

# Canticle

News for  
Colleagues  
Physicians  
Volunteers and  
Friends of Sacred Heart Hospital



Happy  
*Thanksgiving*

*Our Father in Heaven, we give thanks for the joy of serving others through the Hospital Sisters healing ministry. We give thanks for life, the freedom to enjoy it all, and all other blessings. As we celebrate with thankful hearts, we pray for health and strength to carry on and try each day to live as You would have us. This we ask for in the name of Christ, our Heavenly Father.*



**Sacred Heart**  
HOSPITAL  
EAU CLAIRE, WISCONSIN

## Christmas Book Sale Coming Soon

The sale everyone waits for, the Sacred Heart's Volunteer Partners' Christmas book sale, will be held on November 30 and December 1 in Bishop/Treacy Hall.

The sale will feature books from Books Are Fun. Representative Jeanne Laliberty will also feature a wide variety of unique gifts.

November 30 & December 1  
7:00 am - 5:00 pm  
Bishop/Treacy Hall

Payment may be made by cash, credit card, or payroll deduction. Profits from the sale will be used for on-going projects of the Volunteer Partners.



## Volunteer Partners Christmas Tea

All members of the Sacred Heart family are cordially invited to the Annual Christmas Tea hosted by Volunteer Partners

Wednesday,  
December 1  
1:00 – 4:00 p.m.  
Sacred Heart Rotunda

Please make every effort to attend this festive event and enjoy an assortment of tasty goodies.

## Historic bell finds home in hospital's healing gardens

In the spring of 1890, Sacred Heart Hospital was constructed on Eau Claire's northeast hill facing north Dewey Street. To announce mass times and remind the community of the mission in which the hospital was founded, a bell was placed in the hospital's front lawn, which rang for all to hear. Upon the hospital's move to its current Clairemont Avenue location in 1964, the bell was placed in storage for several decades. In the 1990s, Sister Agnes McDougall arrived and had it installed in a brick housing enclosure outside the chapel entrance. However, because of the addition to the front of the hospital, the bell was taken down and was again placed in storage. In the effort to reunite this bell with the public eye, as yet another symbol of the mission that began in Eau Claire more than 121 years ago, Sacred Heart Hospital's Volunteer Partners committed more than \$14,000 to fund the reinstallation of the bell in Sacred Heart's Healing Gardens located in front of the hospital's main entrance.

Please advise, hospital colleagues, physicians, and volunteers are welcomed to attend a dedication and blessing to be held on December 7 at 1:30 pm in the hospital's Welcoming Atrium.



## WELCOME BACK!!



## Love-Light Christmas Tree Ceremony

On Sunday, December 5, at 5:30 pm, Sacred Heart Hospital will hold its 25th annual Love-Light Christmas Tree lighting ceremony. This Free ceremony is open to the community and will take place at the hospital's Father Christopher Chapel, followed by the outdoor tree lighting. This is a unique way for individuals to memorialize a loved one, or honor a relative or friend by making a small donation to reserve a white, blue, red, green or orange light. More than 3,500 loved ones will be represented as lights on the trees in front of the hospital. Each night throughout this Christmas season, the lights will glow in their honor. Forms are available at Sacred Heart Hospital's Information Desk. All proceeds support the ministry of The Healing Place: A Center for Life's Journeys, a Free grief support center for western Wisconsin.

Sunday, December 5  
5:30 p.m.  
Father Christopher Chapel

## Patient Experience: Help Wanted

Hospital CEO featured in national magazine



Steve Ronstrom

Steve Ronstrom, President and CEO, HSHS Division (Western Wisconsin), was recently highlighted in the October and November issues of *HealthLeaders Media* magazine. The October article, entitled “Patient Experience: Help Wanted,” featured a subtitle of “Healthcare leaders get it: Delivering an excellent patient experience is important to quality and the bottom line. So why is it so hard to do?” In addition to overseeing both Sacred Heart and St. Joseph’s hospitals, Mr. Ronstrom has

more than 25 years experience as a hospital executive and is currently serving a three year term on the Wisconsin Hospital Association board of directors. As evident by receiving Press Ganey Associates’ highest honor, the Summit Award, three out of the last five years, the HSHS Division (Western Wisconsin) places the utmost importance on patient satisfaction. The award recognizes top-performing facilities for customer satisfaction and is regarded as the health care satisfaction industry’s most coveted symbol of achievement.

To view the October publication, please visit:

[www.sacredhearteau Claire.org/content11825](http://www.sacredhearteau Claire.org/content11825)

To view the November publication, please visit:

[www.sacredhearteau Claire.org/content11824](http://www.sacredhearteau Claire.org/content11824)



## Picture-perfect procedures now a REALITY



Dr. Kamal Thapar

Sacred Heart Hospital’s Smart Operating Suites and Kamal Thapar, MD, PhD, FRCS(C), Marshfield Clinic, neurosurgeon at Sacred Heart Hospital; Director, Brain & Spine Institute; and Medical Director, Tertiary Care Services, were recently featured in the November issue of *Healthcare Purchasing News* magazine. The article, entitled “Picture-perfect procedures a reality with OR imaging,” explains how the new role of operating room imaging equipment has changed the surgical experience for both physicians and

patients by enhancing safety and efficiency. In addition, it discusses how the hospital has repositioned itself as not only a technological leader in the Eau Claire community, but as a technological benchmark facility for health care organizations throughout the nation and world. When it comes to brain and spine surgery at Sacred Heart, the innovative technologies available in the hospital’s iMRI and iCT Smart OR Suites has allowed Dr. Thapar to cut his reoperation rate from 15% to 0%, allowing patients to receive these often life saving surgeries close to home.

To view this publication, please visit:

[www.sacredhearteau Claire.org/content11826](http://www.sacredhearteau Claire.org/content11826)



## Calling All Quilters Threads of Our Community

Hospital Sisters Health System is in the process of creating a collaborative piece of art. This piece will recognize our diversity, celebrate the needlework and fiber art skills that reflect our different cultures and backgrounds, and promote harmony and awareness.

Two quilts will be completed, which will include squares from all 13 local hospitals, as well as Prairie Cardiovascular and HSHS Medical Group. One quilt will travel from Hospital to Hospital for all of us to enjoy. The other will remain in Springfield to be displayed.

At this time, we are asking colleagues to share their talents with us by sketching/designing a 12 ¼ in. quilt block to be submitted. By December 15, colleagues should submit their ideas to [Becky Swanson](mailto:Becky.Swanson@hshs.org), Regional Director, Marketing/ Communications, HSHS Division (Western Wisconsin). For more information, please contact Becky at 715-717-4591.



## Linear accelerator arrives for installation technology is centerpiece of hospital's Center for Cancer Care



Representing a \$3.7 million investment in patient care, Sacred Heart Hospital's Center for Cancer Care is pleased to announce the arrival of a new, state-of-the-art linear accelerator. Beginning the first of the year this equipment will deliver multiple modalities of external beam radiation therapy, giving physicians the ability to target radiation to the smallest lesions and minimize radiation to healthy tissue. A linear accelerator is the device most commonly used for external beam radiation treatments for patients with cancer. It is used to treat all parts/organs of the body and delivers a uniform dose of high-energy x-ray to the region of the patient's tumor; destroying the cancer cells while sparing the surrounding healthy tissue. With the addition of this equipment, cancer patients at Sacred Heart Hospital will continue to benefit from some of the most advanced radiation technologies available anywhere in the world.



From left: Brian Jensen, Chemistry Technical Specialist; Robert V. Ridenour III, MD, Pathology Service Corporation, Medical Director of Chemistry/Immunology; and Jim Sorenson, Core Lab Supervisor, stand behind one of three new instruments purchased to sustain the high quality, efficient testing for Sacred Heart patients.

### What does this mean for me? Laboratory equipment installations

In the effort to continue lean initiatives, the instrumentation that Sacred Heart Hospital's Laboratory Services Department recently purchased for \$575,000 is now being installed. "The goal of these purchases is to provide more efficient testing technology to improve quality and productivity by replacing five chemistry analyzers with three compact units," commented Deb Bloom, MT(ASCP), Director, Laboratory Services, HSHS Division (Western Wisconsin). After an anticipated

equipment go-live of January 15, 2011, these instruments will perform over 600,000 patient tests per year.

In a collaborative effort with HSHS Division (Eastern Wisconsin), and after much consideration, HSHS Wisconsin chose Siemens Diagnostics as their vendor for chemistry instrumentation. "This five year agreement is based on a cost per reportable result, which should save the hospital over \$350,000 per year in operating expenses," added Deb. In addition to the cost savings, this equipment benefits workflow efficiencies within the lab to support a Lean approach to laboratory services and overall patient care at Sacred Heart Hospital.

## Congratulations Darla!

### Director earns cardiac surgery certification

Sacred Heart Hospital is dedicated to providing the communities of western Wisconsin with the highest level of trained professionals to care for you or your loved ones during often the greatest times of need. For that reason, Sacred Heart is pleased to announce that Darla Derks, RN, PCCN, CSC, Director, Cardiology, Sacred Heart Hospital, recently received her Cardiac Surgery Certification (CSC) through the American Association of Critical Care Nurses (AACN).

“This certification is representative of Darla’s overall commitment to the growth and development of the cardiovascular surgical program here at Sacred Heart,” commented Andrew Bowman, RN, Clinical Director, Cardiology, Sacred Heart Hospital. “From its inception, she has been instrumental in helping the program become well-established and will now be able to use the knowledge gained in the pursuit of this certification to elevate her staff and the care they provide our patients.”

The CSC exam consists of 90 multiple-choice questions which examine the applicants knowledge of patient problems that may develop within the first 48 hours following cardiac surgery; including specific nursing interventions to be performed to treat these problems. Once completed, the certification is valid for a period of three years before recertification is required through the AACN.



Darla Derks



Pictured above: Brent Hafele presented the Chippewa Valley Free Clinic’s “Volunteer of the Year” award to Mary Richbourg.

## A positive, can-do attitude

### Colleague honored for free clinic volunteerism

Mary Richbourg, RN, MSN, ANP, Supervisor, Renal Dialysis Center, Sacred Heart Hospital, was recognized as “Volunteer of the Year” with an award presented November 18 at the Chippewa Valley Free Clinic’s second annual Evening of Gratitude in Sacred Heart Hospital’s Community Auditorium.

“Mary brings a very positive, can-do attitude to the Clinic,” commented Brent Hafele, MA, Executive Director, Chippewa Valley Free Clinic (CVFC). “She meets patients where they are at in a way that embodies what we want our clinic to be about.” Mary has been a monthly nurse practitioner volunteer at the CVFC for over ten years. She currently manages the dialysis centers at both Sacred Heart and St. Joseph’s hospitals, as well as works in the Internal Medicine Department at Marshfield Clinic’s Eau Claire Center.

The Free Clinic’s work is a complement to Sacred Heart Hospital’s Mission to the sick, the poor and needy. In addition to supporting the clinic’s work with volunteers who serve on their boards and health care staff, Sacred Heart Hospital also contributes over \$25,000 in annual laboratory and radiology services to care for Free Clinic patients.

## Behavioral Health Center

### Welcoming Dr. Emil Ibrahim to medical team



Dr. Emil Ibrahim

Sacred Heart Hospital is pleased to welcome Emil Ibrahim, MD, to the hospital's Behavioral

Health Department (BHC). Dr. Ibrahim will assume the responsibilities as consulting psychiatrist for the hospital's inpatient BHC.

Dr. Ibrahim earned his medical degree from Faculty of Medicine Cairo University in Cairo, Egypt, where he also receiving his Bachelor of Medicine and Surgery in 1971. Then in 1997, he completed his residency in general psychiatry from Case Western Reserve University, School of Medicine and Metrohealth Medical Center in Cleveland, Ohio. In addition, Dr. Ibrahim is a membership with the American Psychiatric Association, American Medical Association, Ohio Psychiatric Association, Cleveland Psychiatric Society and the American Society of Clinical Pathologists.

Before joining Sacred Heart Hospital, Dr. Ibrahim maintained a private practice in Westlake, Ohio, for the past 12 years where he also served as consultation liaison to hospitals, nursing homes, individuals and couples. Please join hospital administration, physicians, colleagues and volunteers in welcoming Dr. Ibrahim to the Sacred Heart family.

## Farewell Announcement

Next month, Kathern Axelsen, RN, BSN, MEDITECH Site Project Manager, and Clinical Director, Nursing Specialty Services, will retire from Sacred Heart Hospital after more than 35 years of dedicated service. In that time, Kathern has provided determined leadership and professional expertise to help improve the quality of life, health and wellness for children and families in our community.



Kathern Axelsen

### A Farewell Tea will be held: Friday, December 10 1:00 - 3:00 p.m. Bishop/Treacy Hall.

She has served patients at Sacred Heart Hospital since 1975, beginning as an Obstetrics nurse, serving as Director of Women's Services and Maternity, serving as Clinical Director, Nursing Specialty Services,

and currently has lead the successful implementation of an electronic medical records system.

"Kathern has been a member of the Sacred Heart family for over 35 years, and she will be missed," commented Amy Dwyer, RN, MSN, Assistant Administrator and Chief Nursing Officer, Sacred Heart Hospital. "Her contributions to the leadership team and her role in the implementation of MEDITECH have been invaluable. She is highly regarded for her commitment to the community and her passion for improving the quality of life for children and families. We wish her great joy and fulfillment in her retirement."



Gary Paulson

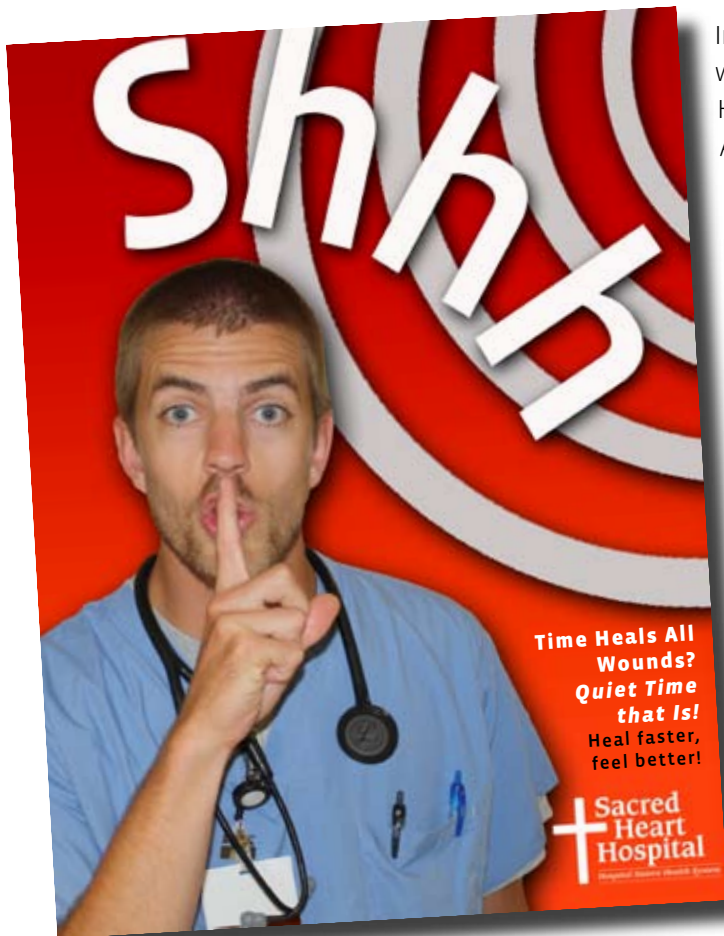
## Retirement Congratulations

On November 30, Gary Paulson will retire from Sacred Heart Hospital's Center for Imaging after providing 38 years of loyal service to the mission of the hospital sisters. As a Radiology Technician, Gary provided excellent care to all he served. He is very appreciative of having worked with so many fine people during his tenure. He commented, "I'm not

thinking of my leaving the hospital as retirement, but as an opportunity for new adventures and more free time. I will miss everyone at Sacred Heart." Thank you, Gary, for your leadership and dedication. Everyone at Sacred Heart wishes you all the best in retirement.

**Congratulations!**

## Service champion earns three month fruit basket



In recognition of a job well done in the recent Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) results, and the increasing awareness that noise is a constant concern at Sacred Heart Hospital, the Service Champion Team displayed a noise reduction booth at the recent Nursing Skills Fair held November 2-4. Nurses were asked to submit their name to win a basket of fruit for their floor for the next three months. Congratulations to **Cynthia Harmon** from the hospital's

8th floor Renal Dialysis Center. Please continue to make noise reduction a top priority here at Sacred Heart.

## SERVICE TIP OF THE WEEK

### Noise Reduction Reminder

As an organization committed to providing a superior patient experience in all aspects of care delivery, it is important to remember that the anxieties accompanying any hospital stay can often make quality rest difficult to achieve for patients. For that reason, it is crucial to the health and recovery of those we care for that each colleague takes personal responsibility to provide the quietest environment possible.

***Please remember to keep communications at the lowest effective decibel at all times.***

It is with each colleague keeping this quality care standard top of mind that Sacred Heart Hospital will continue to provide the highest quality patient experience to carry on the Mission entrusted to us by the Hospital Sisters. Thank you in advance for your compliance.

**When possible,  
please close doors  
to patient rooms  
upon patient  
approval**

## QUALITY PILLAR

# R.I.S.E.N.

Re-investing Spirituality & Ethics in our Networks

## RISEN Reminder Re-Investing Spirituality & Ethics in our Networks



RISEN Alumni watch for a "Save the Date" for the next Rise N Shine opportunity coming this winter.

RISEN is a four-day colleague practicum retreat designed to discover and integrate spirituality as a resource for personal and professional growth, healing, health and mind-body-spirit wellness. For more information about RISEN, please contact Emily Sylla at 715-717-3787 or by email [esylla@shc.hshs.org](mailto:esylla@shc.hshs.org).

## Holiday Calendar Of Events

**December 1 - 20** Mitten Tree/Cafeteria  
**December 7** Feast of the Immaculate Conception, 5 p.m., Vigil Mass in Chapel

**December 8** Feast of the Immaculate Conception, 6 a.m. & 5 p.m., Mass in Chapel

**December 9** Christmas Dinner  
10 a.m. to 1 p.m. 4:30 to 6:30 p.m.  
9:30 to 10:30 p.m., Rotunda