

Canticle

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



Rick Beckler (second from right), Catholic Charities Regional Board of Directors member, pictured here with other flood relief workers

*"It is in giving,
that we receive."*

~St. Francis of Assisi

Hospitals assisting with flood relief

Following the recent flooding in Trempealeau County, Hospital Sisters Health System Division (Western Wisconsin) has been working with Catholic Charities and the American Red Cross to assist with disaster relief for Arcadia and surrounding area residents.

(continued on page two)



there is hope here.



Arcadia flood relief

(continued from page one)



Gov. Jim Doyle declared a state of emergency for Trempealeau County as a result of flooding in the Arcadia area. According to the state Department of Military Affairs, last week's storms produced six inches of rain and left downtown Arcadia under as much as three feet of water at one point. The flooding also washed out roads and bridges, downed power lines and damaged infrastructure.

A Red Cross Evacuation Center was set up for the residents, and our Division recently received a request for food supplies and blankets. Sacred Heart and St. Joseph's hospitals gathered the requested supplies and delivered them immediately. Donation jars have now been set out to collect monetary donations to send as well. The Flood Relief Donation Collection jars at Sacred Heart can be found in the hospital's Cafeteria, Main Lobby, Emergency Medical & Trauma Center, Center for Cancer Treatment & Prevention, and the Center for Imaging.

The HSHS Division (Western Wisconsin) will continue to work with Catholic Charities and the Red Cross to assist them in any way that we can. Meanwhile, please keep the impacted residents in your thoughts and prayers.

'Healthcare industry leaders to know'

Hospital executives recognized in national magazine



Steve Ronstrom

Steve Ronstrom, President and CEO, HSHS Division (Western Wisconsin), and Faye Deich, RN, MS, CNAA, Senior Vice President of Division Operations and Chief Operating Officer for Sacred Heart Hospital, were recently highlighted in Becker's Hospital Review magazine's list of top "Hospital and Healthcare Industry Leaders to Know."

Ronstrom has led the development of two five-year strategic plans to build harmony in the medical community, including physicians in multi-specialty groups as well as independent practice. In addition, he eliminated excess operating costs and reengineered management services to build a patient-focused system with a patient satisfaction rating in the top one percent in the nation.



Faye Deich

Deich led the hospital, the ninth largest employer in the region with more than 1,300 employees and more than 250 physician partners, to win the 2009 Governor's Forward Award of Excellence, the highest achievement level possible under the Wisconsin Forward Award. The hospital also won the Practice Greenhealth Environmental Leadership Award and was inducted into the Environmental Leadership Circle (for the past three years) under Deich's leadership. She was the Chief Nursing Officer at Sacred Heart Hospital prior to becoming the Chief Operating Officer.

Providing a Spiritual & Ethical Guide

Hospital Director Published in National Journal

Father Lawrence Dunklee, M.Div., MA, Director, Center for Spiritual Care, Sacred Heart Hospital, was recently published in the *Catholic Business Journal* on the topic of "How to apply basic ethical principles to organizational structures and processes." In addition to serving as a member of the Catholic Health Association's Theologian/Ethicist Committee, Chair of Sacred Heart's Ethics Committee, Hospital Sisters Health System Director of Ethics, and the newly appointed Bishop William Patrick Callahan's Liaison for Health Affairs, Father Dunklee also serves as Vice-President of Mission and Pastoral Services for HSHS Division (Western Wisconsin); ensuring organizational alignment with the mission of the Hospital Sisters. Father Dunklee speaks extensively on health care ethics

and serves as a bioethics consultant to several hospitals and health care systems. His articles have appeared in many ministry and health care publications, including *Health Progress*.



Father Lawrence Dunklee

Prospects and possibilities

Feedback sought for new ‘imagining’ campaign



Change is coming, and the future of health care is in our hands. Sacred Heart and St. Joseph’s hospitals are not waiting for lawmakers to determine our health care. We are imagining our future at a grassroots level – and we want your help and input.

Our hospitals will soon be partnering with the community to write a new strategic plan for Sacred Heart and St. Joseph’s hospitals. Throughout October and into November we will be meeting with community groups and asking the simple question: “What do you want *your* health care to be?”

We are working to engage people across western Wisconsin to tell us how health care can best serve them in the future. Our hospitals will host a series of special meetings with Dr. Pamela Wible, a pioneer of the consumer-designed medical practice, on October 25 and 26. Sessions will take place in both Eau Claire and Chippewa Falls. We are planning eight small-group sessions and two large community meetings to get input on the medical wants and needs of the people of our area.

The planning will culminate in early 2011 with the launch of a new strategic plan that we will share with our community.

We hope you will join us on our journey to build something incredible.

MEDITECH Update

Go-Live support comes in many forms



Above: Super Users gathered in front of a MEDITECH EXPERTS board on 5-Cardiology

Upon the MEDITECH Go-Live on September 1, over 200 colleagues and physicians from Sacred Heart and St. Joseph’s hospitals joined the MEDITECH consultant team and visitors from Hospital Sisters Health System as MEDITECH “Super Users”. In addition, many departments developed their own MEDITECH support systems by creating pocket-guides, tip-sheets, and utilizing “super user extenders”. The 5-Cardiology Department has drawn attention for “best practice”, with their MEDITECH EXPERTS poster board. Displayed at the 5-Cardiology Nurses Station is the poster listing Cardiology “Staff Members” and their “Area of Expertise”. Darla Derks, RN, PCCN, Director, Cardiology, explained that colleagues sharing their strengths has served as an extension of the super user role, as well as developed peer-to-peer support on Cardiology. It is with this unified, team centered approach that the implementation of MEDITECH has gone so smoothly at each facility; allowing our staff to continue providing the highest level of care to those we serve.

new logos coming soon

In January, Sacred Heart and St. Joseph’s hospitals will launch new logos, intended to better showcase our affiliation with Hospital Sisters Health System (HSHS) and the role we play in making it the strong and viable health care system that it has grown to become.

Beginning in 2009, HSHS initiated an extensive review of the System’s communication methods, with the goal of developing a cohesive look for all HSHS affiliates. The new logos – deeply rooted in Franciscanism with its incorporation of the Tau cross symbol – aim to unify the hospitals with HSHS and the Hospital Sisters’ sponsored ministries.

Continue to read Canticle for more details on our new visual identity.



Service

THE HIGH ROAD TO SERVICE IS TRAVELED WITH INTEGRITY, COMPASSION AND UNDERSTANDING. PEOPLE DON'T CARE HOW MUCH WE KNOW, UNTIL THEY KNOW HOW MUCH WE CARE.



A Role Model For Nurses Everywhere

Sacred Heart CNO Named W-ONE Nurse Leader of the Year

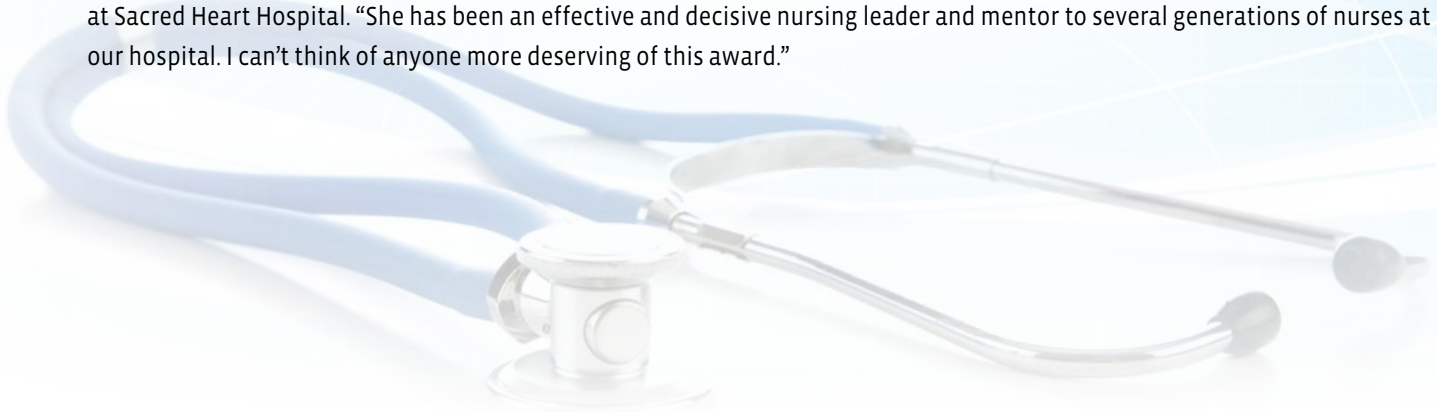
On September 16, the Wisconsin Organization of Nurse Executives (W-ONE) proudly presented **Amy Dwyer, RN, MSN, Assistant Administrator and Chief Nursing Officer at Sacred Heart Hospital, with its 2010 Nurse Leader of the Year Award.**

Rigorous criteria for selection of the Nurse Leader of the Year award include someone who: has developed positive intra-institutional relationships with other disciplines including administration and medicine; has promoted the profession of nursing and nursing management within the institution and the community; serves as a role model, mentor and coach to others; participates in a broad range of civic and health care related organizations; a political activist for nursing and health care; among other criteria. W-ONE honors a Wisconsin nurse leader each fall.

“In her organization, Ms. Dwyer encourages an environment of education, advancement, and innovation in nursing practice that has both redefined and invigorated the role of nurse at her hospital,” said Paula Hafeman, RN, MSN, FACHE, President of W-ONE. “Her peers at Sacred Heart state time and again that she exemplifies the core values of their organization – care, respect, competence and joy – in all that she does. She led the journey to implementation of the shared decision-making model at her hospital, with a consistent focus on improving patient outcomes and improving communication with and among her nursing staff.”

Dwyer has been a member of W-ONE since 1996, participated as a member of the W-ONE board of directors from 1996-1997, and again from 2008 to the present. She also served on the Wisconsin Council of Nurse Managers board of directors from 1992-1995.

“Much of the success of Sacred Heart Hospital can be attributed to programs and initiatives that Amy has worked with and, in many cases, developed,” said Faye Deich, RN, MS, CNAA, Senior Vice President of Division Operations and Chief Operating Officer at Sacred Heart Hospital. “She has been an effective and decisive nursing leader and mentor to several generations of nurses at our hospital. I can’t think of anyone more deserving of this award.”





From left: Steve Ronstrom, President & CEO, HSHS Division (Western Wisconsin), Dave Fish, and Steve Brenton

Leaders from Sacred Heart & St. Joseph’s hospitals earn recognition

David Fish, Senior Advisor for Advocacy of Hospital Sisters Health System (HSHS), recently received the Wisconsin Hospital Association’s Lifetime Achievement award on September 16 for his service to the hospital, community and to the association. WHA President Steve Brenton presented the award to Fish at a ceremony during the WHA convention held recently in Madison.

Fish’s 40-year history in health care began in 1969 in the

U.S. Army Medical Services Corp, after earning a master’s in health care administration from St. Louis University. His association with St. Joseph’s Hospital and the Hospital Sisters of St. Francis began in 1976, when he then served as St. Joseph’s Assistant Administrator for four years. In 1980, he was appointed Vice President of Human Resources for HSHS. Fish returned to St. Joseph’s Hospital in 1983, when he was appointed Executive Vice President. He is currently responsible for supporting state and federal advocacy program management.



Deanne Rubenzer

Executive Coordinator Receives Award of Distinction

Deanne Rubenzer, Executive Coordinator/ Administration at St. Joseph’s and Sacred Heart hospitals, was recently honored with the Association for Healthcare Administrative Professionals Award of Distinction, designed to recognize members whose contributions and accomplishments advance the professionalism of health care administrative support. Rubenzer was presented with her award on September 9 in Orlando, Florida, at the organization’s annual conference.

Father Dunklee Earns Highest Seminary Honor

Father Lawrence Dunklee, M.Div., MA, Director, Center for Spiritual Care, Sacred Heart Hospital, has earned the “Sal Terrae Award” from St. Francis Seminary in Milwaukee. The award, which is Latin for “salt of the earth,” is the highest honor of the seminary, and given to an alumnus who has demonstrated heroic and extraordinary service to the Church. A native of Elroy, Wisconsin, Father Dunklee attended the St. Francis Seminary in Milwaukee. The award ceremony was held at the St. Francis Seminary on September 19.



Photo courtesy of Leader-Telegram

Earlier this year, Father Dunklee celebrated his 32nd anniversary of ordination. He also was named System Director of Ethics for Hospital Sisters Health System (HSHS), as well as Vice-President of Mission and Pastoral Services for HSHS Division (Western Wisconsin). In addition to these roles, in 2009, he was appointed to the Catholic Health Association’s Theologian/Ethicist Committee for a two-year term, and also serves as the newly appointed Bishop William Patrick Callahan’s Liaison for Health Affairs for the Diocese of La Crosse.

Congratulations Father, and thank you for all that you do in support of our patients, colleagues, and the communities we serve.

It was a Blessing to have you there!

On Sunday, September 26, Sacred Heart Hospital hosted its annual “Blessing of the Animals.” The service took place on the west lawn of the hospital and was attended by nearly 100 pet owners and their pets. Father Edmund Klimek, Senior Chaplain at Sacred Heart Hospital, and Father Larry Dunklee, Director of Spiritual Care, offered the blessing during a brief prayer service.

St. Francis of Assisi, The Patron Saint of Sacred Heart, was a man who served, administered to and spent his life caring for the poor, the under-served and the downtrodden. His love of all God’s creatures also extended to animals. It is in honor of this love and in the spirit of this great saint that we offer this unique, ecumenical event. The event was free and open to the public.



Monica Herman

Donor Development Specialist Joins Team

Welcome Monica!

Monica Herman has joined the Friends of Sacred Heart Hospital as **Donor Development Specialist for Major Gifts**. Herman most recently served as director of development for the Aquinas Catholic Schools and Aquinas Schools Foundation, where she assisted in raising funds for their legacy capital campaign. She also is the former executive director of Winona County chapter of the American Red Cross.

Herman holds a bachelor’s in business administration from Viterbo University, and is completing her master’s in philanthropy and development at Saint Mary’s University in Winona, MN. She is a Rotarian and member of the Association of Fundraising Professionals.

“We are fortunate to find someone with Monica’s expertise and passion,” said Ann Kaiser, CFRE, Director, Director, Sacred Heart Hospital. “She is a great fit with our donors and volunteers, as well as with the mission of Sacred Heart Hospital. We are looking forward to great things ahead.”

Sacred Heart Hospital relies on donations from grateful patients and their families, our employees, medical staff, volunteers, businesses and other caring individuals. These gifts, in addition to monies raised from special events, purchase the best technology and services medicine can offer patients and their loved ones.

HSHS VP of Philanthropy Appointed

Building a Stronger System Through Charitable Donations

Larry Schumacher, Interim President & CEO, COO, Hospital Sisters Health System (HSHS), is pleased to announce the **appointment of Daniel McCormack as President and Chief Executive Officer of the Hospital Sisters of St. Francis Foundation, Inc. and Vice President of Philanthropy with HSHS** beginning on October 11. For the past seven years, Dan has served as the Executive Director of the Mercy Hospital Foundation in Buffalo, New York; Mercy Hospital is a 390-bed tertiary-care hospital which operates as part of the Catholic Health System. Under his leadership, Mercy Hospital Foundation realized a dramatic increase in all forms of public support and contributions. “We are delighted to have someone of Dan’s expertise and vast understanding of fundraising join us at this important time in the evolution of health care,” commented Larry Schumacher. Please join us in welcoming Dan to HSHS.



Daniel McCormack



“We’re very impressed!”

Meeting and exceeding surveyor expectations

Sacred Heart Hospital’s Laboratory Services Department recently underwent inspections by the College of American Pathologists (CAP). The unannounced, biannual onsite inspections review policies, procedures and practices of all aspects of laboratory testing and anatomic pathology. The inspection and continued accreditation ensure physicians, patients, and their families that Sacred Heart laboratory staff has the equipment, training, and expertise necessary to provide the very best in diagnostic care.

“The lab was commended on its excellence by all the inspectors who

were very impressed with our quality of work processes, reporting methods and results oriented approaches,” said Deb Bloom, MT(ASCP), Director, Laboratory Services, HSHS Division (Western Wisconsin). “Most importantly, it is evident that our staff does an outstanding job of meeting and exceeding the expectations of our policies in the effort to best serve our patients.”

A special Thank You goes to Deb Bloom and Robert Ridenour Jr., MD, Pathology Service Corporation, who serves as Medical Director of Sacred Heart’s Laboratory Services Department, for their visionary leadership and patient centered approaches.

12th Annual Woman to Woman Event

On September 20, Sacred Heart Hospital and the Center for Healthy Living hosted the 12th annual Woman to Woman community health care event at The Florian Gardens in Eau Claire. During the event, keynote speakers “Aly & Andrea” were enthusiastic and inspirational as they presented their emotional and motivating story to nearly 500 attendees over lunch and dinner sessions.

For more information, please contact the Hospital’s Center for Healthy Living at 715-717-1600.



NATIONAL REHABILITATION WEEK

Dedicated staff offers a new lease on life

Each year, Sacred Heart Hospital’s L.E. Phillips Rehabilitation Center treats approximately 315 patients that need intensive, coordinated rehabilitation services. This is carried out by a dedicated staff of rehabilitation nurses, therapists, and physicians. Every September, the services provided

to these patients are recognized during National Rehabilitation Awareness Week observed this year from the 19th through the 25th. “In total, the rehabilitation staff here at Sacred Heart Hospital practice with over 900 years of experience,” commented Richard Bryans, MA, CCC-SLP, Therapies Director. “We are very proud of the exceptional team we have developed here and we are enthusiastic of all the innovative services we are able to offer our patients.” Sacred Heart’s Rehabilitation Center is the only CARF accredited rehab facility within a 90 mile radius. In addition, despite treating many severe cases as a primary stroke care center, they celebrate 74% of their patients being discharged back into the community with a new lease on life.



Above: Ben Johnson (left), Certified Therapeutic Recreational Specialist, Sacred Heart Hospital; and the Pleo Dinosaur, recently worked with a rehab patient on hand-eye coordination.

... Heart Walk UPDATE ...

Eau Claire Start!
2010 Heart Walk a
Huge Success

Congratulations
to all who
participated!

Raising approximately \$65,000, an estimated 800 walkers participated in Eau Claire's 2010 Heart Walk to benefit the American Heart Association. Of that total, Sacred Heart had 196 participants who were able to surpass the hospital's goal of \$14,000 by raising a total of \$14,851 for this most worthy cause. "We did really well this year," said Nancy DeMars, Director, Cardiac Services, Sacred Heart Hospital. "There was a lot of enthusiasm from our team leaders and everyone who participated, which made a huge difference."

Four teams raised over \$1,000:
Surgical Services (OR, SSCU, PACU, SPD) - \$2,365
Cath Lab/Radiology - \$1,993
5-Cardiology - \$1,913
Center for Critical Care - \$1,419

Top individual fundraisers included:
Dawn Walker - \$1,825
Lynn Bremness - \$1,578
Darla Derks - \$1,070
Deanna Brown - \$1,026



Service Tip of the Week

Noise Reduction Reminder

Reduce Overhead Announcements

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.



Save the date!

Wonderland on the River

The Partners of St. Joseph's Hospital will present the second annual "Wonderland on the River" fundraising event on Saturday, November 13, at the Lake Wissota Golf Course in Chippewa Falls. The fundraiser will feature a luncheon, raffles and a fashion show to support the hospital's Emergency Service Area renovation and expansion project. Please watch the next edition of Canticle for more details.



Free Clinic Volunteers Needed

The Chippewa Valley Free Clinic is struggling to recruit nursing volunteers and needs help. **If you are a nurse (or know of a nurse) that would be willing to lend the Free Clinic their exceptionally valued skills and time, please call 715-839-8477 or email Brent@cvfreeclinic.org.**

Currently 58% of volunteer shifts are filled for October (Tuesday and Thursday nights and Thursday days). In addition to nurses and physicians, volunteers are being recruited for patient advocate, receptionist, lab tech and med service staff. Thank you!



Honoring a life-long commitment to care

Hospital accepts donation on behalf of former chief of surgery

To honor former Sacred Heart Hospital Chief of Surgery J. Birney Dibble, MD, a framed print from the St. John's Bible Collection was donated to the hospital's collection on Wednesday, September 22. Participants of a Christian men's Bible study group made the donation of an illumination print by artist and calligrapher Donald Jackson depicting Luke 24, "Road to Emmaus". Dr. Dibble was Chief of Surgery from 1973 to 1980 and has provided life-long service to mankind through his work in medicine, missions, military service and writing. Amy Dwyer, RN, MSN, Chief Nursing Officer, along with Pat LuCore, RN, Division Director, accepted the print on behalf of



From left: Pat LuCore, Dr. Birney Dibble, Amy Dwyer and Ann Kaiser, Director of Development

Sacred Heart. The hospital's collection of illumination prints can be viewed on display near the Community Auditorium.

Reinvesting in our community

Patient centered facility improvements

Since July 1, Sacred Heart Hospital approved over \$725,000 on Capital Equipment Purchases to improve the hospital's facilities and equipment for colleagues, physicians and the patients we serve. The major components of these projects include \$575,000 of Laboratory instrumentation and \$60,000 of information technology.

It is with a patient centered focus that Sacred Heart Hospital has continued to reinvest in the community through purchasing the newest, most sophisticated technologies to allow state-of-the-art treatments to be done right here in Eau Claire, close to patients' homes, families and friends.

Providing The Highest Level Of Care

Cardiology Nurse Earns Progressive Care Certification



Tina Voss

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 Tina Voss, RN, PCCN, Cardiology Department, Sacred Heart Hospital, recently received 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. "Achieving this certification promotes the continuing excellence of nursing within our progressive care unit," commented Darla Derks, RN, PCCN, Director, Cardiology, Sacred Heart Hospital. "It not only validates Tina's commitment to quality care to peers, patients and their families, but most importantly, it demonstrates her ability to always provide the highest level of care during that critical moment when it matters most."

Mark Your Calendar

Volunteer Partners Jewelry & Accessory Sale Returning Soon

On October 7 and 8, Volunteer Partners of Sacred Heart Hospital will once again host their annual jewelry and accessory sale from 7 am to 5 pm in Bishop-Treacy Halls.

Most items, including necklaces, bracelets, earrings, scarves, billfolds, and much more, will be on sale for as low as \$6.

This is a great opportunity to update last year's wardrobe or to purchase stocking stuffers for Christmas. All profits will go to benefit ongoing hospital projects. Payroll deduction slips will be available.

For more information, please contact the Volunteer Office at 715-717-4255.

HSHS Values Line

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

866.435.5777

hshsvalue.ethicspoint.com



Anonymous
Confidential

24/7



Hospital Sisters
Health System

Mind, body & spirit wellness

- Remember to BREATHE!
- How can anyone ever tell you that you are anything less than beautiful?
- YOU are God's great work of art!!
- Remember the pursuit of excellence as opposed to the damaging effects of perfectionism.
- Are you sharing the Hawaiian Blessing with anyone today?
- Remember your active listening skills. Practice, Practice, Practice.

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.

RISEN
Reminder

Thank You!

Successful United Way Day of Caring

Sacred Heart Hospital is grateful to the generous colleagues who recently participated in the United Way Day of Caring. The project consisted of cleaning up and organizing the United Way storage space located at the Banbury Place. The Day of Caring is an excellent way to participate in a community activity to further demonstrate to the community that we care. Thanks again to all Sacred Heart colleagues for their generous participation in the Hospital's 2010 United Way Campaign.



From left: George Werlein, Nutrition Services; Brian Jorgenson, Information Systems; Jason Crnic, Information Systems; Linda Caillier, Regional Cancer Center; Ann Siebenshuh, Case Management; Deb Sommerfeld, Quality Resources; and Deb Drung, Fiscal Services

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. 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; 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.