

Canticle


NEWS FOR

Colleagues

Physicians

Volunteers and

Friends of Sacred Heart Hospital

A photograph of two men in a hospital hallway. The man on the left is older, wearing glasses, a light blue jacket, and a tie. The man on the right is younger, also wearing glasses and a light blue shirt. They are both smiling and looking at each other. In the background, a sign above a doorway reads "Reception".

left:
Donald W. Rucker, MD,
Vice President & Chief
Medical Officer, Siemens
Medical Solutions USA

Right:
Kamal Thapar, MD, PhD, FRCS(C),
Marshfield Clinic

Welcome to your

Future

Hospital Hosts Summit to Discuss the Future of Health Care & Technology

On Tuesday, August 24, representatives from Hospital Sisters Health System (HSHS), Sacred Heart and St. Joseph's hospitals, as well as leading technology companies from around the world met for a day-long information session at Sacred Heart Hospital. Among those in attendance were Bill Montgomery, Chief Information Officer, HSHS, and MEDITECH President Howard Messing. Participants discussed how the use of technology and innovation can increase safety and quality as well as help overcome some of the biggest challenges facing the health care industry.

(continued on page two)



there is hope here.

Health Care Summit

(continued from page one)

The summit was emceed by Dr. David Rhees, Executive Director, Bakken Library and Museum, and member of the Smithsonian's Lemelson Center Visiting Committee. Keynote speaker was Hoda Sayed-Friel, Vice President of Marketing, MEDITECH, who discussed how the company's vision of the future of health care impacts their development efforts. Forums and presentations addressed the future of technology and its role within health care reform, electronic medical records "meaningful use," and

innovative clinical technologies. Special tours were offered of Sacred Heart's [iMRI](#) and [iCT](#) Smart Operating Suites, as well as the hospital's newly completed \$40 million [Center for Imaging - Sacred Heart Hospital](#) strives to provide patients the best, most specialized treatment available by blending advanced technology with a Franciscan tradition to improve health by treating the whole person – body, mind and spirit. As an area leader in clinical technologies, Sacred Heart is proud to bring innovative equipment to the Eau Claire area, ensuring patients state-of-the-art care close to home. Summit attendees were also invited to tour [St. Joseph's Hospital's](#) new Emergency Service area and the hospital's recently renovated Radiology Department.



**INVENTING
the Future:**

[A SUMMIT FOR HEALTHCARE,
BUSINESS AND ACADEMIC LEADERS]

“Meditation:

A MEDITECH Transformation”



St. Francis of Assisi, our hospital’s patron saint, is also the patron of ecology. You often see him pictured with birds or other small animals or butterflies. The beauty and mystery of creation brought St. Francis great delight and inspired worship. We may experience this delight and inspiration ourselves just by strolling through our Healing Gardens. During this time of summer, you can witness the beauty and mystery of nature by watching Monarch Butterflies fly through the flowers.

I’ve always thought Monarchs to be miracles of transformation. In school or at home, you may have once captured a Monarch caterpillar in a jar, watched as it devoured milkweed leaves and witnessed it spin itself into a beautiful jewel-like chrysalis. The metamorphosis continues for about two weeks until a beautiful butterfly emerges, pumping up its wings, to fly away and continue the cycle of life. This process is an incredible transformation, and nothing short of a biochemical miracle.

The word that best sums up this year at Sacred Heart Hospital is “transformation.” After many months of preparation, Wednesday, September 1st, is our “go-live” launch of MEDITECH at both Sacred Heart and St. Joseph’s Hospitals. In early August, we completed MEDITECH electronic medical record user training and parallel testing to identify any potential issues for correction. In parallel testing, colleagues performed a trial run of the new MEDITECH system by entering an actual patient’s information in both the FAMIS and MEDITECH system. This helps us to assure that all our connections are operating appropriately.

Why are we investing resources and time into the MEDITECH transformation? This step forward into electronic medical records will improve our quality and clinical care of patients. Once deployed, it will also be a dramatic improvement for clinicians, colleagues and volunteers to better serve patients. The transformation is also important to our fiscal management. The access to real time information will enhance all that we are doing to care for our patients.

As I shared in the recent Colleague and Volunteer Updates, we are navigating this transformation together. The “Serenity Prayer” is a wonderful guide in a time like this: “God grant me the serenity to accept the things I cannot change; courage to change the things I can; and wisdom to know the difference.” While we are doing all that we can to make this transition from FAMIS to MEDITECH a success, we will have some areas to improve once we “go-live” on September 1st. Being patient with yourself and others will be important.

Thank you for making Sacred Heart Hospital a place that is true to its mission, and a world-class place of healing, comfort and hope. May God bless you in this important transformation.

Sincerely,

Faye Deich
Chief Operating Officer
[Sacred Heart Hospital](http://SacredHeartHospital)

MEDITECH Update One Week to Go-Live

What exciting times! This final week is a time of checking and testing that everyone and everything is ready for the MEDITECH Go-Live on September 1.

- **Final hardware is being put into place.**
- **Reference “Cheat Sheets” are being created.**
- **Unit based workflows are being reviewed.**
- **MOST IMPORTANT—Do you know your MEDITECH password? Is your Single Sign On (SSO) working?**

All MEDITECH users should log into MEDITECH this week, to verify access. If you have any issues with your SSO or getting into MEDITECH, contact the IS Help Desk at 715-717-5500.

Social Media Networking — Staying Up-To-Date on Twitter & Facebook

As a regional health care facility committed to coupling the newest technologies with the brightest medical minds, Sacred Heart Hospital is dedicated to providing state-of-the-art care to the Chippewa Valley. To learn more about Sacred Heart Hospital and stay up-to-date on its innovated programs and services, all are encouraged to become a Facebook Friend and Twitter Follower by visiting sacredhearteauclaire.org.

Connecting our Broadband Grant

Expanding Infrastructure to **SAVE LIVES,**
IMPROVE HEALTH, and
STRENGTHEN COMMUNITIES



Rep. Kristen Dexter (68th Assembly District) with Skip Gjolberg, spoke at the press conference announcing the grant

A federal broadband “Stimulus” grant, announced **August 18** by the White House, included **two federal grants totaling \$32.3 million** for Wisconsin to improve high-capacity Internet access. The grant award, led by the University of Wisconsin Extension, provides **approximately \$11.5 million** to the HSHS Division (Western Wisconsin) area of western Wisconsin for a demonstration project to construct more than 200 miles of fiber-optic cable connecting city/county government, public safety agencies, health care providers, libraries, schools and other key community sites.

The project in the Chippewa Valley was made possible through best practice community teamwork of area Chief Information Officers (CIOs) meeting weekly in an organization called Chippewa Valley Inter-networking Consortium (CINC). CINC is committed to broadband serving the public interest. HSHS Division (Western Wisconsin) CIO Pete Nohelty has collaborated with CINC over the past several years to help **create a community area network of 70 miles of fiber-optic cable with 150 connections**. This network provides a multitude of fiber-optic services and high speed connectivity between Sacred Heart and St. Joseph’s hospitals—a bandwidth that could not be purchased commercially at any price, and which can easily accommodate telemedicine and other advanced applications.

The new construction enabled by this grant will also provide more than 1,300 square miles of ultra high speed wireless coverage in Eau Claire and Chippewa Counties to serve city/county governments, public safety, education and health care needs. The project will also **improve the Chippewa Valley’s fiber-optic access along corridors from the Chippewa Valley to**

Superior, Menomonie, Mondovi, Wausau, Marshfield and Stevens Point. The grant will expand the area’s interconnecting reach to the ultra high speed Wisconsin wide network backbone to strengthen collaboration with HSHS Division (Eastern Wisconsin) in Sheboygan and Green Bay. By investing \$600,000 in matching funds (over three years), HSHS Division (Western Wisconsin) will leverage approximately \$1.8 million in federal dollars to accelerate networking infrastructure expansion across western Wisconsin. Sacred Heart and St. Joseph’s Hospital colleagues invested over 300 hours of time in assisting CINC with the grant application over the past several months.

David Fish, Senior Advisor: Political and Government Relations, HSHS, was one of the speakers at the Chippewa Valley press conference on August 18 to announce the grant. Speaking on his birthday, Dave commented, “Technology directors in the Chippewa Valley typically don’t receive a great deal of publicity, but they have led the state in providing regional high-speed Internet access. It’s never been easy. It’s never been automatic. Thirty-two million is wonderful, but more importantly, it’s the example you set every day.”

WORLD



“Many educational programs and critical life-saving health care applications today cannot work on anything less than ultra high speed broadband...This effort will help enhance life-saving treatment and the health and wellness of residents in rural and other underserved areas through telemedicine, telemonitoring, and through the high speed exchange of critical emergency medical information.”

~ Steve Ronstrom, President and CEO, HSHS Division (Western Wisconsin)

“Congratulations and many thanks for the important role you’ve played in supporting the Building Community Capacity through Broadband grant applications. Together, we’ll expand broadband access, using these demonstration communities [such as the Chippewa Valley] as models. I hope you can take a moment to reflect on the significance and scope of this effort. Expanded access and use of high-capacity Internet affects our economy, education, health care, public safety and government – and will continue to do so for decades. On behalf of Wisconsin residents of today and tomorrow, I thank you for your vision and continued support.”

~ Christine J. Quinn, Ph.D., Provost and Vice Chancellor, University of Wisconsin-Extension

“In today’s global economy, broadband is transformative to our lives, and this grant is a win-win-win for all of us in the Chippewa Valley. Broadband services allow people access to new career and educational opportunities, help businesses reach new markets and improve efficiency, and support communities in attracting new industries and in spurring private investment.”

~ Ross Wilson, director of educational technology services for Cooperative Educational Service Agency 10 (CESA 10).

Hospital welcomes cardiovascular surgeon



From diagnostic procedures to surgery, the [Heart & Vascular Institute](#) at Sacred Heart Hospital supports a full line of treatment for both heart and vascular problems. For that reason, Sacred Heart Hospital is pleased to **welcome John Waciama, MD, to the hospital's cardiovascular surgery team.** Dr. Waciama is board certified by the American Board of Thoracic Surgery. He earned his medical degree from Albert Einstein College of Medicine in Bronx, NY, and completed his bachelor's degree from Harvard University in Cambridge, MA. Dr. Waciama then completed his surgical, vascular and thoracic residencies at Beth Israel Deaconess Medical Center in Boston, MA, before completing his cardiothoracic fellowship at Albert Einstein Medical Center in Philadelphia, PA. Prior to joining Sacred Heart Hospital, Dr. Waciama practiced medicine at St. Joseph's Hospital in Marshfield, WI; St. Joseph's Medical Center in Reading, PA; and the Mayo Clinic in Rochester, MN, among others. Please join hospital administration, physicians, colleagues and volunteers in welcoming Dr. Waciama to Sacred Heart's Medical Staff.

Quality Control Improves Patient Care

OR Management Team Enhances Operational Efficiency

In an effort to enhance efficiency and transparency throughout all aspects of [Surgical Services, Sacred Heart Hospital](#) has utilized the leadership of an OR Management Team. Specifically, the purpose is to review categories related to the operational components of the OR including service, quality, operations/financial cost, and much more.

The team consists of:

Chief of Surgery: Ronald Lange, MD, Chippewa Valley Eye Clinic, Ophthalmology
 Brent Wogahn, MD, FACS, Evergreen Surgical, General Surgery
 Phillip Porter, MD, FRCS(C), OakLeaf Medical Network, Neurosurgery
 Scott Cameron, MD, Marshfield Clinic - E.C. Center, Orthopedics
 Josiah Nelson, MD, Western Wisconsin Urology, Urology
 Timothy Pitchford, MD, Marshfield Clinic - E.C. Center, General Surgery
 Pat LuCore, RN, Division Director at Sacred Heart Hospital
 Amy Dwyer, RN, MSN, Chief Nursing Officer, Sacred Heart Hospital
 Loren Lortscher, RN, Director, Surgical Services, Sacred Heart Hospital
 Mark Anderson, RN, Director, Quality Resources, Sacred Heart Hospital
 Dawn Garcia, MS, BSN, Director, Medical Staff/Quality, HSHS Division (Western WI)

"This committee provides a platform for collegial discussions between OR and nursing management, quality control specialists, and physicians," commented Loren Lortscher. "The discussions and debates promote a healthy environment which not only enhances the relationship between the OR and our surgeons, but engages our physicians with the daily operational component of the OR. Most importantly, we share information and ideals to improve OR efficiency and enhance our services to our patients and the community."

Your Hospital needs you!

Medical Reserve Corps Seeks Volunteers

Last month, in an effort to boost response efforts in the event of a disaster, Eau Claire County **officially launched the Medical Reserve Corps (MRC) and is now seeking volunteers.** MRC volunteers will aid Eau Claire County **by serving as emergency responders and working to promote the health and safety of the Eau Claire community.** "We are concerned that the community does not have appropriate medical resources available during times of distress," commented Wade Rudolph, Senior Director, Support Services, Sacred Heart Hospital. "History has shown that, in the event of large scale disaster, the local communities need to be able to support themselves for up to four days." By working together before a major incident, we build strong networks with health care providers, schools,



emergency responders, state and local government agencies; which together can support and sustain our community. Sacred Heart Hospital encourages our medical professionals to get involved in this worthwhile initiative. In addition, we encourage others in the community to become involved as well. In order for this program to be successful, **we need medical and non-medical volunteers who have a desire to help our families and neighbors.** For more information, please visit www.BeReadyEC.com or contact Diane Hunter, [Medical Reserve Corps Coordinator](#), at 715-839-6287.

GREENING the O.R. continues

Surgical Services Recycles Used Medical Devices

At a time when improving the health care system and exploring environmental initiatives are no longer abstract goals but vital requirements, sustainability initiatives have emerged as a cornerstone of responsible hospital behavior.

[Sacred Heart Hospital's](#) partnership with Ascent, the leading medical device reprocessor in North America, represents **one of the hospital's most impactful sustainability initiatives, further demonstrating its leadership and commitment** to being an environmentally responsible facility.

Remanufacturing and reprocessing helps keep medical devices out of local landfills – and allows the hospital to effectively redirect resources from medical device supplies to initiatives that increase the quality of care. Ascent's remanufacturing/reprocessing program treats single-use medical devices (SUDs) as assets, not trash. Many SUDs can, with the right clinical and technical expertise,

be remanufactured/reprocessed by Ascent to perform at their original level for one or more additional uses. Rather than throwing away medical devices that can be reprocessed, they are collected and Ascent works with local recycling companies to break these devices down into their component parts so they can be recycled appropriately.

"Already this year, Sacred Heart has reduced medical waste by 206 pounds as a result of remanufacturing and reprocessing SUDs, and we are on track to meet our goal of over \$62,000 in savings in the next 12 months," commented Cheryl Rihn, MSN, RN, CNOR, [Surgical Services](#) Educator, Sacred Heart Hospital. "We are excited to continue to grow these numbers in the months to come."

Changing the planet, one step at a time

Hospital cafeteria features biodegradable containers

As an industry leader in eco-friendly, sustainable health care for the benefit of patients, the community, and our environment, Sacred Heart Hospital is pleased to partner with GreenWare and Schilling Paper Company to **offer innovative biodegradable containers in the hospital's cafeteria**. Now available are large and small clam shell to go containers made from sugar cane (also called Bagasse). Also available are **clear cups made from corn and paper coffee cups made from 50% post consumed products**. Each to go product is not only made from renewable resources, but is 100% compostable and certified by the Biodegradable Products Institute. As always, in an effort to further reduce the hospital's impact to area landfills, colleagues and visitors are encouraged to use reusable glass plates and silverware and are reminded that Sacred Heart plastic mugs are available for only \$2.50 in the cafeteria.

Other green initiatives promoted by Nutrition Services include:

- [Daily food pantry donations](#)
- [Partnership with Veolia Environmental Services to compost food scraps](#)
- [Reduce, reuse and recycle](#)

Chief Financial Officer Appointed Hospitals Announce Administrative Promotion



Steve Ronstrom, President and CEO, HSHS Division (Western Wisconsin), is pleased to announce the appointment of Kenneth Venuto as Chief Financial Officer, HSHS Division (Western Wisconsin). Since January 28, 2010, Ken has served as Interim CFO and has demonstrated great leadership and financial stewardship throughout the HSHS Division (Western Wisconsin). Ken is a CPA and he received his MBA in 2005, with an emphasis in Strategic Leadership, from Amberton University in Dallas, TX. In addition, he is a Fellow of the Healthcare Financial Management Association. Ken has served as an integral part of both for-profit and not-for-profit health care organizations and consulting firms for the past 30 years. In that time, he has served in various financial and operating capacities. Please join HSHS Division (Western Wisconsin) physicians, colleagues, volunteers, and administration in welcoming Ken to this important administrative position within Sacred Heart and St. Joseph's hospitals' Administrative Team.

Hospitals Join for a Franciscan Pilgrimage

A 50-member group of colleagues and friends of St. Joseph's and Sacred Heart hospitals recently returned from a four-day pilgrimage to Springfield, Ill., headquarters of the American Province of the Hospital Sisters of the Third Order of St. Francis. The group visited with sisters, toured the Motherhouse grounds and nearby historical sites, and spent time enjoying the beauty and peace of the sisters' Chiara Center.



Tuition Assistance Grant

Volunteer Partners Donate Memorial Contribution

This past June, the [Volunteer Partners](#) of Sacred Heart Hospital made their annual donation (\$4,000) to the Tuition Assistance Grant (TAG) program. TAG provides financial help to hospital colleagues who wish to enhance their knowledge and skills through continuing education. The contribution is dedicated to the memory of volunteers who have past away during the past year. This year the following volunteers are being remembered:

Donald Brady
Willard Brill

Elsie Brunner
Lois Evanson

Carol Jallas
Victoria "Vicki" Johnson

Merrol Nelson
Beverly Olson

Sacred Heart would like to offer its condolences to their family and friends – the hospital's Volunteer Partners share deeply in your loss.

12th annual Woman to Woman Health Care celebration

All are invited to join us for an afternoon or evening of laughter, delicious food and good company at this year's Woman to Woman, September 20, at the Florian Gardens. We are offering a choice of a lunch session or a dinner session with open seating. Doors open for the lunch event at 11 a.m. and at 4 p.m. for the dinner event.

Featured speakers "Aly & Andrea" can't sing very well, but they learned early on how to use the skills and God-given talents they were born with—to become "Rock Stars!" Growing up, Andrea learned to cope with a severe visual impairment by keeping stride with her fully-sighted twin, Aly.

A completed registration form and fee of \$25 per person must be received by September 13. Please call Sacred Heart Hospital's [Center for Healthy Living](#) at 715-717-1600 to register, or visit www.sacredhearteauclaire.org/woman-2-woman to download a registration form.



Re-Investing Spirituality & Ethics in our Networks

Attention RISEN Alumni:

Spiritual Retreats that Continue the RISEN Experience Retreat Two:
"You Are God's Great Work of Art"
"Receive who you are, become what you receive." St. Augustine

Join Tom Hanson, Director, Organizational Learning, Sacred Heart Hospital, for this FREE session in which we "unearth" our unique calling to **receive who we are** and create a belief statement that will lead us to **become what we receive**.

Saturday, September 11
9 am – 12:30 pm (register at 8:45 am)
Community Auditorium
Continental breakfast provided



Re-Investing Spirituality & Ethics in our Networks

RSVP to Marcia Danzinger by September, call 715-717-4460 or mdanzinger@shc.hshs.org.

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.