

Canticle

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



A Classic event.

Golf & Tennis Classic Friends of Sacred Heart Hospital

On July 25th, Friends of Sacred Heart Hospital hosted the 21st annual Golf & Tennis Classic at the Eau Claire Country Club. Over the past 21 years, the Chippewa Valley has supported Sacred Heart Hospital by raising more than \$875,000 through this special event, the area's premiere charity golf and tennis outing.

(continued on page two)



**Sacred Heart
Hospital**

Golf & Tennis Classic

(continued from page one)

With the support of dozens of volunteers, many major sponsors, and over 175 participants, the event raised \$50,000. All proceeds will be used to secure an Electromagnetic Navigation Bronchoscope. This remarkable piece of technology will benefit residents of the Chippewa Valley with the ability to detect lung cancer earlier, even before symptoms are evident—enhancing treatment options and success rates for our patients.

Chippewa Valley resident Bruce Manning was the Thrill of Victory Honoree, paying tribute to his amazing recovery following treatments for his traumatic brain injury and rehabilitation at Sacred Heart Hospital.

“We are very appreciative of the incredible commitment to the Classic we see each year with golfers, tennis players, volunteers, and sponsors,” said Ann Kaiser, CFRE, Director, Development, Sacred Heart Hospital. “These individuals and businesses have a tremendous impact on our community’s health, by helping to make the most advanced treatment options available in our region. The support for Sacred Heart Hospital’s healthcare ministry is tremendous, and we are most grateful to the community.”

The 22nd Classic will be held on Monday, July 30, 2012.



Mark Phillips (left), Major Sponsor of this year’s Thrill of Victory Award, and Father Klimek, Senior Chaplain, Sacred Heart Hospital

A Message From Our Interim CEO

By: Larry Schumacher, COO, HSHS



Larry Schumacher

There’s the old adage that the only constant is change.

That’s especially true for health care and for our healing ministry in western Wisconsin.

Nationally, we are preparing for dramatic changes within our industry that will affect how we are paid and how we provide care. While there are still many details that need to be settled under federal healthcare reform, we know we must work smarter so we can deliver higher quality health care at a lower cost.

Here in the Western Wisconsin Division, we experienced major change earlier this month with Steve Ronstrom’s retirement. Steve brought about a lot of change in his 13 years at Sacred Heart and, more recently, in the Division. Steve leaves us with thriving and healthy hospitals positioned well for the future.

Fortunately, in this time of change, there are some “constants” that we can rely on. One constant is the remarkable dedication and commitment of you, our colleagues. You embody the healing ministry that is Sacred Heart Hospital and St. Joseph’s Hospital. The other constant is the mission, vision and values we live by. Our Hospital Sisters have provided us with a firm foundation that will allow us to not only embrace change, but thrive in the face of it.

As long as we remain true to our mission and continue to support one another, there’s nothing we can’t accomplish to ensure we continue providing exceptional, high quality, compassionate care to our patients.

As the interim CEO for the Western Wisconsin Division, I now have the honor of spending more time up here in the Chippewa Valley getting to know you and seeing firsthand all the great things you do for this community. I look forward to working with colleagues from across the Division as we search for a new leader. I also look forward to meeting many of you and interacting on a more regular basis.

Finally, I look forward to change. As we transition to new leadership we are presented with an excellent opportunity to build upon our successes. I know we have the right team to take full advantage of any opportunities that come before us.



“Take me to the ball game dad?”

Colleague Appreciation Night Coming Soon

A fun night of baseball, family, friends, and colleagues is in store for you on Colleague Appreciation Night with the Eau Claire Express. Held at Carson Park on Monday, August 8, the 2010 Northwoods League Champion Express will take on the Madison Mallards at 6:35 pm, with the gates opening at 5:35 pm.

There will be fun gifts given to the first 400 attendees courtesy of Sacred Heart Hospital, so come early! Don’t miss this opportunity to relax with those you enjoy spending time with. Tickets can be picked up by contacting the Communications Department at 715-717-4256, but don’t hesitate because tickets are distributed on a first come, first serve basis.

IN THE NEWS

Becker's Hospital Review

Sacred Heart Hospital was recently featured in *Becker's Hospital Review* magazine in an article entitled, "3 Points on Using Smart ORs to Grow Successful Hospital Departments." The author states, "As many hospitals struggle to create successful inpatient programs in an unstable healthcare environment wherein traditional hospital services are increasingly out migrated to third party facilities, the Brain and Spine Institute at Sacred Heart Hospital in Eau Claire, Wis., has successfully devised a technology based strategy to simultaneously retain neurosurgical services within the hospital footprint and also improve their outcomes."



To view this article, please visit:

www.sacredhearteauclaire.org/content12135

Becker's Hospital Review

Kamal Thapar, MD, PhD, FRCS(C), Marshfield Clinic, neurosurgeon at Sacred Heart Hospital; Director, Brain & Spine Institute; and Medical Director, Tertiary Care Services, was recently featured in *Becker's Hospital Review* magazine in an article entitled, "How Facebook Helped One Neurosurgeon Diagnose and Treat a Comatose Patient: Q&A With Dr. Kamal Thapar of Sacred Heart Hospital." He states, "Given its widespread usage in communication and commerce, sooner or later, social media will likely also evolve to have application in medicine as it is now the currency of communication on the planet."



To view this article, please visit:

www.sacredhearteauclaire.org/content12134

FORE!!!

Colleague Golf Outing Coming Soon

Sacred Heart Hospital is hosting its annual Colleague Golf Outing at the Hillcrest Golf and Country Club on Thursday, August 11. The option of playing 9 holes is available, along with the standard 18 hole game. The 9 hole game will start at 2:45 pm and costs \$14, while the 18 hole game will start at 1 pm and costs \$27. A tailgate cookout will be held at 6 pm, offering hamburgers, brats, baked beans, and potatoes. All physicians, colleagues, and immediate family members are welcome to attend. All those who wish to attend are asked to return their sign up sheets to People Services by Friday, August 5.



You're invited to the
Sacred Heart Hospital

Family Picnic

Thursday, August 4

Serving Times:

3:30 - 6:30 pm

Hospital Sisters,
Employees, Retirees,
Physicians, Volunteers and
their immediate families
are invited.

Activities include: food,
refreshments, children's
games, face painting,
clowns, and family fun!

TECHNOLOGY

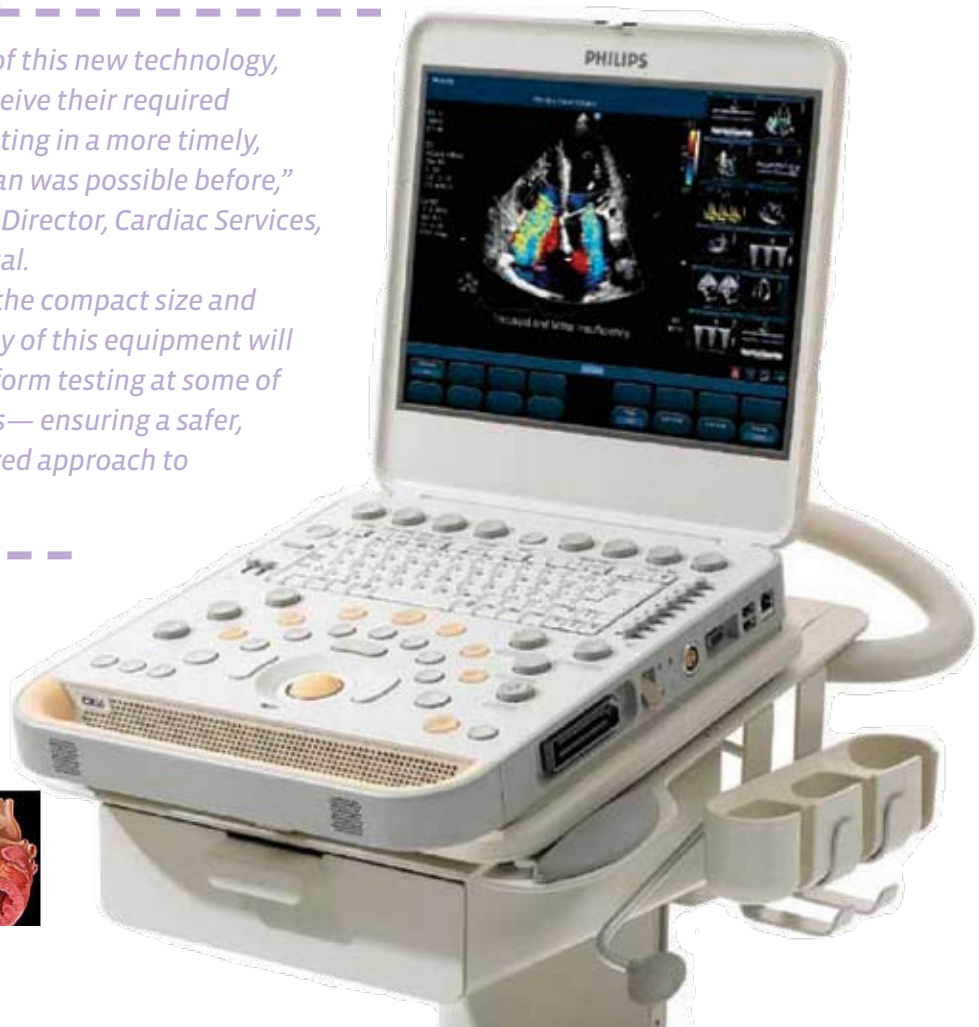
Getting to the Heart of the Matter

New Technology Enhances Cardiac Diagnostics

Sacred Heart Hospital recently made an \$80,000 investment in quality patient care with the purchase of a new Philips CX50 CompactXtreme ultrasound system for performing echocardiograms. An echocardiogram is a non-invasive, highly accurate and quick assessment of the overall health of the heart. By merely placing a small echocardiography transducer onto the patient's chest, images or video can be recorded through the chest wall. This allows the cardiologist to quickly assess a patient's heart valves, as well as the degree of heart muscle contraction.

"With the addition of this new technology, our patients will receive their required echocardiogram testing in a more timely, efficient manner than was possible before," said Nancy DeMars, Director, Cardiac Services, Sacred Heart Hospital.

"Most importantly, the compact size and enhanced portability of this equipment will also allow us to perform testing at some of our referral facilities—ensuring a safer, more patient centered approach to heart care."



TECHNOLOGY



Barb Haag (left), Occupational Therapist, Sacred Heart Hospital

Driving Program Helps Patients Regain Self-reliance

Representing a \$38,500 investment in patient and community safety, Sacred Heart's outpatient therapy services (L.E. Phillips Rehabilitation Center) recently upgraded its previous pre-driving simulator to a new Doron 400RA System.

The simulator, consisting of a driver's seat, steering wheel, pedals and plasma monitor, allows a person to concentrate on and re-familiarize themselves with various types of driving scenarios in non-threatening, off-road surroundings. A hard-copy printout of the driver's reaction times, abilities, and limitations provides measurable results at the conclusion of each activity, which can then be sent to their physician for further evaluation and driving recommendations.

"The new driving simulator provides quantitative data on a patient's driving abilities, and the results are available the same day as the evaluation," said Kelli Worthing, Supervisor, Occupational Therapy, Sacred Heart Hospital. "In addition, the outpatient evaluation is typically covered by Medicare and other third-party payers."

Sacred Heart is the only facility in the region to provide these services in a clinical setting, which will be available in the next few weeks.

Progressive Care Certification Demonstrating Excellence Through Continuing Education

As a facility dedicated to enhancing the level of quality care provided to the communities of western Wisconsin, Sacred Heart Hospital has always possessed a firm commitment to continuing education— providing the highest level of trained professionals to care for you and your loved ones. For that reason, Sacred Heart is pleased to announce that Lori Miller, RN, PCCN, PM Lead, Cardiology Department, Sacred Heart Hospital, 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. “By earning this certification, Lori has demonstrated her commitment to providing exceptional patient care to her peers and to the families of those she cares for,” commented Darla Derks, RN, PCCN, CSC, Director, Cardiology, Sacred Heart Hospital. “Not only does maintaining this certification ensure Lori’s up-to-date knowledge base of progressive care nursing, but most importantly, that knowledge allows her to provide the safest, most healing environment for her patients.”



Lori Miller

Mindfulness Based Stress Reduction Meditation Classes Help Rediscover the Joy in Your Life

The Mindfulness Based Stress Reduction course is an eight week program that helps participants be mindful of the now moments instead of everything else going on in their busy lives. Cindy Bowe, Supervisor, Radiology, Sacred Heart Hospital, says that it helped her focus on and enjoy the simple daily tasks that she, and most other people, rush through every day. To supplement that course, Cindy also participated in a Meditation Class held by the hospital in June.

Cindy says that in whatever task you are doing, focus on the details you enjoy instead of all the different tasks you needed to accomplish. She realized that the less multi-tasking she did, the more she enjoyed the moments in her day that make each day special. She admits that even though the concept of mindful wellness is not one she can easily explain, she is living proof that taking



time to meditate by simply laying on the ground or sitting down— not by contorting your body into poses, or pushing your body to new physical limits— can help your life unfold before you.

These monthly programs are Free for Sacred Heart and St. Joseph’s hospital colleagues and cost \$10 for community members. They are led by Julie Geigle, M.Ed, who Cindy says will expand on the techniques of meditation to help reduce daily stress. The next Meditation Class will be held July 27, from 6:30 to 7:30 pm in the hospital’s Community Auditorium. For more information, please contact the hospital’s Center for Healthy Living at 715-717-1600.

Weight Watcher’s @ Work – Don’t Delay

Still thinking about losing weight and not quite sure how to do it? Let us help you right here at work!

Plan to join Sacred Heart Hospital’s Weight Watcher’s at Work program this fall! Contact Marcia Arneson at 715-717-1400 to find out how to register for the Open House on Wednesday, September 7, at 12:15 pm. Session #1 will start on September 14 and will run for 15 weeks. Cost of the program is \$180 for 15 total weeks. Payment plans are available!

Meetings are held right in the hospital on a weekly basis for your convenience. If you have specific questions about the program, please contact Marcia at 1400.

WeightWatchers®



An ‘Always’ Hospital 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.

Nurse Communication questions:

Q. During this hospital stay, after you pressed the call button, how often did you get help as soon as you wanted it?

Possible responses:

A. ALWAYS, Usually, Sometimes, Never



Results Are In! Engagement Survey Identifies Opportunities

Faye Deich, Chief Operating Officer, Sacred Heart Hospital, would like to extend her thanks to all the colleagues who participated in the recent Colleague Engagement Survey. The hospital was able to achieve a 93% participation rate! We are happy to report the percentage of engaged colleagues for Sacred Heart increased from 35% in 2010 to 36.9% in 2011.

Our colleagues are very important to our success and the contribution from each colleague has a profound impact on care, quality, patient outcomes and positive patient experiences. It is for those reasons that the hospital is committed to involving colleagues in decisions that impact your work environment.

During the month of August you will meet with your department leader to learn more about the results of your department and the hospital, in addition to the opportunities for improvement. Each department will again be asked to identify one department specific opportunity for improvement. The department leader, with input from the colleagues, will then begin working on an action plan for your department’s opportunities for improvement.

Senior leadership will also be working to identify an opportunity for improvement for the hospital. We will keep you updated on the selected hospital initiative and action plan.

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We are pleased to share the top strengths for the hospital identified in the survey process:

- If I wanted to explore other jobs within the organization, my manager would help me do that
 - My organization gives back to the community
 - My organization recognizes employees for excellent work
 - My organization pays me fairly for my job
 - I am kept informed of the organization’s future plans and direction
 - I believe in my organization’s mission
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BSN Tuition Discount Available Through HSHS

St. John’s College, Department of Nursing, Springfield, IL, is offering an online Baccalaureate of Science in Nursing (BSN) program at a 20 percent discount to eligible nurses employed at an HSHS hospital. The savings amounts to more than \$2,800 on the \$14,047 tuition and fees for the three-semester program. The majority of coursework can be completed online with some campus visits required. Applications are being accepted until August 12 with a limited enrollment. Orientation is the week of August 15 with classes starting August 22. An informational session will be held from 10 to 11 a.m. on July 28, with videoconferencing available. Interested colleagues can find out more by calling the College, 217-525-5268, or by going online: www.stjohnscollegespringfield.edu.

Attention Colleagues

August 2011 Colleague Updates coming soon!

Please attend during
one of the following
times, in the Community
Auditorium:

August 2
7:15 am
11 am
5:30 pm

August 3
7:15 am
11 am
5:30 pm

August 4
7:15 am
11 am

Retirement Announcement

Congratulations to Mary Ellen Kasten, who is retiring after providing 35 years of dedicated service to Sacred Heart Hospital and the Hospital Sisters. She takes with her a wealth of dietary experience after serving as an Aide in Nutrition Services. In this new chapter in her life, Mary Ellen is looking forward to joining her husband, Richard, who retired from Sacred Heart several years ago. With great appreciation and gratitude, Mary Ellen, we wish you all the best in the future.

Congratulations!

Please Join Us: Mary Ellen's Retirement Tea will be held on Wednesday, August 3, from 1 to 3 p.m. in Bishop/Treacy Halls.



Mary Ellen Kasten

Please Note:

Inadvertently, Jack Kaiser's name was omitted in last issue's article about the new Friends of Sacred Heart Hospital Board of Directors. Jack Kaiser is a member of the Friends Board and we apologize for this error.



Jack Kaiser

**Sacred Heart
URGENT CARE
Open
6 am – 10 pm
Everyday**

Got a Sweet Tooth? Candy Bar Sale Benefits American Heart Association

Candy Bars are now on sale in various locations throughout Sacred Heart Hospital, including Administration, Family Waiting Area on second floor, Cath Lab, 5-Cardiology, and Nutrition Services, just to name a few. The Candy Bars sell for \$1 and all profits will be presented to the American Heart Association at the annual Heart Walk on September 24. If any department or individual would like to sell a box of 50, please contact Nancy DeMars at 715-717-4018 for more information.



Benefit update

Dental Insurance

Sacred Heart Hospital's Flex Plan Program offers very comprehensive dental insurance coverage for you, your spouse, and allowable dependents. The dental plan now offers the 4-tier coverage option, Single, Colleague+Spouse, Colleague+Dependents, or Family coverage in both the basic and high option. Both options pay 100% of the reasonable and customary charges for diagnostic and preventative services with no deductible.

Both options pay 85% of reasonable and customary charges for general restorative services after your deductible, and both options pay 50% of reasonable and customary charges for replacement services after your deductible. The High Option includes orthodontia services at 50% after deductible with a lifetime maximum of \$1,500.

The deductible for the Basic Option is \$50.00 per individual with a maximum deductible of \$150.00 per family, with a maximum annual benefit per individual of \$750. The deductible for the High Option is \$25.00 per individual with a maximum deductible of \$75.00 per family, and a maximum annual benefit per person of \$1,250 (not including orthodontia.)

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.sacredhearteau Claire.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; 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.