

# canticle

news for staff, physicians, volunteers and friends of Sacred Heart Hospital

12.8.09

## Love-Lights

### Honoring Those Loved & Lost Hospital's Volunteer Partners Host Remembrance Ceremony

On Sunday, December 6, Sacred Heart's Volunteer Partners hosted the 24th annual Love-Light Christmas Tree lighting ceremony at Sacred Heart Hospital. The lighting ceremony took place in the hospital's Fr. Christopher Chapel, followed by the outdoor tree lighting.

(continued on page two)



## Love-Light Ceremony

(continued from page one)

This year, as in past years, thousands of loved ones were represented as lights on the trees in front of the hospital. 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 all proceeds support the ministry of **The Healing Place: A Center for Life's Journeys**, 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.

## Divisional President featured in national magazine

Steve Ronstrom, HSHS Divisional President and CEO (Western Wisconsin), has recently been featured in **Becker's Hospital Review** on the topic of planning for success in a rapidly changing world. 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 was recently appointed to serve on the [Wisconsin Hospital Association](#) board of directors. His three year term will begin in January 2010 and is of great significance as it coincides with a critical national debate over the future of healthcare public policy. Throughout his interview, **Mr. Ronstrom discusses how Sacred Heart and St. Joseph's hospitals have thrived in the challenging economic climate.** In addition, his insights will be featured in each of the six issues of Becker's Hospital Review in 2010.



To view the article, please visit: [www.sacredhearteau Claire.org/Choose/MediaCenter/Documents/Media%20Publications/HospitalReview-SteveRonstrom.pdf](http://www.sacredhearteau Claire.org/Choose/MediaCenter/Documents/Media%20Publications/HospitalReview-SteveRonstrom.pdf)

## ...they could sense something special about Sacred Heart

### Governor's Forward Award of Excellence

On November 24, Lee Rasch, long time [Wisconsin Forward Award](#) (WFA) board member, performance excellence champion, and President of Western Technical College, made a **special appearance at Sacred Heart's colleague recognition Super Celebration** to re-present the hospital's Governor's Forward Award of Excellence to Steve Ronstrom, President & CEO, HSHS (western Wisconsin); in honor of all hospital colleagues. Originally, the award was presented to Mr. Ronstrom this past August on behalf of Sacred Heart Hospital at the WFA annual ceremony in Madison. **The award is the highest achievement level possible under WFA** and truly is a reflection of the combined efforts of an entire organization. As an organization dedicated to the mission and Core Values of the Hospital Sisters, the WFA site visit examiners

commented that they could truly sense something special about Sacred Heart the moment they entered; **an immediate feeling of a warm, welcoming and comforting environment.**



Pictured left: Lee Rasch (right) re-presented the Governor's Forward Award of Excellence to Steve Ronstrom in honor of all Sacred Heart colleagues

Pictured above: The Madrigal Singers from Memorial High School in Eau Claire, sang christmas carols at the event

## “The Whole Grain Truth”

### hospital dietician featured in on-line health & wellness publication

Susan Kasik-Miller, Clinical Dietician, [Sacred Heart Hospital](#), was recently featured in a Body & More article about how to translate food labels and ingredients to determine if your favorite foods are indeed whole wheat. “One of the easiest ways to identify whole wheat bread is to look at the nutrition label. Whole wheat bread will have 3 to 5 grams of fiber,” Susan says.

To view the article, please visit:

[http://extras.missoulian.com/health/health\\_20091120\\_wholegrains.html](http://extras.missoulian.com/health/health_20091120_wholegrains.html)



### Hospital's Pleo Dinosaur featured in therapy publication

Ben Johnson, Certified Therapeutic Recreational Specialist, Sacred Heart Hospital; and the Pleo Dinosaur, the newest addition to the hospital's L.E. Phillips Rehabilitation Center, were recently featured in Advance, a magazine for physical therapists and PT assistance.

To view this article, please visit:

<http://physical-therapy.advanceweb.com/Editorial/Content/PrintFriendly.aspx?CC=211360>

Or for more information, please visit page three of:

[www.sacredhearteauclaire.org/Choose/MediaCenter/Documents/Canticles/Canticle51209.pdf](http://www.sacredhearteauclaire.org/Choose/MediaCenter/Documents/Canticles/Canticle51209.pdf)

## “a man of unwavering strength and vitality...”

### Dialysis Patient Celebrates 10th Anniversary at Sacred Heart



Sacred Heart Hospital's [Renal Dialysis Center](#) is pleased to announce the ten year anniversary of Robert Earle, dialysis patient. Bob is the center's longest running dialysis patient and has received these services from the hospital nearly since the inception of the dialysis program. “Over the years, everyone has always been so wonderful and helpful, and I couldn't ask for better service,” Bob said. He had his very first dialysis treatment on December 9th, 1999, and has

since come rain, shine or snow to the Dialysis Center three days per week for three to four hours. Bob's situation is undoubtedly unique, not only due to the number of years he has been on dialysis, but also because of how healthy and active he has continued to be. “Bob has made many friends over the years, among the staff and patients, and always seems to have a smile on his face despite the difficulties he may have faced over the years,” commented Melissa Eskridge, RN, Assistant Director,

Dialysis Center. “Bob has the type of attitude and outlook on life that we could all learn from. He is a man with unwavering strength and vitality; a truly humble and kind individual that reminds me each and every day how meaningful our time and efforts are.” Bob is thankful for his health and his ability to continue doing what he loves and enjoys. With the help of all the staff at Sacred Heart's Dialysis Center, he hopes to have an even better life in years to come.

## rehab patients track care progress on the road to recovery

Sacred Heart's [L.E. Phillips Rehabilitation Center](#) recently began a new initiative to involve patients and their loved ones in their care and recovery. By developing and maintaining a portable profile, patients and their families have a way to keep track of medical appointments and visits, health professional recommendations and current medications. Before patients leave the Rehabilitation Center, staff assists them in the process by adding information about their mobility, ability to do activities of daily living, and speech or swallowing needs. "Some patients may be dealing with several medical professionals and more than one condition at the same time, so this booklet is one way for patients to store their medical information to track where they were, where they are now, and where they hope to be soon," commented Richard Bryans, Therapies Director. The booklets have space for patients/families to write about their current medical condition, physician visits, current medications, and other health information like vision, dental, and hearing records. Patients are also encouraged to keep a phone log of calls to health care professionals. He added, "Most importantly, this initiative has encouraged patients to take a more proactive approach to their own health and recovery, and so far we have seen many positive responses."

## Building a more efficient system

### Physician Advisory Committee Assists MEDITECH Implementation

As [Sacred Heart](#) and [St. Joseph's](#) hospitals continue to grow and combine services, a **Physician Advisory Committee has been formed to aid in the implementation of MEDITECH at both hospitals.** Developing this committee at the Divisional level is an important part of the Hospital Sisters Health System's strategy for successful implementation of MEDITECH.

#### Sacred Heart physicians include:

Dennis Breen, MD, Eau Claire Family Medicine  
 Julia Kyle, MD, Marshfield Clinic  
 Michael Smith, MD, FAAP, Southside Medical Clinic/OakLeaf

#### St. Joseph's physicians include:

Sandra Frohling, MD, Marshfield Clinic-Chippewa Center  
 Stephen Carlson, MD, Marshfield Clinic-Chippewa Center  
 Steven Steinmetz, MD, Family Health/OakLeaf

"Physician engagement throughout the MEDITECH implementation process will help us understand their needs so that we can build a more efficient **Electronic Medical Record system**, which is an essential factor in facilitating workflow and patient safety," commented Kathern Axelsen, Clinical Director, MEDITECH Project Manager. "We are very excited to have such a wealth of knowledge to help guide us in this strategic initiative."



## implementation team arrives

### Preparing for MEDITECH Go-Live

This week, a MEDITECH Implementation Team (MIT) arrived at the Western Division consisting of **more than 30 specialists from Hospital Sisters Health System (HSHS) and Dearborn Consulting.** The specialists will be assisting Sacred Heart and St. Joseph's hospitals **with the building**

**and implementation of MEDITECH over the next nine months.** Their **Kick Off will be held today, December 8,** with the MEDITECH Go-Live planned for September 2010. Please join Western Division colleagues, physicians and administration in welcoming this team to our hospitals.

## H1N1 Preparedness:

### Visitation Guideline Changes

In keeping with the most recent guidelines from the [WI Health Department](#), we **will be returning our visitation process to one that limits visitors who present with Influenza-Like Illness (ILI) symptoms.** Signage to support this will be posted. Colleagues and leaders should approach those who appear ill to evaluate their ability to visit, or to request that they not visit at this time. Please ask your supervisor for specific action steps for your role.

## sharing our excellence with benchmarking

Each quarter, the hospital **hosts healthcare executives and leaders from across the country to share best practice ideas, as well as proven principles and practices to improve patient, physician and employee satisfaction.** Sessions are designed to share [Sacred Heart Hospital's](#) real-life experiences. The program was launched after the hospital **achieved national recognitions and awards for excellence as a high-performing healthcare system.** These sessions are a result of the hospital's national recognition as a high-performing healthcare system with "hardwired" (systematic) processes that drive role model

performance outcomes. Benchmarking provides two-way communication with other leading hospitals to identify opportunities for improvement, and to provide foundational information in the Strategic Planning Process. Since 2006, more than 550 healthcare executives and leaders from 96 different organizations across the country have visited to benchmark with Sacred Heart's high performance results and learn from its best practices.



## sharing in a patient's precious life miracle Colleague Pride Submission

When I think about what motivates and inspires me in my job, it's easy to remember and describe. However, during times of change, worries about budgets, and financial stress, it becomes easy to forget.

For me, my true inspiration for loving my job is knowing that I am given a gift of being allowed to share in a patient's precious life miracle. I am an Occupational Therapist in the [Rehabilitation Department](#) and over my almost 14 years of work, I have gotten to be a part of some small and large miracles with each and every one of my patients. How every patient defines a miracle is different, and that is why every day and each patient that I work with is a wonderful new journey for me.

One of my more recent patients, I'll call her Ann. is one of my constant reminders of why I feel blessed to share in and witness the miracles that I see daily in my job. Ann was admitted to Sacred Heart Hospital on October 3rd with a brain tumor. She was only 29 years old and a mom of a 3 1/2 year old little boy. The surgeon did a craniotomy to remove the tumor, and unfortunately she had many post-operative complications including seizures. On December 5th she was medically stable enough to be transferred to the rehabilitation center where I work. When we began treatment, Ann had no functional movement in any of her extremities, and could not talk. We continued to see her for all the therapies during her stay, and of course we all grew quite fond of her.

Chrissy Baumgardner, Occupational Therapy

To view the rest of this inspirational submission, please visit:

[www.sacredhearteauclaire.org/Choose/MediaCenter/Documents/ColleaguePrideSubmission.pdf](http://www.sacredhearteauclaire.org/Choose/MediaCenter/Documents/ColleaguePrideSubmission.pdf)

## Volunteer Partners Christmas Tea

More than 350 colleagues, volunteers and visitors of the hospital enjoyed the [Volunteer Partners](#) annual Holiday Tea on the afternoon of December 2. The Rotunda was decorated for the occasion as guests sampled tasty cookies and breads. Harp music was provided by Jeni Olson, former Music Therapy intern, now a hospital volunteer, and Jessica Mumford, Music Therapist, Sacred Heart Hospital. This year the Volunteer Partners offered a lovely tea set for a door prize drawing as yet another way for the Partners to express thanks for all those who support the hospital's [mission](#) of care. Congratulations to Arlene Behlke, Nutrition Services, who was this year's door prize winner.



Pictured above: Jeni Olson, Harpist



## Service Tip of the Week: HIPAA Hint

**Q:**

What do name, address, fax number, employer name, birth date, telephone numbers, e-mail addresses, photos, health plan beneficiary number, account numbers, certificate/license numbers, web URL, finger prints and medical record numbers all have in common?

**A:**

These are just a few examples of ways to uniquely identify an individual. Any of these elements alone or in combination can be used to identify an individual and must be protected. [HIPAA](#) is a federal law in which there are consequence for breaking Privacy and Security rules. Without your commitment to the core values of HSHS, the task of providing privacy and security for our patients and colleagues becomes more difficult. You are important to the organization's privacy and security efforts in keeping protected information private.



## Two iCT SpineSuites exist in the United States. ONE IS HERE.

The [Brain & Spine Institute](#) at Sacred Heart Hospital revolutionized brain surgery with its first [iMRI Smart OR®](#). Their second Smart OR® will do the same for spine and trauma surgery by combining the real-time imaging powers of an [intraoperative](#)

[CT](#) scanner with the world's most sophisticated surgical mapping technologies. Making these surgeries safer, more effective, and reducing re-operation rates to zero. Allowing the impossible to become possible at Sacred Heart Hospital.

## Safety & Security Update: IDENTITY THEFT

Identity theft occurs when someone uses your personal information (i.e. your name or social security number) without your consent, to commit fraud or other crimes.

Identity theft is serious and although it is always important to protect yourself, the holiday seasons are often the most vulnerable times of the year. **Thieves may use a wide variety of methods to obtain your information, including:**

- **Dumpster Diving:** Rummaging through trash searching for bills and other personal information.
- **Changing Your Address:** Diverting your billing statements to another location by completing a change of address form.
- **Skimming:** Stealing credit/debit card numbers by using special devices when you process your card.
- **Phishing:** Pretending to be financial institutions or companies and send spam or pop-up messages to get you to reveal your personal information.
- **Stealing:** Stealing wallets, purses, mail, pre-approved credit card offers, and new checks or tax information.

If you become a victim or suspect to be a victim of identity theft, notify your local law enforcement agency and report it immediately.



Awareness is an effective weapon against many forms of identity theft. Be aware of how information is stolen and what you can do to protect yourself by monitoring your personal information and shredding all vulnerable documents before discarding.

Armed with the knowledge of how to protect yourself and take action, we can all have a joyous holiday season.

*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.