

# Canticle

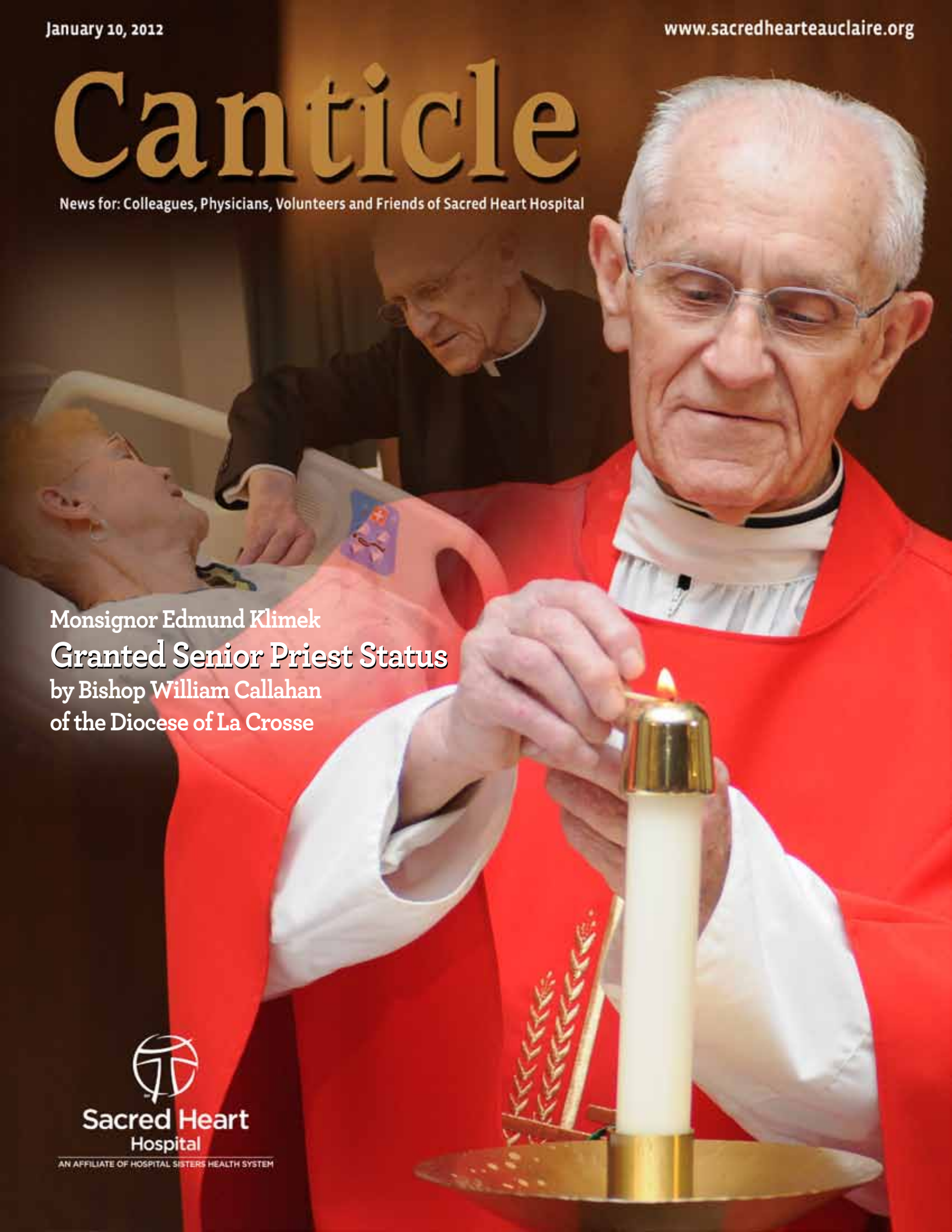
News for: Colleagues, Physicians, Volunteers and Friends of Sacred Heart Hospital

Monsignor Edmund Klimek  
**Granted Senior Priest Status**  
by Bishop William Callahan  
of the Diocese of La Crosse



**Sacred Heart  
Hospital**

AN AFFILIATE OF HOSPITAL SISTERS HEALTH SYSTEM





Monsignor Edmund Klimek, senior priest chaplain at Sacred Heart Hospital, has been granted the status of Senior Priest by Bishop William Callahan of the Diocese of La Crosse, Wisconsin. Monsignor Klimek will retain residence at Sacred Heart Hospital in Eau Claire, and continue his priestly ministry, but on a more limited basis. Monsignor Klimek will continue to celebrate daily Mass in the Father Christopher Chapel at Sacred Heart Hospital.

His decision to slow down a bit is not due to any health concerns. "I will still be available to provide pastoral care ministry – especially offering the Sacraments to our Catholic patients – but just on a more limited basis," said Monsignor Klimek.

Father James Arthur, priest chaplain at Sacred Heart Hospital, along with the rest of the hospital's Pastoral Care staff, will continue to assist with ministry to patients, families and staff.

Monsignor Klimek attended Saint Francis Minor and Major Seminaries in Milwaukee and was ordained to the priesthood on May 16, 1953. On June 18, 1968, he began his ministry at Sacred Heart Hospital in Eau Claire. In 1972, Monsignor Klimek created the Department of Pastoral Care at Sacred Heart Hospital and worked to organize ministerial services for all patients provided by clergy of all faiths.

Known throughout the Chippewa Valley and beyond, Monsignor Klimek has ministered to the sick, the suffering, and the dying, bringing the compassionate love of Christ to patients, families, and staff alike for the past 44 years. Monsignor Klimek's pastoral service has been carried out in an exceptional manner, which explains, in part, why the highest award that a colleague at Sacred Heart Hospital can receive is the "Father Klimek Healing Presence Award."

"Father Klimek's inspirational ministry is a gift to our hospital, and also to the Chippewa Valley community," said Faye Deich, interim CEO, and chief operating officer, at Sacred Heart Hospital. "We have been so blessed to have Father Klimek carry out his priestly ministry at Sacred Heart Hospital these past 44 years and we look forward to our continued relationship with him for years to come."

## Happy New Year!

### Sacred Heart Delivers First Baby of 2012

At 7:36 pm on January 1, 2012, Jordan Eyerly was brought into this world at Sacred Heart Hospital's Maternity Department. As Eau Claire's first baby to be born in the New Year, he was born to Joanna Bungartz and Joshwa Eyerly of Eau Claire and weighed 8 pounds, 15 ounces, and measured 21 ½ inches long.

As is the tradition, Sacred Heart's Volunteer Partners presented the mother with a certificate for a \$100 United States Savings Bond. In addition, the family was also given a beautiful layette set that was hand-made and donated by Sacred Heart volunteer, Jane Shermo.

#### Sacred Heart's Top 3 Boy & Girl Names for 2011

- |                          |            |
|--------------------------|------------|
| Boys                     | Girls      |
| 1. Isaac                 | 1. Abigail |
| 2. Benjamin, Owen        | 2. Lily    |
| 3. Parker, Carter, Aiden | 3. Evelyn  |

*Jaci Fuller (right), Sacred Heart Volunteer Partners President Elect, presented Joanna Bungartz with gifts for Eau Claire's first baby of 2012.*



## A Year in Review

### 2011 Filled With Innovation & Growth

For Sacred Heart Hospital, 2011 was a year filled with many challenges and accomplishments. Despite another year of economic uncertainty, national health care negotiations, and changes to Medicare reimbursements, the hospital maintained its healing presence within the community by meeting those challenges head on; using those opportunities to create innovation and growth.

With the emergence of several new service lines, Sacred Heart has continued to meet vital community needs and enhance the quality of health care delivered in the Chippewa Valley. Among our newest innovations were the completions of the hospital's new Urgent Care Center, outpatient Behavioral Health Clinic, Head & Neck Center, and Occupational Health & Medicine Center:

- Since June 1, the new Urgent Care Center has met an important community need by offering non-emergency care to patients seven days a week, even holidays. Not only is this facility open both earlier and later than any urgent care in Eau Claire, but it saves our patients from being needlessly charged for emergency room expenses.
- The outpatient Behavioral Health Clinic, which opened its doors November 7, is the first of its kind in the region to treat children, adolescents and adults seeking mental health services. To help meet that need, the clinic partnered with staff from St. Joseph's Hospital's L.E. Phillips-Libertus Treatment Center, who are specialized in psychotherapy, as well as marriage and family counseling.
- Since September, the Sacred Heart Head & Neck Center, which is offered at St. Joseph's Hospital and is coming soon to Sacred Heart, has provided innovative treatments and life-changing results for many struggling patients across western Wisconsin.
- On May 12, St. Joseph's Hospital opened their new Occupational Health & Medicine facility at Sacred Heart Hospital. This transition to a joint program allowed the hospitals to create a true center of excellence for occupational health and medicine in the Chippewa Valley.

While working diligently to meet these vital community needs, many of the hospital's other strategic service lines have also seen an abundance of growth over the past year. From the Regional Cancer Center installing its new Trilogy Linear Accelerator with Rapid Arc and On-Board Imaging technology, to the Center for Imaging's completion of its new Bi-Plane Angiography Suite (the only of its kind in western Wisconsin), Sacred Heart has continued to bring the most innovative technologies to our community to better care for our patients.

In addition, the hospital's Cardiovascular Surgery and da Vinci Surgical System programs have also experienced an abundance of growth over the past year. With the addition of a second cardiovascular surgeon, the program has successfully completed 214 heart surgeries this past year, up more than 100 cases from 2010. And with additional physicians trained in various disciplines utilizing the hospital's two da Vinci Surgical Robots, Sacred Heart continues to create new and innovative treatments utilizing this minimally invasive technology. This past year, the hospital successfully completed 320 cases using da Vinci Robotics; enabling those patients to experience less physical trauma, reducing their length of stay and allowing them to get back to their family and friends.

Of course, none of this would've been possible without our valued physicians, colleagues, and volunteers! It is through your love of caring for those in need that Sacred Heart will continue to be a source of hope for our community. Thank you for investing your time and talents in the Mission of the Hospital Sisters.



# Three New Members Appointed to Sacred Heart Hospital's Board of Directors

Hospital Sisters Health System (HSHS) in Springfield, IL, is pleased to announce the appointment of three new members to Sacred Heart Hospital's Board of Directors.

"This is a critical time in health care and we have strong leadership on our board to help guide and direct our efforts," said Faye Deich, Interim President & CEO, and Chief Operating Officer at Sacred Heart Hospital. "The Hospital Sisters have served this region for more than 120 years and are dedicated to treating the whole person and providing the best for our patients and our community."

## New to Sacred Heart Hospital's board are:



### **Joe Fesenmaier**

Joe Fesenmaier is vice president of finance for Mason Companies in Chippewa Falls. Previously he had worked for Kell Container, where he was vice president of finance and administration. Fesenmaier has served on the Sacred Heart Hospital Advisory Council and also the Advisory Council for St. Joseph's Hospital. He is the immediate past chair of the Chippewa Falls Chamber of Commerce board of directors and is on their current executive committee. Fesenmaier received his bachelor's at UW-Eau Claire and his MBA from Carlson School of Management-University of Minnesota. He has lived in Eau Claire for 12 years.



### **Jim Theisen, Secretary**

Jim Theisen, president of J. Theisen, Inc. Realtors, serves as secretary of the hospital's board. Theisen previously served on Sacred Heart's board from 1999 thru 2008. Theisen has been a full time realtor since 1973 and specializes in brokerage management, new home and commercial construction, property management and land development. In 2010, J. Theisen, Inc. Realtors was named Small Business of the Year by the Eau Claire Area Chamber of Commerce. Theisen graduated from UW-Eau Claire with a bachelor's in business management. He has served in several capacities on various community committees and events, some of which include: president of Eau Claire Board of Realtors, president of Eau Claire Home Builders Association, president of St. Patrick's Parish Council, president of Regis High School Foundation, and director of Eau Claire Area Chamber of Commerce. Theisen also has been active as a coach in Little League and Youth Hockey.



### **Larry Schumacher, Assistant Secretary**

Larry Schumacher serves as assistant secretary of the hospital's board. He also serves on the board of directors of St. Joseph's Hospital. Schumacher is Chief Operating Officer of HSHS, a multi-hospital Catholic health care system based in Springfield, Illinois. Sacred Heart and St. Joseph's Hospitals are two of the 13 hospital affiliates of HSHS. Schumacher is a graduate of the Burge School of Nursing in Springfield, Missouri. He holds a bachelor's in nursing from Missouri State University and a master's in nursing administration from Indiana University. He is a Fellow of the American Academy of Nursing, and serves on the Board of Trustees for Newman University in Wichita, Kansas.

## Sacred Heart Hospital's established board members are:

**Jeff Halloin, Chair** - Jeff Halloin serves as chair of the hospital's board. Halloin is the president of Landmark Company and Landstar Builders and he has been very active in community affairs since he returned to Eau Claire in 1993, currently serving on the board of directors of: Charter Bank, Ayres Associates, Visit Eau Claire, Eau Claire Community Foundation and the City of Eau Claire Redevelopment Authority. Halloin previously served as the chairman of the board of the Eau Claire Area Chamber of Commerce and the Chippewa Valley Museum. Halloin is an attorney admitted to practice in both Wisconsin and Illinois. He also serves on the board of directors of St. Joseph's Hospital.



Jeff Halloin

**James Docksey, Vice Chair** - James Docksey serves as vice chair of the hospital's board. He is a financial advisor with Edward Jones Investments in Chippewa Falls, serving individual investors and business owners. He also serves on the board of directors of St. Joseph's Hospital, and is a past member of the board of the Friends of St. Joseph's Hospital. Docksey is a member of the Chippewa Falls Noon Rotary Club and a board member of the Chippewa County Dental Foundation. Docksey has been a resident of Chippewa Falls since 1983.



James Docksey

**Faye Deich, Interim President** - Faye Deich serves as interim president of the hospital's board. She currently serves as the Interim President and CEO at Sacred Heart Hospital, and also serves as the hospital's Chief Operating Officer.



Faye Deich

**Dennis Breen, M.D.** - Dennis Breen, M.D., is a board certified family medicine physician and an associate professor of medicine in the Department of Family Medicine at the University of Madison School of Medicine and Public Health with the Eau Claire Family Medicine Clinic. He has been on the medical staff at Sacred Heart Hospital since 2001. He holds a bachelor's degree in biology from the University of St. Thomas in St. Paul, MN. He earned his medical degree at the University of Minnesota School of Medicine in Minneapolis.



Dr. Dennis Breen

**Sister Marybeth Culnan, O.S.F.** - Sister Marybeth Culnan is senior vice president of sponsorship/governance for HSHS. She also serves on the board of St. Joseph's Hospital in Chippewa Falls. Sister Marybeth is a member of the Catholic Health Association and an Associate of the American College of Healthcare Executives. She holds two nursing degrees and has served HSHS as a nurse clinical specialist at St. Vincent Hospital in Green Bay, Wisconsin, and St. John's Hospital in Springfield, Illinois.



Sr. Marybeth Culnan

**Julie Furst-Bowe** - Julie Furst-Bowe is provost and vice chancellor for academic and student affairs at the University of Wisconsin-Stout. She is a sought-after speaker and writer in the areas of higher education, quality and performance excellence, performance improvement, and the Baldrige National Quality Program - a public-private partnership by the National Institute of Standards and Technology and the American Society for Quality. In 2001, UW-Stout became the first Malcolm Baldrige Award recipient in higher education.



Julie Furst-Bowe

**Karen Hebert** - Karen Hebert is a broker with Spectrum Insurance Group in Chippewa Falls. Her focus is employee benefits planning and management. She holds a MBA from UW-Eau Claire, where she also earned her bachelor's degree. She is currently a member of the Chippewa Falls Chamber of Commerce Board of Directors, Chippewa Valley Museum Board of Directors, Chippewa Falls Rotary Club and the Regional Arts Council Endowment Trust.



Karen Hebert

**Greg Heiler, M.D.** - Greg Heiler, M.D., is a board certified anatomic and clinical pathologist with Pathology Service Corporation (PSC). He has been practicing with PSC and at Sacred Heart Hospital since 1992. He has served as president of the Sacred Heart medical staff. Dr. Heiler holds a bachelor's degree in biology from Luther College in Decorah, IA, and earned his medical degree from the University of Minnesota in Minneapolis.



Dr. Greg Heiler

## 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 you get information in writing about what symptoms or health problems to look out for after you left the house?

Possible responses:

A. ALWAYS, Usually, Sometimes, Never



## Western Wisconsin Welcomes New Faces

### Chief People Officer



Sacred Heart and St. Joseph's Hospitals welcome Craig Brenholt to the role of chief people officer for both hospitals. Craig has served as a human resources leader for various companies for more than 20 years; and most recently served as director of human resources at St. Mary's Hospital in Madison, WI. Prior to that, he served in various human resources leadership positions at Corporate Express in Broomfield, CO.

"We are excited to have Craig on our team and look forward to his human resources expertise," said Faye Deich, Interim CEO, and Chief Operating Officer at Sacred Heart Hospital. "He brings a breadth of knowledge and experience that will prove valuable in today's complex health care environment."

Craig holds a master's in business education and a bachelor's in business administration - both from the University of Wisconsin-Eau Claire. He graduated from Eau Claire North High School, and has previously taught at the School of Business at UW-EC.

*"I am excited to join the Sacred Heart and St. Joseph's teams in their mission of providing exceptional care to our patients in need," said Craig. "Both my wife, Mary, and I are very happy to be back in the Chippewa Valley."*

Craig began his role at Sacred Heart and St. Joseph's Hospitals on January 9.

### Associate General Counsel



Sacred Heart and St. Joseph's Hospitals welcome Lora Johnas to the role of Division Associate General Counsel. Lora has served in the hospital/healthcare industry for more than 25 years; and most recently served as associate legal counsel at Aultman Health Foundation in Canton, OH. She has also served as general counsel/risk manager at Vista Health in Waukegan, IL, and has taught legal courses to graduate students at Keller Graduate School of Management in Oak Brook, IL.

Lora holds a Master of Laws (LLM) in Health Law from DePaul University College of Law in Chicago. She holds a Juris Doctor from Marquette University Law School in Milwaukee and a bachelor's in nursing from the University of Wisconsin-Oshkosh.

"We're excited that Lora is joining our team. She brings extensive legal experience and will be a tremendous asset to our colleagues in Western Wisconsin as they navigate the complexities of health law," said Ashley Fischer, McDermott Will & Emery, Interim General Counsel, Hospital Sisters Health System.

*"I am excited to be joining the team at Sacred Heart and St. Joseph's Hospitals," said Lora. "Health care has undergone many changes over the past few years and it is a pleasure to be working with people who have maintained the focus on providing high quality patient care despite those changes."*

Johnas began her role at Sacred Heart and St. Joseph's Hospitals on January 9.

## GO RED for Heart Disease & Stroke Awareness

### Special Community Events Planned February 3 & 4 at Macy's-Oakwood Mall

The American Heart Association estimates that cardiovascular disease kills more than 480,000 women in America each year. As the No. 1 single killer of women over the age of 25, cardiovascular disease claims more lives than the next four most common causes of death combined. In fact, approximately every 35 seconds, someone in America will die of a coronary event.

To do our part in preventing this fate, Sacred Heart and St. Joseph's Hospitals, the American Heart Association, Macy's and Charter Communications are partnering to offer several FREE "GO RED" community events for American Heart Month in February. Join us for a

weekend of heart-healthy activities, presentations and fun gifts on Friday, February 3, and Saturday, February 4, at Macy's-Oakwood Mall in Eau Claire!

Activities will include heart-healthy cooking demonstrations for adults and children alike, a heart healthy happy hour with tasty treats, a GO RED fashion show, and fun family activities. Be sure to attend an educational seminar and receive a free gift! Special prizes and coupons for in-store savings will also be given. Remember to wear red on February 3 & 4 and receive a 20% discount at Macy's.

## 2012 Family Health Fair

### Don't forget to visit the Sacred Heart booth!

You are invited to bring your family and join the fun at the Indoor Sports Center's 2012 Family Health Fair. Be sure to stop by Sacred Heart Hospital's booth for fun interactive fitness and nutrition activities for children. DJ entertainment, inflatables, games, prizes and much more for the kids will be available.

**Saturday, January 21**

**11 am – 3 pm**

**Eau Claire Indoor Sports Center**

**3456 Craig Road, Eau Claire**

**Cost is \$5 for people over the age of 12.**

**Children 12 and under are free.**



## Compare & Consolidate

### Colleague Credit Union Offers Competitive Promotional Rates

Sacred Heart's Colleague Credit Union is excited to offer their new 2012 promotional rates and encourages colleagues to compare your current interest rates to what they can offer.

#### Unsecured Loans

- 24 month—5.99%
- 36 month—6.99%
- 48 month—8.99%

#### Secured Loans

- 1/2% off any term loan with a minimum of \$5,000 borrowed

*These terms and conditions apply to new loans only, so please stop in to speak with a representative or call 715-717-4245 for additional information.*



## HSHS Intranet Tip

### New Link Features Latest Health Care News

Since Sacred Heart Hospital implemented its new HSHS Intranet in October, we've received an abundance of positive feedback. In addition, we've added a new link to help our busy colleagues stay up-to-date with both local and national health care news.

## Did you know?

The "Media Clippings" link under the Communications tab directs colleagues to a page featuring PDF documents containing the previous week's health care media coverage. These documents, posted each Friday, allow physicians and colleagues to stay current with the latest information that matters most to health care professionals.

Colleagues who have questions about using the HSHS Intranet may contact the Communications Department by calling 715-717-6589 or by e-mail at DPaulson@shc.hshs.org.

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## Retirement Announcement

Ruth Ann Godden is retiring from Sacred Heart Hospital after 9 years of dedicated service to the mission of the Hospital Sisters. As a Registered Nurse, she has provided great care to her patients throughout the years, first in Surgical Services and most recently in Short Stay Care. Ruth Ann has also contributed her talents as a Nurse Educator, bringing hard work, dedication, and enthusiasm to this role. She demonstrates a genuine caring for others and is a true patient advocate, always taking the time to listen to patients and their families.

Ruth Ann has been a joy to work with and she will be missed by her nursing team at Sacred Heart. With great appreciation and gratitude, we wish Ruth Ann a very happy retirement.

Congratulations!



Ruth Ann Godden

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

**Anonymous Confidential**  
24/7

866.435-5777

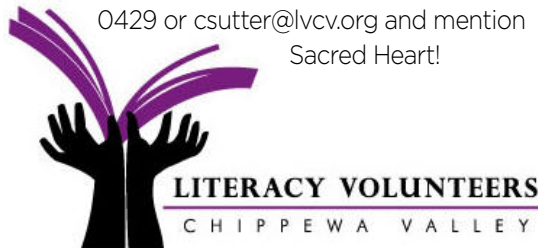
hshsvalue.ethicspoint.com



## Lifting Spirits through Literacy Tutoring!

### Colleagues Encouraged to Volunteer Time & Talents

Want to raise your spirits and those of someone else? Help a neighbor as a literacy tutor! Literacy skills impact us constantly and your involvement makes a daily difference to an adult. Tutoring happens weekly for approximately a year, with flexibility for vacations. Some shorter placements are available. Different formats of training are offered. Registration deadlines are January 20 and February 15. To register or to receive more information, please contact Cheryl at (715) 834-0429 or [csutter@lvcv.org](mailto:csutter@lvcv.org) and mention Sacred Heart!



## Supporting Our Community Concert to Benefit the Chippewa Valley Free Clinic



On Saturday, January 21, the Eau Claire Quakers will host a benefit concert to help support the Chippewa Valley Free Clinic. Held at First Baptist Church from 7 to 9 pm, all are welcome to join some of the musicians at a potluck meal starting at 5:30 pm. Performers will include Andy Juhl & the Blue Stem Players, from western Iowa, joined by two local bands, The Barnyard Banshees and The Nightcrawlers. The suggested donation for the event is \$10-\$50. For more information, please visit [www.ECQuakers.com](http://www.ECQuakers.com).

**Saturday, January 21, 2012**

**7:00-9:00 p.m.**

**First Baptist Church**

**416 Niagara Street**

**Eau Claire, WI**

## BENEFIT UPDATE

### Error When Purchasing Insulin, Diabetic Testing Supplies, and Asthma Inhalers

Due to incorrect coding in HSHS's new PrimeMail medication management system, it was recently brought to our attention that insulin, diabetic testing supplies, and asthma inhalers are now reading as maintenance medications when purchased at local pharmacies. This means a member who tries to refill any of these items at a local pharmacy will have their refill rejected and told it must be purchased through PrimeMail.

This is a mistake that will be corrected as soon as possible. Until then, if you refill one of these medications and experience this error, please notify the pharmacist of the error and request them to perform an override so the medication can be purchased at the local pharmacy. For more information, please contact People Services at 715-717-4574.

*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@shc.hshs.org](mailto:DPaulson@shc.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.