

# Canticle

News for  
Colleagues  
Physicians  
Volunteers and  
Friends of Sacred Heart Hospital



## Hospital rolls out new ad campaign

*Focusing on the health and wellness of the community.*

Beginning January 1, 2011, Sacred Heart Hospital will initiate a new ad campaign, "That's What Good Health is All About," focused on the health and wellness of communities across western Wisconsin.

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**Sacred Heart**

HOSPITAL  
EAU CLAIRE, WISCONSIN

AN AFFILIATE OF HOSPITAL SISTERS HEALTH SYSTEM

## new ad campaign

(continued from page one)

Building on the momentum from the “Imagining the Future” listening campaign, this initiative also incorporates lessons from the hospital’s “Healthy Home” program and is designed to remind the community that healthy living is the cornerstone of enjoying life to its fullest.

A new health message ad will run the first eleven days of 2011 to get people thinking about their health in the New Year—as well as the fact that Sacred Heart Hospital is thinking of them and helping them become healthier.

As a not-for-profit regional health leader, Sacred Heart is committed to continuing the mission of the hospital sisters by supporting the health and wellness needs of the families of western Wisconsin.



Charisse Oland

**Charisse Oland as Regional Director of Strategy & Business Development.** Oland will also oversee the facility master site development in collaboration with the hospitals’ facilities leadership teams as we dream our health care improvements.

“It is an honor and privilege for me to join such an outstanding faith-based organization with a bright future ahead,” says Oland. “My family and I are looking forward to meeting colleagues and getting involved in the community.”

Prior to joining HSHS, Oland served as CEO of Rehabilitation Hospital of Wisconsin in Waukesha where she was responsible for completing the design, building and start up of the only freestanding inpatient rehabilitation hospital in the state. Previously, Oland served for 18 years as President and CEO of Children’s Care Hospital & School & Foundation in Sioux Falls, SD; served as Interim CEO for a hospital in the McKennan Avera catholic health system; and held the position of CEO at Wells Municipal Hospital as well as other administrative appointments with Naeve Hospital (Mayo Health System) in Albert Lea, MN.

Oland is currently pursuing her doctorate in leadership at the University of St. Thomas in St. Paul, MN. She holds a master’s in healthcare administration from the University of Minnesota and a bachelor’s in dietetics from North Dakota State University.

Her community service recognitions include: Paul Harris Fellow; YWCA Community Service Leadership Award; Dave Birkeland Memorial Community Leadership Award; North Dakota State University Outstanding Alumni; and Woman of the Year, Albert Lea, Minnesota.

## RISEN Reminder

### Re-Investing Spirituality & Ethics in our Networks

**\*\*\*Let me remember, God created me\*\*\***

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@shec.hshs.org](mailto:esylla@shec.hshs.org).



Re-Investing Spirituality & Ethics in our Networks

## “The very best in diagnostic care”

### Hospital’s Laboratory earns AABB and CAP accreditation

Sacred Heart Hospital’s Laboratory Services Department has been re-accredited by the College of American Pathologists (CAP) and the American Association of Blood Banks (AABB). The voluntary inspections and subsequent accreditations follow an intensive onsite assessment of policies, procedures and practices of all aspects of laboratory testing and anatomic pathology. These unannounced surveys foster constant preparedness in hospitals.

“These inspections and the accreditation earned ensure physicians, patients and their families that **we have the equipment, training and expertise necessary to provide the very best in diagnostic care**,” said Deb Bloom, MT(ASCP), Director, Laboratory Services, HSHS Division (Western Wisconsin).

The hospital’s lab was commended on its excellence by all the inspectors who were impressed with the hospital’s quality of work processes, reporting methods and results oriented approaches.

“Most importantly, it is evident that our staff does an outstanding job of meeting and exceeding expectations in the effort to best serve our patients,” added Bloom.

## strategic development

### division welcomes elected representatives

Elected state representatives attended an informational meeting at Sacred Heart hosted by the Chippewa Valley Inter-networking Consortium (CINC) on December 9 along with hospital representatives including Skip Gjolberg, Assistant Administrator, HSHS Division (Western Wisconsin). CINC is organized to bring organizations together on private infrastructure projects that involve shared applications in order to save costs and minimize duplication.



Front row (from left): Wisconsin Rep. Elect Warren Petryk; Ross Wilson, Director, Educational Technology Services CESA 10; Senator Elect Terry Moulton; Rep. Elect Tom Larson.

Back row (from left): Skip Gjolberg, Assistant Administrator, HSHS Division (Western Wisconsin) is pictured with Chief Information Officers and IT Managers for Eau Claire County, the Eau Claire School District, City of Menomonie, University of Wisconsin-Eau Claire, Chippewa County, Indianhead Federated Library System, Luther Midelfort Hospital, City of Eau Claire, Chippewa Falls School District and Dove Healthcare. Rep. Elect Kathy Bernier (Assembly District 68) visited a CINC meeting earlier in December.



## Family Health Fair 2011 at the Eau Claire Indoor Sports Center

Visit the Sacred Heart  
Hospital booth!

You are invited to bring your family and join the fun at the Indoor Sports Center’s 2011 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. A very limited number of FREE tickets are available for Sacred Heart staff on a first come, first serve basis. Please contact Shannon Portell in Communications at 717-1627 for free tickets and additional information.

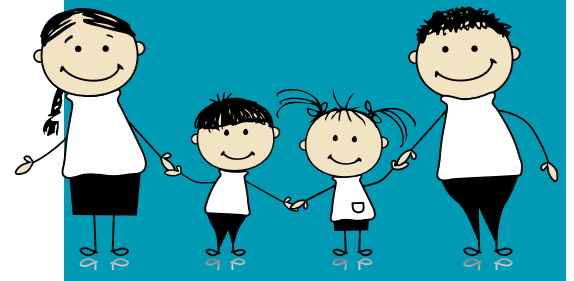
**Saturday, January 15**

**11am – 5pm**

**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.**





# Aggressively seeking technology

## Hospital CEO featured in national magazine

Steve Ronstrom, President and CEO, HSHS Division (Western Wisconsin), was recently featured in the December 20 issue of **Modern Healthcare** magazine. The article, entitled “Go get ‘em: Aggressively seek technology to upgrade services”, discussed how having a successful and profitable hospital requires aggressiveness and a willingness to embrace innovation. 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. When it comes to the many innovative technologies available here at Sacred Heart Hospital, perhaps the most important motivator is to provide a safe, state-of-the-art environment that allows patients to receive these often life saving procedures closer to home and their loved ones.

To view the December publication, please visit:

[www.sacredhearteauclaire.org/content11858](http://www.sacredhearteauclaire.org/content11858)

# UPDATE: da Vinci



## 500 surgeries STRONG

On December 20, 2006, the region's first da Vinci Surgical System prostatectomy was performed at Sacred Heart Hospital. More than four years and 500 da Vinci cases later, Sacred Heart is still the only health care provider in the region to offer this amazing, minimally invasive treatment option. "The surgeons, anesthesia, and OR da Vinci team have worked together to grow our program and continue to provide exceptional expertise and service," commented Stacey Powell, RN, BSN, Assistant Director, Surgical Services, Sacred Heart Hospital. "Our da Vinci Surgical System takes medicine beyond the limits of the surgeon's hands and actually redefines the term minimally invasive by incorporating the latest advances in robotic assisted technology." Most importantly, over the more than four years since the program's inception, Sacred Heart's da Vinci has not only provided our patients with shorter hospital stays, faster recoveries and better outcomes, but it gives them the opportunity to have these often life-saving procedures done closer to their home and loved ones.

## A new arrival to surgical services

Representing a \$1.75 million investment in superior patient care, Sacred Heart Hospital is proud to announce the arrival of the hospital's second da Vinci Surgical Robot. For more than four years, Sacred Heart Hospital has been the only facility in the region to offer this state-of-the-art technology to the communities of western Wisconsin.

"Due to the robotics program expanding into other service lines, such as general and gynecological procedures, it was necessary for Sacred Heart to purchase a second da Vinci Robot," commented Loren Lortscher, Director, Surgical Services, Sacred Heart Hospital. "The new robotic system represents the next generation of da Vinci (SI) technology by integrating a digital upgrade with more efficient, ergonomic features for physicians."

Although both robots enable the surgeon to perform a procedure from a 3D imaging bedside console, using refined robotic arms as laparoscopic instruments, this newest da Vinci provides greater precision, as well as an optimal surgical environment for the patient.

## “Save Lids, Save Lives” Colleagues & Community Collaborate for Breast Cancer

At Sacred Heart Hospital, the season of giving spans 365 days each year and 366 on a leap year. To reflect that consistent mission of charitable giving, Sacred Heart is proud to recognize the hospital’s Center for Cancer Care and 2North-Oncology, who recently collected 1,426 lids to contribute to the Yoplait “Save Lids, Save Lives” campaign. In return for sending in the lids from their yogurt products, Yoplait donates 10 cents for every lid to the Susan Koman Breast Cancer Foundation. The teams were led by Linda Caillier from the Cancer Center, as well as Paula Probst, BSN, OCN, and Kelley Farber, RN, from 2North, who made collection boxes and placed them throughout the hospital. In addition to their collaborative internal efforts, they also went the extra step to make it known to the community of their initiative to save these lids. In response, they received lids from patients, families, and staff, as well as churches and a Girl Scout Troop.

Sacred Heart would like to offer a special thank you to all who contributed in this effort.



Eric Theis

## “What can I get for you?” New equipment helps implement room service menus

Sacred Heart Hospital’s Nutrition Services Department is pleased to announce the implementation of an exciting new patient satisfaction initiative. The program allows patients to order through a room service menu process between 7:00 am and 6:00 pm which

also features many locally produced foods. “Patients choose their meal and then place a call to one of our Diet Clerks to discuss their diet and help guide them through their selections to accommodate what has been prescribed by their physician,” commented Randy Lathrop, Executive Chef, Sacred Heart Hospital. “In the effort to increase efficiency, accuracy, and above all safety, our new computer based Dietary Food Management system also allows us to interface with MEDITECH to follow physician dietary orders.” The Diet Clerk then enters the selections, “tickets” are printed to the appropriate work station where the meal is prepared to order before final delivery, all within 45 minutes or less. In addition, with patient satisfaction in mind, Nutrition Services invested \$8,000 in a state-of-the-art Heat on Demand system that heats a special plate for 12 seconds and holds the hot food at a safe temperature for up to one hour.

*“Patients choose their meal and then place a call...”*



Kathy Wagner, Diet Clerk

## System Evolution Update

### HSHS partners to manage nutrition and environmental services

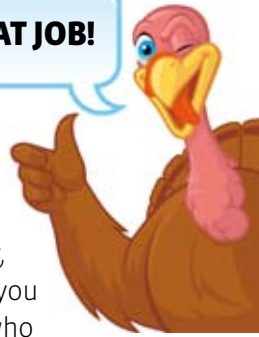
Hospital Sisters Health System (HSHS) has signed a letter of intent with Sodexo to manage Food and Nutrition and Environmental Services at each of HSHS’s 13 local hospitals. The letter of intent allows the system to move forward and negotiate a five year agreement with Sodexo. This decision will not affect the employment status with our hospital’s nutrition or environmental services areas. The goal is to have a contract executed by April 1, 2011.

St. John’s and St. Elizabeth’s have enjoyed a very successful and productive working relationship with Sodexo during the past several years. Sodexo not only offers excellent service, but also fits the HSHS culture and its commitment to Franciscan values. We believe that a single outsourced management contract for the entire system is consistent with our values. This approach will help us achieve our targeted quality, service and financial stewardship goals that have been outlined in our System Evolution Plan.

## Thanksgiving Food Drive Results

Surpassing last year's mark by nearly 50 pounds, Sacred Heart colleagues donated **1,872 pounds of food to the hospital's 2010 Thanksgiving Food Drive**. In addition, during this season of giving, **50 Holiday Turkeys and more than \$1,200 were donated to the Food Drive**. All proceeds from the drive went to the St. Francis Food Pantry, for families in need throughout this holiday season. Thank you to all Sacred Heart colleagues, physicians, and volunteers who helped make the 2010 Holiday Season a little brighter for local families in need.

**GREAT JOB!**



## Service Tip of the Week

### Noise Reduction Reminder

**\*\*\* Help maintenance staff repair squeaky wheels on hospital carts by scheduling repairs when necessary\*\*\***

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.



### Children donate supplies to new mothers

On December 14, Sacred Heart Hospital welcomed **30 third and fourth grade students from Immaculate Conception Elementary School to deliver parenting gifts** which they donated to new mothers in the hospital's **Maternity Department**. In addition, the children sang Christmas carols to families on Maternity, Orthopedics/Surgical, Neurosciences/Pediatrics, and 5-Cardiology departments before finishing their visit with a brief service in the hospital's Father Christopher Chapel.

## Volunteer Partners Deliver Christmas Cheer



Mary Ann Ogan (right), Volunteer Partners Board President, delivered a Christmas gift to 5th floor patient, Peggy Moschkau

This Christmas Eve, as in years past, Sacred Heart's Volunteer Partners brought Christmas cheer to hospital patients. **Each patient received a ceramic angel wrapped in a gold bow and a special greeting, which told the story of "The Second Christmas Crib."**



## Retirement Announcements

### Attention Colleagues

#### HAM radio operators needed for disaster preparedness

In an effort to maintain a consistent state of readiness for a disaster, Sacred Heart Hospital is searching our ranks for HAM Radio operators that are available to assist during events and exercises. If you are currently a licensed HAM Radio Operator, or seeking to become licensed in the near future, and have interest in assisting in this capacity, please communicate this to your direct supervisor. Time commitment is primarily to be available during Code Orange or Code Yellow exercises/events, where additional HAM communication capability is desired. In addition, some training is required to allow the HAM Radio Operator to become familiar with hospital equipment and our hospital's Emergency Operations Plan.

Supervisors, please convey any questions or interest to John VanDeVoort, Emergency Preparedness Coordinator, at 715-715-1010, or via email at [jvandevoort@shec.hshs.org](mailto:jvandevoort@shec.hshs.org).



Bob Green

On December 30, Bob Green is retiring after providing 37 years of loyal service to the mission of the hospital sisters. He has always been very passionate about patient care and has worked tirelessly in the best interests of all who come to Sacred Heart. Bob had a long and successful tenure as Director of Physical Therapy (26 years) and more recently has been an exceptional addition to the Pharmacy team. Bob is the 2004 recipient of the Father Klimek Healing Presence Award, the highest honor given to a hospital colleague, recognizing his personal commitment to bringing a healing presence to those he has served through the Sisters' ministry. Bob served on the United Cerebral Palsy Board of Directors for 10 years. His focus on patient care has had a strong impact on everyone who has worked with him, and his talents in leadership and training will be greatly missed. In retirement, Bob plans to work with children by volunteering at a local school. He will also continue volunteering at the Information Desk at Sacred Heart. He enjoys traveling and spending time with his grandchildren, so Bob will have no problem keeping busy during this new chapter of his life. Everyone at Sacred Heart will miss working with you, Bob, and we wish you all the best in the future.

Congratulations!



Gwendolyn Tabaka

On December 31, Gwendolyn Tabaka will retire from Sacred Heart Hospital's Center for Imaging after providing 36 years of loyal service to the mission of the hospital sisters. Gwen began her radiology career by training directly with the Sisters in their Radiologic Technology program here at the hospital. As a colleague, Gwen held many positions, including Supervisor of Clerical Staff and most recently as a pillar of the night shift for the last 26 years. Caring for her patients' every need is one of Gwen's most notable qualities. She always had the time to see to their comfort and make each of them feel important. Gwen also worked behind the scenes supporting her fellow colleagues. When there was reason to celebrate or situations where tragedy struck, you could count on Gwen to appear with a plate of cookies, a crock of soup, a personal card, and plenty of time to listen or just give a well-needed hug. Even though we will miss Gwen here at Sacred Heart, we wish her the best in retirement and we know she will enjoy more time spent with her family, especially her grandson Jaden. Congratulations!

**Retirement Tea**  
**Wednesday, December 29th**  
**7:00 - 9:00 a.m.**  
**Bishop Hall**

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