

Change is coming, and the future of health care is in our hands.



**Sacred Heart**

HOSPITAL  
EAU CLAIRE, WISCONSIN

AN AFFILIATE OF  
HOSPITAL SISTERS HEALTH SYSTEM



**St. Joseph's**

HOSPITAL  
CHIPPEWA FALLS, WISCONSIN

AN AFFILIATE OF  
HOSPITAL SISTERS HEALTH SYSTEM

# Dream

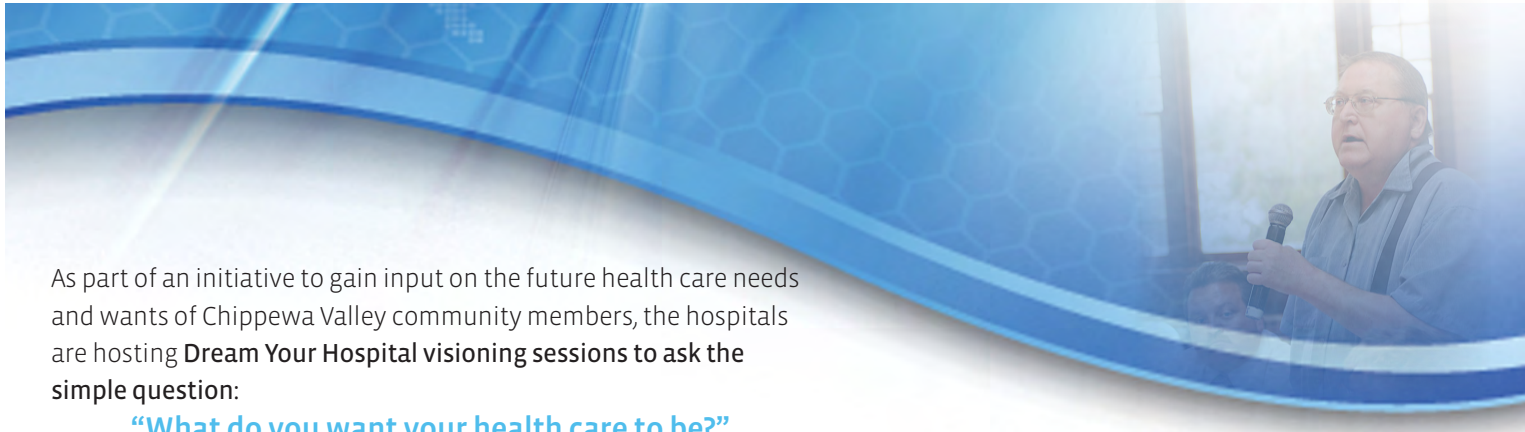
your Hospital



## Events Help Strategic Planning for Western Wisconsin

While financial performance, the role of technology, requirements of health care reform and patient outcomes are major factors hospitals consider in the planning process, what is often missing are the larger needs of the community that is served. To remedy this situation, Sacred Heart and St. Joseph's hospitals are not waiting for others to determine the future of our health care. Beginning at the grassroots level, the hospitals have taken an uncommon approach at the onset of their five-year strategic planning efforts. The Eau Claire and Chippewa Falls communities have been asked for their input in charting the future of a health care system.

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As part of an initiative to gain input on the future health care needs and wants of Chippewa Valley community members, the hospitals are hosting **Dream Your Hospital visioning sessions** to ask the simple question:

**“What do you want your health care to be?”**

The sessions, being held over a period of 7 weeks, will include more than 1,600 participants incorporating perspective from a diverse population through visioning sessions, community meetings and online interaction. The participants include elementary and middle school students, Amish, priests and parishioners, physicians and other health care professionals, minority groups and the elderly.

“We are very excited to involve our community in the discussion of the future of our system,” said Steve Ronstrom, President and CEO, HSHS Division (Western Wisconsin). “We will be holding multiple visioning sessions throughout October and November to gather ideas to help write a new strategic plan. The plan, Dream Your Hospital, will focus on what people truly want within a hospital system and we hope to gather that information during our visioning sessions with the community.”

As part of the visioning sessions, the hospitals invited Eugene, Oregon-based Dr. Pamela Wible to lead the series of Dream Your Hospital sessions on October 25 and 26. A board-certified family physician, Dr. Wible pioneered a community-designed ideal medical practice. The sessions included:

**Monday, October 25, 2010 - Eau Claire**

- Longfellow Elementary School
  - 4th grade & Kindergarten students
- Community Luncheon at the Plaza Hotel & Suites
- William Yoder, Amish Head Elder Figure & others at Unity Bank in Augusta
- Hmong Mutual Assistance Association Building

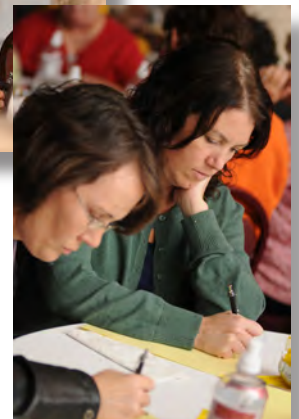
**Tuesday, October 26, 2010 - Chippewa Falls**

- Sacred Heart Hospital/St. Joe’s Hospital – Physician Breakfast
- Chippewa Falls Middle School
  - 8th Grade Computer Applications Class
- Community Luncheon at the Heyde Center for the Arts
- L.E. Phillips Libertas Center - AODA/Mental Health Treatment Facility
- First Presbyterian Church
  - Pastor Barry Boyer and congregation, as well as free clinic participants

Dream Your Hospital is the continuation of HSHS’s mission to provide the best possible service and technology available to their patients. With the availability of Sacred Heart’s Smart Operating Suites, the hospital’s Center for Imaging, and St. Joseph’s state-of-the-art new Emergency Department, the hospitals continue to be on the forefront of health care technology. Most recently, both hospitals implemented the use of electronic medical records to continue to reinvent the patient experience within their organizations.

“We hope, with the help of Dr. Wible, to connect with our community and truly get an understanding of what they are looking for in the future of health care and the health care system,” said Joan Coffman, President and CEO, St. Joseph’s Hospital, and Vice President for Physician Relations, HSHS Division (Western Wisconsin). “The information we gather over the next few months will be unveiled in early 2011 with the launch of our new strategic plan.”

Visit [www.sacredhearteauclaire.org](http://www.sacredhearteauclaire.org) or [stjoeschippfalls.com](http://stjoeschippfalls.com) to learn more.



# Dream Your Hospital

## Participant Quotes

(October 25, 2010: Eau Claire Plaza Hotel)

### October 25, 2010: Longfellow Elementary – Kindergarten Class

#### *What would you do for fun, if in bed and sick?*

- “Try to play with the toys. A matching game.”
- “Read books. Already in the room. Dinosaur books or princess books.”
- “Play I-Spy.”



### October 25, 2010: Longfellow Elementary – Fourth Grade Class

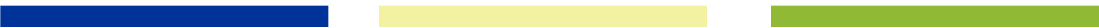
- “Animals everywhere you look. Zoo animals.”
- “Garden that you can walk in and a mural. A big picture on the wall on the side [of the building]. [A mural of] people who are having fun.”
- “Room service. Anything you want.”
- “Play video games.”
- “An aquarium everywhere.”
- “Stuffed animals everywhere.”



*“Seven years ago I came down with cancer. I had a doctor willing to get out of the walls. She used alternative medicine. And two days before surgery the tumors went away. If she wanted to stay within those walls, I wouldn’t be here today. [My dream hospital is] when they can’t take care of you, they are willing to refer you to someone that can.”*

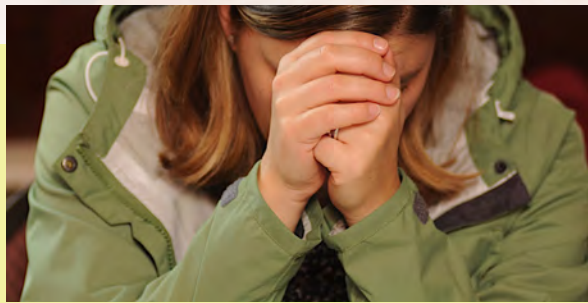
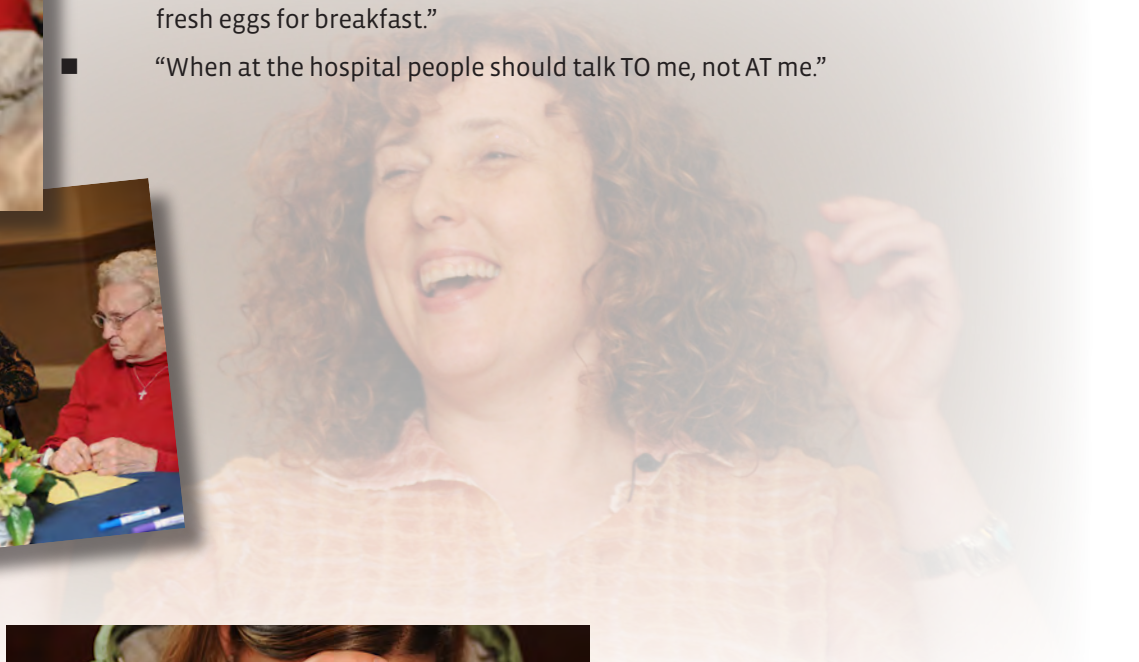
*“A place where a sick person does not feel alone. Where fears are addressed, and where they feel loved. A place not lacking physical touch. Where they heal the total person. They embrace life and death, and deal with both ends of life with grace.”*

*“In my dream all people would receive care without having to worry about how to pay for it. No collection agencies. When they are going through chemotherapy, they wouldn’t have to worry about how it will be paid for.”*



## October 26, 2010: Chippewa Falls Middle School – 8th Grade Computer Applications Class

- “Free massage therapy room.”
- “Free wi-fi in every room.”
- “Jacuzzi tub, or more comfortable bath tub, instead of shower.”
- “Not so lonely in your room. Have more people in your room. Someone your age. Laptop so you can talk to your friends while in the hospital. Go on Facebook. At night have it peaceful, so you can get some sleep.”
- “Garden on the roof, so patients can have fresh food; chickens, so patients can have fresh eggs for breakfast.”
- “When at the hospital people should talk TO me, not AT me.”



## October 26, 2010: Chippewa Falls Heyde Center for the Arts

“I see a place of serenity. A place of calm. A place where families can be close. Where there is hands on healing...With prayer and God’s loving light with us always.”

“I’ve lived in this community for 35 years. And we’ve had five children. There is a need for a mental health hospital here: L.E. Phillips. There are so many other issues. I pick up the paper each day and see suicides, divorces, soldiers coming from Iraq...I personally would like to

see the mental health things done in Eau Claire brought to L.E. Phillips. A place for long term mental health illness.”

“Had excellent care here, but I would like to see more doctors in pain therapy profession. I would like to have doctors, nurses and other professionals make the choices instead of insurance companies.”