

December 13, 2011

www.sacredhearteauclaire.org

Canticle

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

Honoring those Loved & Lost

Hospital's Volunteer Partners Host Remembrance Ceremony

On Sunday, December 4, Sacred Heart's Volunteer Partners hosted the 26th annual Love-Light Christmas Tree lighting ceremony at Sacred Heart Hospital.

(continued on page two)



Sacred Heart
Hospital

AN AFFILIATE OF HOSPITAL SISTERS HEALTH SYSTEM

Love Lights

(continued from page one)

The lighting ceremony took place in the hospital's Fr. Christopher Chapel, followed by the outdoor tree lighting. This year, representing those loved and lost, more than 3,500 white, blue, red, green and orange lights, along with lighted tree tops, were lit as the prayer was offered and Sacred Heart's historic bell rang for all to hear.

Each night throughout this Christmas season, the lights will glow in their honor. This unique program not only provides a means for individuals to memorialize loved ones through the purchase of a Love-Light, but nearly \$26,000 (record amount) was raised to support the ministry of The Healing Place: A Center for Life's Journeys. The Healing Place is the hospital's free outreach to support individuals and families dealing with grief, loss and life transitions.

For more information, please contact Volunteer Services at 715-717-4255 or The Healing Place at 715-717-6028.



Volunteer Partners Deliver Christmas Cheer

This Christmas Eve, as in years past, Sacred Heart's Volunteer Partners will bring Christmas cheer to hospital patients. Each patient will receive an angel ornament (pictured right) wrapped in a gold bow and a special greeting, which tells the story of "The Second Christmas Crib."

The Second Christmas Crib

After more than 2,000 years, people around the world remember the first Christmas in Bethlehem, the birth of Jesus Christ. It was an event that took place in a humble stable. A newborn baby—a king—was wrapped in swaddling cloths and laid in a manger crib (a crude animal trough).

In the year 1223, in the little Italian hill town of Greccio, the nativity story was being forgotten by people. To recall the birthday of Jesus Christ to memory, St. Francis of Assisi did something very special: He arranged for a live nativity scene to be displayed. Men and women of the neighborhood prepared the manger with fresh hay and glad hearts. An ox and donkey were led in. People came from miles around and were filled with joy over the new mystery. Their candles and torches lit up the darkness as the friars sang and the whole night resounded with celebration and rejoicing. St. Francis sang the Gospel story and then preached, emphasizing the homeless, humble and harsh circumstances of this King's birth. A man in the crowd had a wonderful vision: he saw a little child lying in the manger lifeless, and he saw St. Francis go up to it and rouse the child (as if from a deep sleep). It was a fitting vision. For the Child Jesus had truly been forgotten in the hearts of the people, but by the working of God's grace, the babe was brought to life in their memories again—never to be forgotten—by the humble monk we know today as St. Francis. [Adapted from Thomas of Celano's "Vita Prima of St. Francis of Assisi," circ. 1247.]

Today, following St. Francis' intention, representations of the manger crèche all around the world call to mind the circumstances of the Son of God's birth. On Christmas morning, the crib in the Welcoming Atrium of Sacred Heart Hospital is a visual reminder of God's love for our world, prompting our hearts to see that the baby's arms stretch out for our love.

Angels were Nativity messengers of hope. May this angel gift, a messenger of hope, lift your spirits this Christmas Eve. On behalf of the Sacred Heart Hospital Volunteer Partners, and the Hospital Sisters of St. Francis, may Christmas and the New Year bring you blessings of health and healing.

--The Volunteer Partners (Sacred Heart Hospital)
Christmas Eve, 2011



Western Wisconsin Appoints Interim CFO



David Oppenlander

Faye Deich, Interim President & CEO, Sacred Heart Hospital, and Joan Coffman, President & CEO, St. Joseph's Hospital, are pleased to announce that David Oppenlander will be joining the HSHS Division (Western Wisconsin) leadership team as the Interim Division Chief Financial Officer (CFO).

David comes to western Wisconsin having recently served as Chief Financial Officer at Decatur Memorial Hospital in Decatur, IL. David's responsibilities will be primarily focused on strategic initiatives for the Division (i.e. medical group establishment, practice/facility acquisition, managed care initiatives and the ICD- 10 implementation etc.). A full time CFO search will begin after the selection of the new Divisional President and Chief Executive Officer for Sacred Heart Hospital.

Steve Palecek will continue to be responsible for the day to day operations of the Finance Division. Please join hospital administration, physicians, colleagues, and volunteers in welcoming David to the Sacred Heart family.

Director of Patient Experience Appointed

Sacred Heart Hospital is pleased to announce the appointment of Judy Russell as the Director of Patient Experience effective December 12, 2011. Judy will be focusing her efforts on the overall improvement in our patient satisfaction and experience for all patient care areas: inpatient, outpatient, emergency department, and ambulatory areas.

Judy comes to Sacred Heart with several years experience in health care and education. She earned her Bachelor's of Science degree from Western Michigan University with her major in Health Education. Judy attained her Master's Degree in Administrative Leadership and Supervision from the University of Wisconsin-Milwaukee in 1980. She has earned her Doctorate degree in Leadership for Learning and Service from Cardinal Stritch University in Milwaukee in 2011, with her capstone project on the "Building of a Trust

Relationship between a Parent and Nurse in a Neonatal Intensive Care Unit."

Please join hospital administration, physicians, colleagues, and volunteers in welcoming Judy to our Sacred Heart family.



Judy Russell

Director of Clinical Engineering Appointed



Stacy Stone

Sacred Heart Hospital is pleased to announce the appointment of Stacy Stone as Director of Clinical Engineering effective November 28, 2011. Stacy has been employed at Sacred Heart since October, 1998, as a Bio Medical Technician. In 2002 she was appointed the Team Leader/Lead Technician. Stacy received her training in Bio Medical Engineering while serving the United States Air Force for 6 years. Following the military Stacy attended the Northeast Iowa Community College and then attended Auburn University in Montgomery, Alabama where she earned her Bachelor's of Science degree in Physical Science with a Chemistry emphasis.

Please join hospital administration, physicians, colleagues, and volunteers in welcoming Stacy to this new role.

C H R I S T M A S

Blessings



St. Francis of Assisi Church

*"Glory to God in the highest,
and on earth peace to those
on whom his favor rests."*

Luke 2: 14

May the Christmas blessings
of peace and joy
be with you
in the coming year.

Merry Christmas
and Happy New Year,



Hospital Sisters
of St. Francis
hospitalsisters.org

CHRISTMAS 2011

Holiday Calendar Of Events December 15, 2011 - January 2, 2012

Extending appreciation to all colleagues in celebration of the Christ Child's birth

DECEMBER 15

Employee Christmas Dinner in Rotunda

- 10 a.m. to 1 p.m.
- 4:30 to 6:30 p.m.
- 9:30 to 10:30 p.m.

DECEMBER 21

Hospital Family Sharing (Department Pot Luck) and Christmas Carolers

DECEMBER 24

5 p.m. Christmas Eve Mass in Hospital Chapel

Volunteer Partners Distribute Christmas Gifts to Patients

DECEMBER 25

6 a.m. Christmas Day Mass in Hospital Chapel

Christmas Stockings for Newborns

DECEMBER 31

5 p.m. Mass in Hospital Chapel

Last baby of 2011

JANUARY 1, 2012

6 a.m. New Year's Day Mass in Hospital Chapel

FIRST NEW YEAR'S BABY 2012

JANUARY 2, 2012

Christmas Decorations Picked Up

'I proclaim to you good news of great joy: Today a Savior is born for us, Christ the Lord.'

Luke 2:10-11

Advent Meditation

Third Sunday December 11, 2011

"I rejoice heartily in the Lord, in my God is the joy of my soul." (Isaiah 61:10)

Advent is marked by a spirit of expectation, anticipation, preparation, and longing. It is more than just a time we prepare for the birth of Jesus at Christmas. It is also time for us to reflect on how we allow Jesus to be born anew in our hearts.

Today is the third Sunday of Advent, which is known as Gaudete Sunday, a Latin word which means "rejoice." The readings from Isaiah and the letter of St. Paul, the prayers and the psalm all overflow with the theme of joy. They invite us to rejoice that the Lord's coming is near. The degree of our joy is directly related to our closeness to Jesus and to Jesus' closeness to us. Pink is the color used on this Sunday for it reminds us that in the midst of a penitential season, such as Advent, there is joy in what will come.

Isaiah offers us a vision of what the salvation that Jesus brings us looks like: we must turn our attention to the poor and brokenhearted; in other words, the vulnerable among us.

How are we to live this joy? We do not need to look far to find the poor, brokenhearted, captives, and prisoners. We live among them—we encounter them at work, in places of worship, and on our streets. Are we committed to be good news to them? Can they see Jesus in us and have a renewed sense of hope?

Our true joy will come from living God's will. God's will is anything that makes us become more loving of God and of others—for the love of God is not separated from the love of neighbor. When we allow ourselves to be animated by the Spirit that animated Jesus, then we will learn the real meaning of Christmas.

(Sister Anna Phiri, OSF)



Merry Christmas!

Local Store Donates Stuffed Animals to Pediatrics Patients

Each year, Maurices clothing store sells stuffed animals throughout the holiday season to raise funds for the American Cancer Society. In the holiday spirit of giving, this year Maurices donated more than 20 of those stuffed animals to the Pediatric patients of Sacred Heart Hospital. "We're always very excited to receive these types of donations, because of how much it means to the children and their families," said Brook Steele, RN, CNRN, Director, Neuro/Pediatrics, Sacred Heart Hospital. The Pediatrics Department at Sacred Heart provides complete child-centered care for young people at every stage of development, infants to teenagers. Brook added, "With approximately 165 pediatric patients seen in our department each year, these gifts are so meaningful, and help to give our little patients some of the comforts of home that they often so dearly miss."



Emily Kenze, Manager of Maurices, with her son Oliver, and Ann Kaiser, Director, Development, Sacred Heart Hospital

"New Beginning Award"

Director Honored for Compassionate Dedication to Others



From left: Faye Deich, Rhonda Brown, and Joan Coffman

Rhonda Brown, Director of Chippewa Health Improvement Partnership at St. Joseph's Hospital, recently received the hospitals' "New Beginning Award" on November 24 at the Western Wisconsin Leadership Academy. The Leadership Academy is a quarterly meeting with hospital leaders from Sacred Heart and St. Joseph's hospitals.

The award, which is given twice a year to an outstanding leader at either hospital, is a shadow

box containing the portion of an oak tree from the Hospital Sisters' vegetable garden in Eau Claire. The trunk represents strength, sustained organic growth and "a new beginning for God's people." As it grew in the Sisters' garden, this portion of the tree trunk supported two large strong branches, which is a representation of the two hospitals.

Joan Coffman, President and CEO, St. Joseph's Hospital, said it best when she introduced Rhonda as having spent her entire life serving others. Rhonda began her employment at St. Joseph's Hospital in May 2000 as the Health Communities Specialist. In her current role, she serves as the Regional Director of Community Health Development for HSHS Division (Western Division).

Congratulations Rhonda!

Providing Quality Patient Care Colleagues Certified as Childbirth Educators

Sacred Heart Hospital is pleased to announce that Tess Lokken, RN, and Julieann Larson, RN, of Sacred Heart's Maternity Department, recently earned their Certification as Childbirth Educators. "We're all so proud of Julieann and Tess for committing themselves to this program for the betterment of the health and safety of our patients," commented Barb Piper, RN, Director, Maternity, Sacred Heart Hospital. "Most importantly, having this certification provides them with the latest evidence-based learning tools to use in our prenatal classes."



Julieann Larson (left) and Tess Lokken

In addition, by Tess and Julieann earning this certification, it means all of Sacred Heart's Maternity prenatal instructors are now certified, including four Lactation Consultants: Denyse Schroeder, Kathy Sell, Teresa DeMoe and Heather Pickerign. Barb added, "By becoming certified, it not only validates that our nurses are dedicated to enhancing their knowledge base, but most importantly, it demonstrates their ability to always provide the highest level of quality care to our patients."

Congratulations Julieann and Tess!

Good Catch! Culture of Safety Initiative Enhances Safety and Quality

In August, Sacred Heart Hospital's Culture of Safety team implemented the Good Catch program in the effort to enhance patient and colleague safety. The initiative helps create a greater awareness of those events that have not yet resulted in patient harm (though the potential was there), so that we can learn from them and prevent future events.

When a colleague becomes aware of a situation that had the potential to create harm (to anyone), the colleague is responsible to identify this good catch in Peminic. Every Good Catch is evaluated by leaders, in order to identify and implement system changes and improvements to correct the issue.

Congratulations to the Pharmacy team and our thorough nursing staff for capturing some great Good Catches in recent months, and to John VanDeVoort, Regional Pharmacy Director, for incorporating these findings into departmental education and standard work improvements. This is really a great example of the program's potential, to learn from events how to best improve our systems and processes.

It is through this very simple process that Sacred Heart will continue on our journey of creating not just a safe environment, but a truly interactive culture of safety to better serve our patients. Your support in creating this culture is greatly appreciated; as it takes everyone's participation to make this goal achievable.

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. Before giving you any new medicine, how often did hospital staff describe possible side effects in a way you could understand?

Possible responses:

A. ALWAYS, Usually, Sometimes, Never



QUALITY CARE

HSHS Intranet Tip

New Link Helps Colleagues Plan for Winter Weather

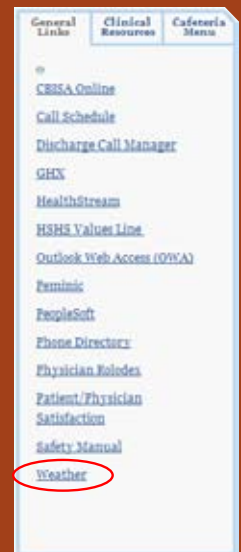
Since Sacred Heart Hospital implemented its new HSHS Intranet in October, we've received an abundance of positive feedback. In addition, we've added a new link to help colleagues plan for the winter weather that is now here to stay.

Did you know?

The "Weather" link can be found at the bottom of the "General Links" tab and directs colleagues to WEAU's weather web site—

offering the latest local news on school closings and winter weather conditions that matter most.

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@shec.hshs.org.



Center for Healthy Living

Meditation Classes Use Guided Imagery

Meditation is a simple, direct practice of moment-to-moment awareness of the body-mind process. Meditation teaches us how to live more fully in the present moment. It also helps participants sleep better, cope with stressful situations, and enhances self-esteem. This is done by developing positive states of mind in meditation and integrating this experience into daily life.

Participants will be guided through a 30 minute meditation, and can have any questions answered by the certified facilitator. Everyone is welcome regardless of belief or previous experience. A singing bowl will also be utilized to clear negative energy and allow you to create a deeper and more meaningful experience.

These classes are Free to Sacred Heart Hospital colleagues and only \$10 for the general public. They are held on the last Wednesday of the month (exception April 18) from 6:30 - 7:30 pm in the hospital's Community Auditorium. For more information and to register, please call the hospital's Center for Healthy Living at 715-717-1600.



Service Learning Reflection Piano and Sacred Heart Hospital

By Adam Klefstad (below), UWEC Student & Sacred Heart Volunteer

For the past year I have been volunteering my time at Sacred Heart Hospital playing the piano in the lobby. Since my first day of volunteering, I have felt like I was being given more than what I was giving. Through Volunteer Services at Sacred Heart, I have learned how to not only be a helpful community member but have also learned what it means for me to be an influential person wherever I live.

Quite honestly, the compliments and warm welcomes from volunteers and employed staff at Sacred Heart were what initially attracted me to the volunteer position. However, soon after I began I felt like there was something bigger and more meaningful to this service than I had expected. I began to feel important, like I was making a difference in the lives of those passing through the hospital; something that compliments alone could never make me feel. With this sense of importance came responsibility. I began to invest more than just my time into this service, I made it personal.

I have always sensed the power in music, the ability it has to open hearts, dig deep and leave lasting impressions. I wanted to give every person who heard me play a feeling of comfort and happiness in their heart no matter their reason for being at Sacred Heart. I read somewhere that music plus intention results in healing. I began to believe that in order for someone's heart to be touched by music, the music had to be produced from the heart of the musician.

As the volunteer position at Sacred Heart became more personal, I naturally began to perceive it on a spiritual level. As a believer in the Christian faith, I saw this as an opportunity to share a gift that God has given me with others and to worship my God as I showed love and compassion to His people through my music. I began to treat this project not only as a service to the community but ultimately a service to God. This realization guided me into developing relationships with other volunteers as well as talking to visitors about why I volunteer my time and how blessed I feel to have been given this gift to share a part of myself with them through music.

Through my experiences and relationships at Sacred Heart, I learned how to be an active and influential community member. I discovered new ways that I can bring happiness to others, grow through giving, and most importantly show God's love to people during a time when they may need Him most. I am forever grateful for this experience, and I know that this will remain a part of my life wherever I go.

Showcasing a Monumental Work of Art Hospital Hosts Community Presentation of The St. John's Bible

On November 17, Sacred Heart Hospital welcomed more than 50 community members for a special opportunity to view the Chippewa Valley's very own 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.



Tim Ternes (right) turns pages and answers questions after the presentation

In January, a group of local individuals began to champion an effort to acquire a Heritage Edition of The Saint John's Bible for the Chippewa Valley community. At a cost of \$140,000, the Heritage Edition is a seven-volume, full-size fine art reproduction of the original, and is limited to only 299 signed and numbered sets in the world.

The benefactors, led by Dick Cable and Duane Dingmann, asked Sacred Heart and Mayo Clinic Health System-Eau Claire to jointly receive The St. John's Bible as a gift to the community, and prominently display them in each institution. At Sacred Heart, the Bible is on display in our Welcoming Atrium, just outside the Center for Spiritual Care office.

A video with more information can be found at:
www.saintjohnsbible.org/assets/videos/InTheBeginning.htm

Warm Holiday Wishes Colleagues Encouraged to Contribute to Mitten Tree

Throughout this month, Sacred Heart Hospital will be accepting donations from colleagues and the community for the hospital's "Mitten Tree" program. New mittens, gloves, scarves and hats - sizes children through adult - are greatly needed for those who are less fortunate. To donate items to the hospital's Mitten Tree between now and December 31, simply hang the items on the Christmas trees in the hospital's Cafeteria. The items will then be collected and donated to the St. Francis Food pantry, for families in need.



New Mittens,
Gloves,
Scarves
& Hats



Safe Kids Chippewa Valley Offer Holiday Toy Safety Tips

The holiday season is here and for many kids that means one thing - TOYS! While parents are on a mad dash to scoop up the hottest toys, safety should be at the top of their wish lists. In 2010, an estimated 181,500 toy-related injuries in children ages 14 years and younger were treated in hospital emergency rooms across the United States.

"Right now parents and caregivers are in the middle of the country's busiest toy-buying season, and the improved safety standards passed by Congress in 2008 will allow them to shop with more confidence than ever," says Paula Pater, Safe Kids Chippewa Valley coordinator. "However, it doesn't mean we should throw caution to the wind. Shoppers should still make sure they are buying age-appropriate toys and following important toy safety guidelines."

To view this article in its entirety, please visit: www.sacredhearteau Claire.org/content12243



Retirement Announcement

LaVonne Naser has retired from Sacred Heart Hospital following 17 years of dedicated service to the mission of the Hospital Sisters. LaVonne provided great care to her patients as a Patient Care Assistant in Oncology. According to her peers, LaVonne is a “gift” to her patients and fellow colleagues and is the “best worker we could have.” Her many strong attributes include reliability, organization, and teamwork. She has been a positive force on her unit and has received many favorable comments from her patients. LaVonne’s team will miss her joy and enthusiasm for her work here at Sacred Heart. With great appreciation and gratitude, LaVonne, we wish you many blessings in the future.

Congratulations!



LaVonne Naser

Be Cautious!

Winter Parking Lot Safety Tips for Drivers and Pedestrians

As winter weather is now here to stay, Sacred Heart Hospital colleagues are reminded to take extra time to watch for pedestrians while driving in the parking lot. Be careful backing up and don't rely on your vehicle's mirrors while driving through congested areas; there are too many blind spots. Avoid cutting through empty parking spaces and lanes, and make sure to obey the pavement directional arrows, signs, crosswalk markings, and posted speed limits. It is recommended that you drive no faster than 5 to 10 mph in parking lots.

In winter months, parking lot hazards may increase because it gets dark earlier and more colleagues come out from the day shift into darkness. In cold weather, as a pedestrian, you may find yourself walking through the lot with your head covered to keep warm, not looking up, and you may be less likely to see cars driving through the lot. As a driver, remember to remove ice, snow and other debris from your vehicle's windows before driving. Staying alert and driving cautiously may prevent the vast majority of parking lot accidents. Pedestrian and drivers should be mindful of the following:

Pedestrians:

- Stay alert for vehicles
- Don't assume drivers see you
- Watch for vehicles pulling out of parking spaces
- Don't walk behind a vehicle that is backing up
- Look around before walking between parked vehicles
- Be aware and constantly look for moving vehicles

Drivers:

- Always stay alert for pedestrians
- Don't assume pedestrians see you
- Be especially cautious backing out of a space where your view is obstructed
- Parking lots are not speedways – slow down!
- Never cut across parking lot spaces

benefit update

Hospital Logo Store Offers Discount

Over the past several months, the HSHS Division (Western Wisconsin) has been working with The Elite Group to provide colleagues the opportunity to purchase logo wear on-line. We are very pleased to announce this initiative has been very successful and we have received many positive comment from our colleagues.

We are also pleased to announce The Elite Group would like to show their appreciation by providing all colleagues with a Holiday 10% discount on all orders placed through the On-line store during the month of December. There is no code, the discount will automatically be taken from the order.

To view items, please visit www.theelitegroup-prevea.com or select the “Hospital Logo Company Store” link under the People Services tab of the hospital's new HSHS Intranet.



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.sacredhearteauclair.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.