

2014 Annual Community Benefit Report



HSHS
St. Joseph's
Hospital Chippewa Falls

Go Dance is a free community event combining dance exercise, wellness information and health screenings.

HSHS St. Joseph's Hospital

Making Life BETTER

On a daily basis, the colleagues of HSHS St.

Joseph's Hospital are working diligently to provide the best care to patients and visitors that walk through the doors of the hospital. But the compassion doesn't end there.

St. Joseph's Hospital has made it a priority to care for people outside of the hospital walls too.

Each year the hospital provides millions of dollars worth of care to those in the Chippewa Valley by offering screenings, educational opportunities, charity care and more — all health related, and all free of charge.

Read about the exciting endeavors that Chippewa Health Improvement Partnership (CHIP) and St. Joseph's Hospital have taken on in the pursuit of community health.

Affordable Care Act Education

Chippewa Health Improvement Partnership created the Chippewa County Affordable Care Action Team to bring together local Affordable Care Act resources and promote educational opportunities to residents.

Working with the regional state navigator, HSHS St. Joseph's Hospital's Marketing team developed brochures, fliers and media releases to consistently disseminate local information and assistance to be used by all members of the

Affordable Care Action Team.

Members include representatives from the Chippewa County Department of Human Services,

Open Door Clinic, Aging and Disability Resource Center, Chippewa County Jail and other community stakeholders.

As part of the Affordable Care Act, all hospitals are required to submit a health needs assessment report to the Internal Revenue Service to show how tax exempt hospitals provide and report benefit to the community.

This is nothing new for St. Joseph's Hospital, CHIP or the new 3D Community Health: Body.Mind.Spirit. The Partnership has been conducting health needs assessments in our community since 1994.

Every three years CHIP uses a variety of need assessment techniques to compile and relay information to hospital administration to align with strategic priorities.

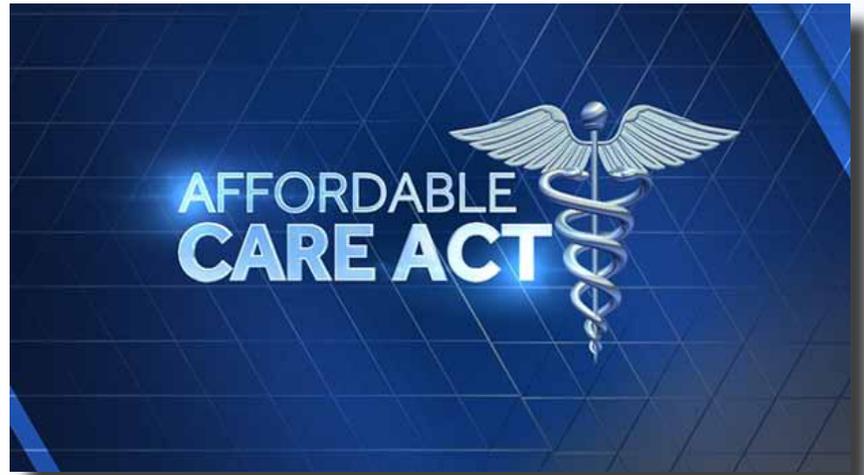
"Our community's specific, identified health needs are built right into our formal system strategies, complete with goals and outcomes," said Rhonda Brown, CHIP Director and Division Director of 3D Community Health: Body.Mind.Spirit.

St. Joseph's Hospital's service area includes Chippewa County and surrounding communities. The completed health needs assessment report is available for public viewing and can be found on

www.stjoeschipfalls.com and www.chippewahealth.org.

Dear Friends and Colleagues,

2014 marked a milestone for health care in the United States as it was the first year uninsured Americans could enroll in health exchanges under the Affordable Care Act. As more people access health care, Hospital Sisters Health System continues to enhance the reliability and value of care we provide to our patients while keeping focused on the unique needs of each individual we have the privilege of serving.



In this annual report, we highlight some of the ways we are serving our patients and their families through our high quality, Franciscan health care ministry. Our accomplishments this past year include implementing new programs to restore health to our patients, updating the environments in which we heal, increasing the effectiveness and efficiency for how we deliver care, and working collaboratively with others to improve the health status of our communities.

Our accomplishments all have one thing in common: they were achieved so we could better serve the individual who comes to us for help at a vulnerable time in his or her life. Whether it's a process improvement initiative in the Emergency Room, online access to medical records, a multi-million dollar renovation project, or a training program for Spiritual Care colleagues, the goal is to ensure each patient we encounter has the best experience during their care and the optimal outcome for their health.

To that end, our colleagues and physician partners embrace the patient experience. We are no longer content to focus on improving patient satisfaction. While we continuously strive to exceed our patients' expectations during their time with us, we also seek to get them actively involved in the care they are receiving at our hospitals and clinics. As we live out our Core Values of Respect, Care, Competence and Joy, we engage our patients so that we can better understand their perspective, their unique needs, and their anxiety and fears.

As we continue our healing ministry, we look to the example of our patron saint, St. Francis of Assisi, who cared for lepers and the sick with a smile on his face and the love of Christ in his heart. The care he provided was a sacred bond with that patient that we seek to emulate.

On behalf of the Hospital Sisters Health System family, we are grateful for the opportunity to serve our patients, their families and our communities in the healing tradition of Jesus Christ and St. Francis of Assisi.

Sincerely,

Mary Starmann-Harrison, President and CEO, Hospital Sisters Health System
Sister Mary Mollison, CSA, Board Chair, Hospital Sisters Health System



Starmann-Harrison



Mollison



Coffman

We have much to celebrate and be grateful for at St. Joseph's Hospital. We are blessed with 550 colleagues, each highly skilled and all working together to assure our patients' experience is one of quality and genuine concern for their wellbeing. Because of our colleagues, St. Joseph's Hospital is number one in patient satisfaction scores among our 14-member Hospital Sisters Health System. Each and every day our community and surrounding area benefits from this level of care as well as the financial impact our hospital has on the local economy.

Working side by side with our colleagues is a medical staff that shares our Hospital Sisters' core values by demonstrating respect, care, competence and joy when treating their patients. The Sisters' mission is further shared through our many Partners and Volunteers who support our hospital and in turn make our community a better place to live. We must all be thankful for their talents and giving of themselves.

Maintaining our commitment to local access for high quality, affordable health care, it is exciting to see St. Joseph's new Birth Center coming more into focus each and every day. New moms will recover in larger, modern, comfortable rooms knowing their infant is being cared for by specially trained obstetric nurses in the area's newest and advanced maternity unit. Our community is indeed fortunate to have outstanding health care services and health professionals right here where we live, work and play. The new Medical Office Building on our hospital campus, to open in early 2015, is another notable example of the strides being taken by our Hospital Sisters and hospital leaders to assure the finest health care remains available close to home, right where we want it to be.

While our hospital celebrates our local successes and national recognition for patient satisfaction levels, our community benefits from our hard work and vision for the future of health care locally for them and their families. Let us all give thanks.

Sincerely,

Joan M. Coffman, President and CEO, HSHS St. Joseph's Hospital

recent awards and accolades

Wisconsin Forward Excellence Award

Joint Commission Top Quality Performer

Leapfrog Group "A" in Patient Safety

Press Ganey Guardian of Excellence in Clinical Quality

HSHS Golden Tau Award

Community Benefit

HSHS St. Joseph's Hospital

Benefits for the Poor

\$10,270,938

Benefits include charity care at cost (\$2,131,349), and unpaid cost of Medicaid and other public programs (\$8,139,589).

Benefits for the Broader Community

\$806,633

Benefits include community health services (\$263,277), health professions education (\$7,033), subsidized health services (\$380,067), and financial contributions (\$156,256).

Medicare Shortfalls

\$9,797,767

Benefits include providing care and services to primarily elderly beneficiaries of the Medicare program, in excess of government and managed care contract payments to the hospital.

TOTAL COMMUNITY BENEFIT

\$20,875,338

joining our community in **HEALTHFUL COLLABORATION**

HSHS St. Joseph's Hospital continues to be a leader in community health. Community collaboration is pivotal in working toward achieving better health for the residents in the Chippewa Valley.

The hospital's two-decade support of Chippewa Health Improvement Partnership (CHIP) as well as the involvement of various hospital departments in community health education help move these efforts forward.

Through community health needs assessments, top health areas were targeted and partners in the community were identified to help reduce duplication, conserve resources and utilize the most effective ways to meet the needs of the community.

This past year St. Joseph's Hospital has led key teams addressing issues including community education and awareness of the Affordable Care Act, suicide prevention, infant, teen and adult mental health, and substance abuse.

St. Joseph's Hospital and community partners brought the concept of dementia friendly businesses to Chippewa Falls and assisted in equipping all Chippewa County law enforcement officers with life-saving kits.

A new health needs assessment will guide our future collaborative endeavors as we benefit our community.

You now will see community initiatives from St. Joseph's and Sacred Heart hospital's new community



Brown



health department: 3D Community Health: Body. Mind.Spirit. The efforts will focus on needs of the whole person as the hospitals continue to work beside community partners to achieve a more healthful community.

Sincerely,

Rhonda Brown, Division Director of 3D Community Health: Body.Mind.Spirit, HSHS Division (Western Wisconsin)

helping our community **DISCUSS DIABETES**



Diabetes is a disease that touches many families in western Wisconsin with far reaching effects on the diabetic person and his or her caregivers. That is why HSHS St. Joseph's Hospital has made the decision to devote time and resources to bring awareness to the prevention and treatment of this devastating disease that can cause life-threatening harm to a person's health and body.

Throughout the year the hospital holds free diabetic education classes that routinely attract 50 to 60 people. Once a year, St. Joseph's Hospital sponsors a larger diabetes educational event. In November 2014, the event was at 29 Pines/Sleep Inn & Suites Conference Center, free of charge, and attracted more than 100 people.

A variety of hospital service areas and community resources provided discussion, screenings and education about numerous prevention and treatment topics. Included were St. Joseph's Food and Nutrition Services talking about the role proper nutrition plays in prevention and treatment.

Several presenters spoke on stage, including Jessica Hager, Certified Diabetes Nurse Educator from Marshfield Clinic who offered the latest information on new medications available in the management of diabetes. Keynote special guest Jay Hewitt, Ironman triathlete for Team USA, shared his motivational message of treating Type I diabetes while training and competing.

Also in attendance and providing additional education and screenings were the hospital's Home Health and Hospice Services and GO promotions offering ideas for participants to stay active and physically fit in order to ward off and treat diabetes.

Community resources that provided additional education were The Medicine Shoppe Pharmacy and Chippewa Valley Family YMCA fitness trainers who kept the crowd moving and also stressed the importance of physical activity as a means to prevent and control diabetes.





LEFT: Attendees of the first Compassion Action Walk took a 15 minute walk through the park Thursday, May 8, at Irvine Park, after Chippewa Falls Mayor Greg Hoffman's proclamation designating Chippewa Falls a Compassionate City.

Based on the turnout that included community members and business leaders, support for reducing the stigma and endorsing the need for more mental health services in Chippewa County is needed and wanted.

creating a community OF COMPASSION

Chippewa Health Improvement Partnership (CHIP) has spearheaded the effort to earn the Compassionate City designation for Chippewa Falls, in part to help launch the group's campaign to reduce the stigma of mental health and encourage conversations for solutions.

The Compassionate City designation is obtained through the International Campaign for Compassionate Cities, a global campaign inspired by the Golden Rule: Treat all others as you wish to be treated.

Its purpose is to encourage city leadership to create and bring together efforts towards increasing compassion through local initiatives, policy, and projects.

The Partnership's initiative to reduce the stigma of mental health has included collaborative conversations with business leaders and educators as well as free community trainings about suicide and how to help those who may be struggling.

"The conversation about mental

health has begun and is gaining incredible momentum and support from every corner of our county," said Rhonda Brown, Director of Chippewa Health Improvement Partnership, hosted by HSHS St. Joseph's Hospital. "We have received donations from mothers of victims and concerned business leaders.

"St. Joseph's is committed to offering free mental health services via L.E. Phillips-Libertas Treatment Center and the Open Door Clinic. St. Joseph's, along with CHIP are moving forward with messaging that we hope will resonate with those who feel there is no hope. We want to offer a hand without judgment; and refer to services that are appropriate, affordable and most importantly accessible."

G Launching from the success and inspiration of the Compassion Action Walk in April, the Partners of HSHS St. Joseph's Hospital started a community-wide walking club.

O Every Wednesday a small group of walkers partake in a one-mile walk around Irvine Park for fitness and camaraderie.

W The Walking Club has given the Partners an opportunity to connect with the community and to educate people about the Partners group. The main purpose is to offer a friend face and an open ear. Dianne Fish, Partners member, volunteered immediately to lead this initiative for the group. "We feel privileged to help the community keep moving."

A Another walker started walking with the group on her physician's recommendation. After four months, through exercise and diet, she lost 20 pounds. "I have truly enjoyed the relationships that have been developed over the months," said Fish. "A bonus to this program is enjoying the beauty of Irvine Park and realizing the generosity of the YMCA in using their track during the winter months."

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giving our community WIDESPREAD BENEFITS:



It's no secret, every community has people who are in need of things like clothing, food, medical and dental care or spiritual hope.

Caring for these people in need has always been the mission of the Hospital Sisters of St. Francis. HSHS St. Joseph's Hospital colleagues and community members take pride in showing concern by contributing to hospital-sponsored food and clothing drives and other activities.

Toy Collection

What would Christmas be like for a small child who did not receive gifts? That scenario is squashed by the collection of hundreds of toys that St. Joseph's colleagues bring to the hospital's annual Christmas party. The spirit of giving overflows as does the number of toys collected that evening. Distribution of the toys is coordinated by the local Spirit of Christmas association.



Coat Giveaway

Hundreds of coats, sweaters, scarves, gloves and snow suits were donated in 2014. More than 100 families were served by the day-long giveaway at St. Joseph's Hospital. Remaining clothing then was given to the Knights of Columbus in the neighboring communities of Cornell and Holcombe where they were able to serve another 70 families in need of warm clothing.

Food Drive

Each year, departments throughout the hospital create

fun and attractive theme-inspired baskets that are raffled off at the annual colleague picnic and Christmas party. Funds raised from the raffle are used to purchase and prepare food baskets that are distributed to needy families in the Chippewa Falls community.



Community Agencies

St. Joseph's Hospital takes its role seriously as a provider and supporter of community resources. The hospital partners with many community organizations in support of efforts to help people in the community.

Organizations such as Family Support Center, American Heart Association, Chippewa Valley Family YMCA, local schools, United Way of the Greater Chippewa Valley, Heyde Center for the Arts and many others that improve the health and overall well being of our community.

The hospital and its colleagues particularly enjoy their contributions to the annual Relay For Life sponsored by the American Cancer Society of Chippewa County.

The hospital sponsors the inspirational luminary ceremony at the event and St. Joseph's team of colleagues raises money throughout the year that is given at the Relay. In 2014, more than \$1,250 was raised by this team.

giving to the community THROUGH DONATIONS



Tracy Lewis couldn't have said it better.

"Meeting students' basic needs is crucial for a successful learning experience, and hunger is one of those needs," she said a week after accepting donations during HSHS St. Joseph's Hospital's Live and Laugh event in August.

The event is hosted each year to give women a free night to shop, learn and laugh. Participants are asked to bring a donation for a cause. This year the cause was a pantry at Chippewa Valley High School in Chippewa Falls – a school for alternative learners.

Lewis, a social worker at the high school, is also a member of Chippewa Health Improvement Partnership's Voices in Prevention (VIP) committee. It was at a VIP meeting, staff members from HSHS St. Joseph's Hospital learned of their need.

A year ago, the high school began collaborating with Feed My People Food Bank to research options to meet the needs of the students and the community. The Chippewa Falls Unified School District's elementary schools already were using weekend backpack meals but Chippewa Valley High School leaders were unsure of how that would work for high school students.

"After further brainstorming, the idea of having our

own food pantry at the high school was developed," Lewis said. "In December of 2013, we opened our food pantry to meet the needs of the students over Christmas Break. It ran through the 2013-14 school year and had served close to 70 percent of the student body."



The story could have ended there – students in need receive food and supplies. But Lewis and those at the alternative school had another idea.

"In addition to receiving food from the food pantry, we felt that paying it forward was a great way to give back to the community and also develop character (in the students)," she said.

In February 2014, students worked in the food pantry weekly to help package food items.

"It was a great way to develop a connection to the community, build character and even incorporate academics in a hands-on learning environment," Lewis said.

"The kindness and generosity of the attendees (of the hospital's Live and Laugh event) was heartwarming and left me speechless," Lewis said. "We are looking forward to another successful year and are further developing our students' opportunities to learn through service of others and community connections."



sharing with our community

ENVIRONMENTAL

HEALTH

The Reverence to the Earth Committee at HSHS St. Joseph's Hospital is committed to the environmental health of the community. Therefore, the committee took on the initiative of ridding the Chippewa Valley of mercury thermometers — a health hazard.

The Mercury Problem

Mercury is a toxic liquid metal which poses a threat to the health of humans and the natural environment. Metallic mercury primarily causes health defects when it is breathed as a vapor where it can be absorbed through the lungs, according to the U.S. Environmental Protection Agency. The exposures can occur when elemental mercury is spilled or products that contain mercury break and expose mercury to the air.

The committee began its mission in 2012 with a mercury thermometer take back event in partnership with the Partners of St. Joseph's Hospital.

The hospital has conducted several swap events in the community since then, and also has hosted a thermometer swap for colleagues as part of the hospital's green team Earth Day celebration.

During the events, community members and colleagues were asked to bring their mercury thermometers in exchange for a new digital thermometer. More than 150 mercury thermometers have been collected to date.



The health of our families and communities can be greatly impacted by the health of our environment. As a Franciscan health care provider, HSHS St. Joseph's Hospital makes it a operational priority to recycle and reduce whenever and wherever possible.

We recycled:

- 750 fluorescent lamps
- 31.2 tons of paper
- 112 tons of materials, total

We reduced:

- Natural gas consumption by 15%
- Food meat consumption by 38%

We spent 24 percent of our total food consumption on local, sustainable food sources.

We've begun a food waste recycling program with Sani-Max to haul food wastes to a compost site in Minnesota.

Total percentage of waste recycled is 46.7 percent.

Total carbon footprint savings:

- 1,572 pounds of CO2 emissions prevented
- 2,695 pounds of plastic kept out of landfills
- 119 pounds of cardboard kept out of landfills

Friends of St. Joseph's Hospital

Fiscal 2014

Gift Income

Unrestricted Contributions	\$180,046
Temporarily Restricted Contributions	\$645,023
Endowment Contributions	\$49,381
Gift Total	\$874,450

Endowment Funds Assets

2013-2014

\$6,339,609

Current Designated Funds (Non-Endowment)

Birth Center
Charity Care
Chippewa Health Improvement Partnership
Colleague Assistance
Colleague Development

Emergency Department
Farm Family
Hospice/Bereavement
L.E. Phillips-Libertas Treatment Center
Libertas Treatment Center-Green Bay

Lifeline
Partners Projects
S.P.O.T.S Pediatric Therapy
Technology/Equipment/Capital



Way

There is nothing more uplifting and humbling than to walk through the corridors of a community hospital and see nurses and doctors fully engaged in caring for people in need – many of whom are their friends and neighbors. One of the most surprising discoveries that came after joining the St. Joseph's staff last December was experiencing such a universal commitment to our mission. Here every colleague truly lives the values of respect, care, competence and joy. This alone should give those who invest in St. Joseph's or who have had family and friends in the hospital a great sense of peace and comfort.

What also should give us peace and comfort is the knowledge that our colleagues take care of each other. One of the new giving options introduced in the 2014 Colleague Campaign was the Colleague Assistance Emergency Fund. This fund will help colleagues when, through circumstances beyond their control, they find themselves in situations of financial stress. The fund will be there for our very own in crisis situations such as a house fire or serious health emergency.

This IS a place on the move as evidenced by the Birth Center Renovation and the new Medical Office Building and our continuing exploration on how we can provide the very best health care to the citizens of Chippewa County. We are always guided by the great Franciscan tradition where services are dictated not by the prospect of financial gain, but instead by the opportunity to care, help and heal. Neighbors and friends helping each other.

Sincerely,

Darcy Way, Director of Philanthropy, HSHS St. Joseph's Hospital

supporting our community **OF COLLEAGUES**



When asked to give, colleagues of HSHS St. Joseph's Hospital are on board.

This past year's Colleague Giving Campaign, coordinated by the hospital's Development Department, offered colleagues two options to show their support.

Colleagues could make a contribution towards renovation of the hospital's Birth Center. Colleagues could also choose to make a donation to the newly formed Colleague Emergency Assistance Fund.

The Birth Center renovation is a complete overhaul of the center.

Larger recovery rooms with private baths was a top priority along with a centralized nursery. With only minor updates in its 35-plus year history, the Birth Center was in need of a remodel that brought added comfort, convenience and functionality to both patients and staff.

The Birth Center renovation began in 2014, and will be completed in early in 2015. More than 250 colleagues pledged a total of \$69,405 and the good news was many were new donors.

The Colleague Emergency Assistance Fund was established

to provide confidential emergency financial assistance to colleagues of St. Joseph's Hospital.

The financial strain can be due to a sudden crisis outside of the colleague's control, usually a tragic and isolated event, such as a house fire or sudden serious illness.

Colleagues apply for an emergency grant which is then presented to the selection committee without the applicant's identity being shared.

The committee, which also remains anonymous and represents several departments of the hospital, then decides whether the application is approved and the amount of the grant, a maximum of \$500.

A colleague can receive only one grant in a 12-month period. Applications are available from the Development Department.

Colleagues clearly demonstrated their support for their colleagues' wellbeing by contributing more than \$6,000 to the Emergency Assistance Fund.



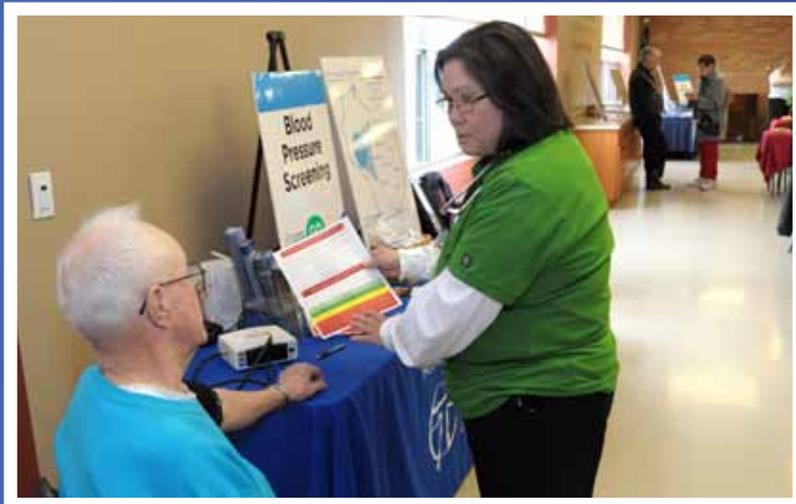
BIRTH CENTER RENOVATIONS



FARM FAMILY EVENT honors area farmers



HSHS Friends of St. Joseph's Hospital sponsors a Farm Family event each year to honor and thank area farmers for their contributions they make. The free event features a lunch with guest speaker and numerous health screenings and wellness information. The event is at Wissota Health and Regional Vent Center next to the hospital. It attracts nearly 200 farmers each year.





HSHS

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Hospital Chippewa Falls**

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An affiliate of Hospital Sisters Health System