the newly certified Sterile Processing colleagues (pictured above) include Nicki Storrar, Sheri Harris, Joni Baker, Amy Heraver, and Tonya Minot.

## Safe Kids Chippewa Valley

### Car Seat Safety Program Earns Award for Excellence



On November 8, Safe Kids Wisconsin and all of the 15 Coalitions and Chapters across the state received the 2011 Outstanding Buckle Up Participant Award. The award was presented during an awards banquet at the National Safe Kids Conference in Charlotte, NC.

“As the Lead Agency for Safe Kids Chippewa Valley, Sacred Heart Hospital is proud to support this valuable community safety program,” said Paula Pater, Safe Kids Chippewa

Valley Coordinator for the hospital’s Center for Healthy Living. “This award recognized the Coalition and Chapter coordinators for their demonstration of perfect compliance with car seat check events and car seat fitting stations throughout the state for the past two years.”

**The next Car Seat Check will be held on Saturday, January 21, 2012, from 10 am to 1 pm at Tower Auto Body CARSTAR (located next to Shipshape carwash on Clairemont Avenue).**

## Leadership

### Appointment

### Assistant Director of Surgical Services Announced



Carol Isaksson

Sacred Heart Hospital is pleased to announce the appointment of Carol Isaksson, RN, BSN, CNOR, as Assistant Director of Surgical Services. Carol has worked at Sacred Heart as a registered nurse in the OR, and most recently has served with the hospital’s cardiovascular team. She holds a Bachelors Degree in Nursing from the University of Wisconsin Eau Claire and is certified in perioperative nursing.

Please join hospital administration, physicians, colleagues, and volunteers in welcoming Carol to this new role.

## Retirement Announcement



Dianne Pettis

Dianne Pettis is retiring from Sacred Heart Hospital after 42 years of dedicated service to the mission of the Hospital Sisters. Dianne provided great service to the Surgical Services area as an Environmental Services Aide. She is recognized as being the “go-to” person in her area for her knowledge and willingness to improve housekeeping quality in Surgery. Dianne has done her best to ensure a high quality of cleaning and safety for our patients. Dianne’s team will miss her joy and enthusiasm for her work here at Sacred Heart.

Thank you, Dianne, for your many years of service. With great appreciation and gratitude, we wish you a very happy retirement.

Congratulations!

## Retirement Announcement

Congratulations to Sue Beegle who is retiring from Sacred Heart Hospital after 10 years of service to the Behavioral Health Department. As a Registered Nurse, she has continually supported the success of her team. Sue has a good understanding of the behavioral health field and has always been committed to providing excellent, individualized care to our patients.

Thank you, Sue, for your contributions to the Mission of Sacred Heart. With great appreciation and gratitude, we wish you a very happy retirement.

Congratulations!



Sue Beegle

**OPEN**  
**6AM-10PM**  
**7 DAYS A WEEK. EVEN HOLIDAYS!**  
*Because high fevers don't keep business hours*  
**Sacred Heart Urgent Care**  
AN AFFILIATE OF HOSPITAL SISTERS HEALTH SYSTEM  
*there is hope here*

## BENEFIT UPDATE

### 2012 Changes to Short Term Disability & Extended Illness Program

Effective with the new Flex Plan year beginning in January 2012 there will be several changes to the Short Term Disability (STD)/Extended Illness (EIB) program. Those changes are:

- Colleagues must be hired for 16 hours or more per week to be eligible
- Colleagues are required to report the leave to UNUM within seven (7) calendar days of their first day missed
- The elimination period is seven (7) consecutive calendar days and applies to both STD and EIB benefits (The EIB policy of no elimination period for hospitalization or surgery will no longer apply)
- If a colleague returns to their regular schedule that was in place prior to their disability for less than 30 days and becomes disabled for the same condition, then the current disability will be treated as part of your claim/disability, and you will not need to satisfy another elimination period.

Colleagues must also notify their Director/Supervisor of their absence from work. Colleagues can contact UNUM at 866-295-3007 to request a Short Term Disability. If there are questions regarding STD/EIB please contact a People Services representative. Once your leave is approved by UNUM, a People Services representative will enter the approved time in Time & Attendance. If you do not have enough PTO time to cover the seven day elimination period, then the time off will be unpaid.

*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.