

January 25, 2011

www.sacredhearteauclaire.org

# Canticle

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



**Sacred Heart**

HOSPITAL  
EAU CLAIRE, WISCONSIN

AN AFFILIATE OF HOSPITAL SISTERS HEALTH SYSTEM

go red for women  
make a promise to be heart healthy

## Rethinking care delivery

### Hospital CEO featured in national magazine

Steve Ronstrom, President and CEO, HSHS Division (Western Wisconsin), was recently featured in *Hospital Review* magazine. The article, entitled “The Case for Shifting More Services to Midlevel Providers,” offers insight about the future of health care delivery. He writes, “As we move to new methods of reimbursement, such as bundled payments and accountable care organizations, we have an opportunity to rethink what physicians do and honestly assess what tasks could be handled by other professionals who have sufficient training to do it. I’m thinking of nurse practitioners, physician assistants and nurse anesthetists.” 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.

To view this publication, please visit: [www.sacredhearteauclaire.org/content/11908](http://www.sacredhearteauclaire.org/content/11908)



Sacred Heart and St. Joseph’s hospitals, the American Heart Association, Macy’s and Charter Communications are partnering to host the second annual “Go Red” community events for American Heart Month in February. Join us for a FREE weekend of heart-healthy activities, presentations and fun gifts on Friday, February 4 and Saturday, February 5 at Macy’s-Oakwood Mall in Eau Claire.

**Activities will include:**

- Heart-healthy cooking demonstrations for adults and children alike
- Heart healthy happy hour with tasty treats
- **Go Red** fashion show
- Fun family activities

Be sure to attend one of several educational seminar and receive a free cook book. Special prizes, heart healthy snacks, and coupons for in-store savings will also be given. Remember to wear **red** and receive a 20% discount at Macy’s!

For more information and to view the full schedule of exciting events taking place February 4 & 5 at Oakwood Mall, please visit [www.goredchippewavalley.com](http://www.goredchippewavalley.com).

## Hospital welcomes second cardiovascular surgeon



Monica McDonald, MD

The art of compassion, the science of medicine and the power of technology unite at the Heart & Vascular Institute at Sacred Heart Hospital. Sacred Heart’s state-of-the-art cardiac catheterization labs and newly completed CV Surgical Suite offer the full range of diagnostic and interventional capabilities, and with the addition of our Cardiac Surgery Program, we are able to provide the full spectrum of treatment options for your heart.

For that reason, Sacred Heart Hospital is pleased to welcome Monica McDonald, MD, FACS, FACC, to the hospital’s cardiovascular surgery team. On Monday, January 24, Dr. McDonald joined Dr. John Waciuma

as Sacred Heart’s second Cardiovascular & Thoracic surgeon.

Dr. McDonald is board certified in Thoracic and General Surgery and earned her medical degree from Yale University School of Medicine. She then completed her residency in General Surgery from The Mayo Clinic in Rochester, MN, before completing her fellowship in Cardiothoracic Surgery from Cleveland Clinic Foundation in Cleveland, OH.

Dr. McDonald is extensively published and comes to Sacred Heart Hospital after most recently serving as Cardiothoracic Surgeon at St. Luke’s Medical Center and Assistant Clinical Professor of Surgery at the Medical School of Wisconsin. Please join hospital administration, physicians, colleagues and volunteers in welcoming Dr. McDonald to Sacred Heart’s Medical Staff.

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Please join us in welcoming the newest member of our Sacred Heart Cardiovascular Team  
**Friday, January 28th**  
**7:30 to 9:00 am Open House**  
**Community Auditorium**  
**Breakfast Provided**

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Friday, February 11, 2011

## Center for Cancer Care Unveils New Linear Accelerator

On January 21, Sacred Heart Hospital held an internal Blessing & Dedication for the Center for Cancer Care's new Trilogy Linear Accelerator. The dedication was conducted by Pat LuCore, RN, Division Director; Georgia Smith, RN, MHA, OCN, Director, Cancer Care Services, Sacred Heart Hospital; and Father Klimek, Senior Chaplain, Center for Spiritual Care, Sacred Heart Hospital, who also performed the blessing. The new accelerator, manufactured by Varian, has all the options including the latest Rapid Arc technology and on-board imaging. The imaging capabilities of this accelerator allow greater precision, as well as enhanced safety and accuracy for radiation therapy. The entire project was \$3.7 million and

took a little over a year to complete. It is also the most sophisticated technology currently available in the region.



Angela Forehand (right), (R)RT, Radiation Therapist, uses Georgia Smith (left) to instruct blessing attendees how the Linear Accelerator works

## Hospital Announces 2011 Leaders of the Year



Deb Bloom

John VanDeVoort

At the January 20, 2011 Leadership Institute at Sacred Heart Hospital, Faye Deich, Chief Operating Officer, proudly announced this year's Leaders of the Year:

Deb Bloom, MT(ASCP), Director, Laboratory Services, HSHS Division (Western Wisconsin), worked with her team to implement a Sacred Heart Laboratory redesign using LEAN principles. She approached this project with enthusiasm and determination to improve the efficiency of Laboratory Services. "The lab redesign had a profound impact on daily operations and improved an already high quality laboratory," Faye commented. "Through this process,

Deb demonstrated exemplary leadership skills that included conflict resolution, project management, and change management; and has set the direction necessary to create a divisional approach to the delivery of laboratory services."

John VanDeVoort, Pharm.D., Director, Pharmacy, HSHS Division (Western Wisconsin), and Chair of the Emergency Management Committee, played a tremendous role in Sacred Heart and St. Joseph's hospitals' MEDITECH implementation; readily accepting the challenge of moving a key process - medication order entry - to the Pharmacy. "John is described as innovative and energetic by the HSHS leadership he works with and continually seeks process improvements," commented Faye. "He easily articulates the metrics he is working on and has a clear vision for the future of pharmacy services in the HSHS Division (Western Wisconsin)."

Congratulations John and Deb!

# WORLD Day of Prayer for the Sick

World day of Prayer for the Sick is celebrated every year to pray for all those in poor health and to recognize those who deliver their care.

**Pray Globally, Gather Locally.**

Sacred Heart Hospital will be hosting a special Mass on February 11 at 1 p.m. in the hospital's Chapel in observance of the 19th Annual World Day of Prayer for the Sick.

The Mass, which will be celebrated by Bishop William Patrick Callahan of the Diocese of La Crosse, will commemorate those who are sick and suffering. The Mass will also be an occasion of prayer and support for the countless caregivers devoted to caring for the sick.

"This is a day in which countless Christian communities throughout the world spiritually gather together to pray for those who are sick and suffering," said Monsignor Edmund Klimek, Senior Chaplain, Sacred Heart Hospital. "We are honored that Bishop Callahan will be with us at Sacred Heart Hospital to celebrate this special Mass."

The World Day of the Sick is an annual, globally recognized observance originally designated by Pope John Paul II in 1992.

A reception with Bishop Callahan in the Community Auditorium at Sacred Heart Hospital will follow the Mass. The Mass and reception are open to the public.

# Leading the way

## New board of directors members appointed

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



**Sister Gertrude O'Connor, O.S.F.**  
~ A registered nurse, Sister Trudy has served in a variety of nursing areas as well as in the operating room for a variety of hospitals, including St. Joseph's Hospital in Chippewa Falls.

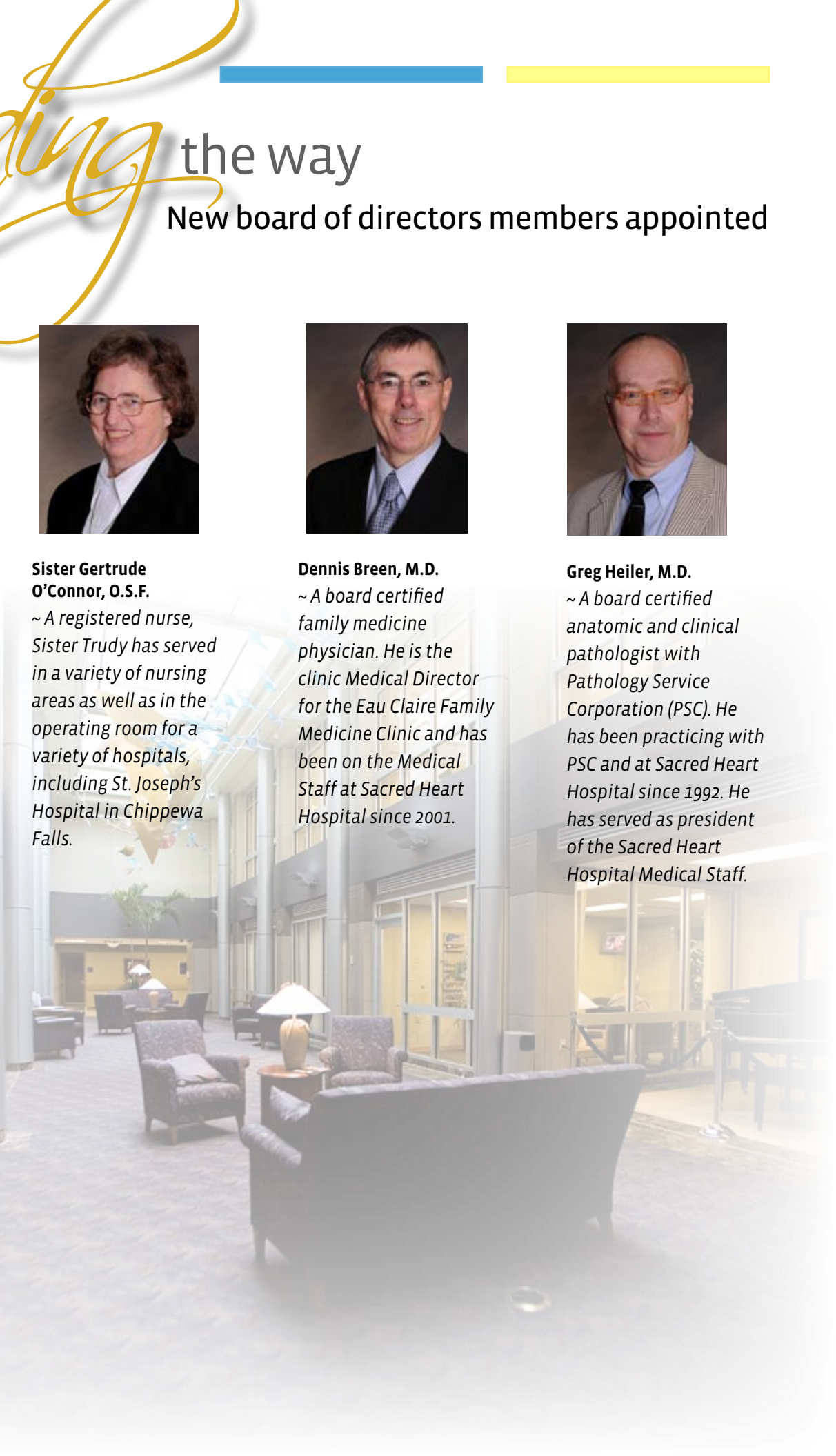


**Dennis Breen, M.D.**  
~ A board certified family medicine physician. He is the clinic Medical Director for the Eau Claire Family Medicine Clinic and has been on the Medical Staff at Sacred Heart Hospital since 2001.



**Greg Heiler, M.D.**  
~ 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 Hospital Medical Staff.

*"This is a critical time in medicine and health care," said Stephen Ronstrom, President and CEO, HSHS Division (Western Wisconsin). "We must increase quality, access and safety as well as expand to meet the growing needs of our region and baby boomers. At the same time, we must work to make health care affordable for everyone. The Hospital Sisters have served this region for more than 121 years and are dedicated to treating the whole person and providing the best for our patients and our community."*



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



**Robert Krause, Chair** – Robert Krause serves as chairperson of the Sacred Heart Hospital board. Krause is a certified public accountant and an active member of the American Institute of CPAs and the Wisconsin Institute of Certified Public Accountants. His focus is in accounting, finance and technology. He is a long-time community leader and former member of Sacred Heart Hospital's advisory council.



**Jeff Halloin, Vice Chair** – Jeff Halloin serves as vice chair of the hospital's board. Halloin has been the president of Landmark Company since 1993. He is an attorney and was admitted to the bar in Wisconsin and Illinois. His areas of expertise include legal finance and real estate development.



**Stephen Ronstrom, President** – Steve Ronstrom serves as president of the hospital's board. He is president and CEO, HSHS Division (Western Wisconsin), which includes both Sacred Heart and St. Joseph's hospitals.



**James Docksey, Secretary** – James Docksey serves as secretary 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 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.



**Sister Marybeth Culnan, O.S.F.** – Sister Marybeth Culnan is senior vice president of sponsorship/governance of the Hospital Sisters Health System, a 13-hospital health care network of which Sacred Heart Hospital is affiliated. Formerly serving as Sacred Heart Hospital's board chair, Sister Marybeth now serves as a board member. She also serves on the boards of St. Joseph's Hospital in Chippewa Falls, and Hospital Sisters HealthCare-West, Inc.



**Julie Furst-Bowe, Ed.D.** – 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. Considered America's highest honor for performance excellence and quality achievement, the Baldrige application for UW-Stout was spearheaded by Furst-Bowe. In 2001, the university became the first Malcolm Baldrige Award recipient in higher education.



**Karen Hebert, MBA** – Karen Hebert is a broker with Spectrum Insurance Group in Chippewa Falls. Her focus is employee benefits planning and management. She holds an MBA from the University of Wisconsin-Eau Claire, where she also earned her bachelor's. 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.



**Thomas J. Leinenkugel (Jake)** – Jake Leinenkugel is president of the Jacob Leinenkugel Brewing Company in Chippewa Falls and also serves on the St. Joseph's Hospital Board of Directors. In 1990 he became the fifth generation family member to head the brewing company. Leinenkugel was born in Chippewa Falls, and then attended the University of Wisconsin to major in business. He graduated from Pepperdine University with a business degree and served six years as a U.S. Marine Corps Infantry Officer.

## Mission, Metrics and Mercy

### Second Annual Spirituality in Health Care Conference

On Wednesday, March 16, HSHS will host its second annual Spirituality in Health Care Conference in Springfield, IL. Natural tension occurs when health care providers and leaders responsible for overseeing financial and performance indicators, perceive mission differently. Several important questions will be answered, including:

- How can the tensions created by a commitment to mission, metrics and mercy bring forth a renewed shared vision?
- What drives the mission, metrics and mercy triage?
- How can fruitfulness of productive outcomes be balanced with faithfulness to mission?

Presenters will explore the common ground among various disciplines involved in providing services in mission-based organizations during difficult economic times.

## “It truly was a special evening.”

### Hospital showcased St. John’s Bible and artwork

On January 20, Friends of Sacred Heart Hospital welcomed more than 130 community members for a rare opportunity to view The Heritage Edition of *The Saint John’s Bible*. Tim Ternes, Director of The Saint John’s Bible and Museum Programming, visited Eau Claire to make the special presentation and discuss the development of this landmark project. The event was free and open to the public. As part of its healing ministry, Sacred Heart Hospital has prints from The Saint John’s Bible on permanent display and available to the public for viewing. “We knew there was a great following in the Chippewa Valley, but the response was even greater than we’d anticipated,” commented Ann Kaiser, CFRE, Director, Development,

Sacred Heart Hospital. “The St. Johns Bible has widespread appeal across many different denominations and age groups. It truly was a special evening.”

A video with more information can be found at:

[www.saintjohnsbible.org/assets/videos/InTheBeginning.htm](http://www.saintjohnsbible.org/assets/videos/InTheBeginning.htm)



Tim Ternes (left) showcases completed volumes of *The St. John’s Bible*.

## Miracle-a-Month

### Hospital seeks miraculous story

Sacred Heart Hospital is looking for miraculous patient, caregiver, colleague, or volunteer story ideas for external publication, and we want to hear from you! The Miracles will be submitted to the Center for Health Transformation to be included in their discussions across the country of the amazing care we provide here at Sacred Heart Hospital.

If you are currently involved in the care of a patient who is making an amazing recovery, a patient whose life has been saved with the use of a particular piece of technology or equipment or if there is an inspirational caregiver, staff or volunteer story, we want to hear from you!

After reviewing your submission, we will contact you to obtain more information if your idea is chosen.

Submit your Miracle on the intranet by clicking on the Miracle-a-Month logo

or Send your Miracles to:

[Communications@shec.hshs.org](mailto:Communications@shec.hshs.org)

If your story is chosen to be sent on as our Miracle of the Month, you will receive a \$20 gift card.





## Building a healthier community

### Achieve Community Wellness Day coming soon

On February 10, the Eau Claire YMCA will host a FREE Community Wellness Day event from 4-7 pm. The event focuses on educating the members of our community on health and wellness opportunities, and will provide an array of information on nutrition, health, safety and area activities.

Various community agencies will be participating and sharing their programs on health screenings, drug/alcohol awareness information, senior services information, and much more. There will also be information available for all ages of our community.

The health care crisis is not going to be solved in Washington. It is going to be solved in our local community through education, awareness, and individuals and families committing to making changes.

For more information on how you can contribute or participate in Eau Claire's ACHIEVE COMMUNITY WELLNESS DAY, contact Marcia Arneson at [MArneson@shc.hshs.org](mailto:MArneson@shc.hshs.org) or Nate Jahn at [nate.jahn@eauclaireymca.org](mailto:nate.jahn@eauclaireymca.org).



## Community leadership

### Colleague joins EC Chamber of Commerce Ambassadors



Monica Herman

Sacred Heart Hospital is proud to congratulate Monica Herman, Donor Development Specialist - Major Gifts, Sacred Heart Hospital, for her unanimous appointment to the Eau Claire Chamber of Commerce Ambassadors.

It is the purpose of the Ambassadors, as representatives of the business community and on behalf of the Chamber of Commerce, to act as the visible arm of the Chamber by:

- Promoting and increasing communications and member feedback
- Hosting and participating in Chamber public relation events.

"I am very honored to represent Sacred Heart Hospital as a Chamber of Commerce Ambassador," commented Monica. "Each morning when I put on my nametag I am reminded of the values I am honored to carry out - respect, care, competence and joy. My personal mission is to display the core values to the best of my ability and to be an example worthy of the Mission of the Hospital Sisters."

## Eau Claire Turkey Trot a resounding success

### Hospital partnership aids local youth organizations

As a major sponsor of Eau Claire's first annual Festival Foods Turkey Trot, Sacred Heart Hospital would like to thank everyone who participated. More than 1,500 registered participants helped raise a total of \$20,000, which was split between the Eau Claire YMCA and the Boys & Girls Club. The event took place on Thanksgiving Day and featured both a 2 mile run/walk or a 5 mile run/walk to help support all the invaluable programs provided by these organizations. All event finishers received a t-shirt and a five inch individual pie. In total, the event, which also took place in Green Bay, Appleton, Oshkosh, Manitowoc and Fond du Lac, attracted more than 16,000 registrants from 40 states and generated more than \$110,000 in support for local non-profit organizations. In addition to the financial contributions that were raised, the event participants donated more than 2,000 pies for the Salvation Army in the six communities.





## February 2011 Colleague Updates coming soon!

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

**Tuesday, February 1**  
7:15 am (breakfast)  
11:30 am (lunch)  
5:30 pm (dinner)

**Wednesday, February 2**  
7:15 am (breakfast)  
11 am (lunch)  
5:30 pm (dinner)

**Thursday, February 3**  
7:15 am (breakfast)  
11 am (lunch)

## Service Tip of the Week

### Hand Washing: Infection Prevention & Control

The Wisconsin Department of Public Health states that the Norovirus continues to circulate. Norovirus is highly contagious with low infectious dose of Norovirus particles that can last 1-5 or more days, causing nausea, vomiting, diarrhea or cramping. If showing signs of these symptoms, colleagues are to stay home until symptom-free for at least 48 hours.

#### To keep this bug at bay:

- Frequent hand hygiene is always the best defense. Soap & Water is best!
- Use DisPatch (a buffered Chlorine) disinfectant wipes on “frequent touch” surfaces (i.e., doorknobs, light switches, toilet flushing handles, ect.).
- Contact C/Special Precautions (Enteric Precautions) - visitors and hospital staff must wear disposable gowns, gloves, & surgical mask.
- Clean equipment & environment thoroughly in-between each patient.
  - Physically scrubbing the environment is a must!
- Housekeeping use DisPatch for room cleaning with patients in Enteric Precautions.
- Place all patients with diarrhea of unknown cause in Enteric Precautions.

For more information, please contact [Donna Moraska](#), BSN, MS, CIC, Infection Prevention & Control Professional, Sacred Heart Hospital, at 715-717-4412.

Or visit:

[www.dhs.wisconsin.gov/communicable/factsheets/PDFfactsheets/Norovirus\\_42075\\_0504.pdf](http://www.dhs.wisconsin.gov/communicable/factsheets/PDFfactsheets/Norovirus_42075_0504.pdf)

## Attention Colleagues

### Health Care Transparency Law - Act 146

On March 9, 2010, Gov. Jim Doyle signed Assembly Bill 614 into law as 2009 Wisconsin Act 146. Among other things, this new law requires hospitals and many other health care providers to disclose certain information about billed charges and quality. The law became effective January 1, 2011.

Patients now have the right to request a copy of a document that lists pricing and quality information from Sacred Heart Hospital for the 75 most common inpatient stays and the 75 most frequent outpatient surgical procedures in Wisconsin. For these sample stays and procedures and assuming no medical complications, the information will include:

- The median bill charges for these stays and procedures at Sacred Heart Hospital.
- The average allowable payment under Medicare for these stays and procedures.
- The average allowable payment from insurers and health plans for these stays.

In addition, patients can receive a copy of or link to public information regarding the quality of health care services at Sacred Heart Hospital as compared to other hospitals for these stays and procedures. Questions about this information should be directed to Patient Financial Services at 715-717-4141.

*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.