

2015

Report to the Community



HSHS
Sacred Heart
St. Joseph's

Our Mission

To reveal and embody Christ's healing love for all people through our high quality Franciscan health care ministry.



Dear Friends and Colleagues,

As we embrace the rapidly changing health care industry, Hospital Sisters Health System continues to work diligently to heighten the reliability and value of care we provide our patients according to their unique needs. As we begin the third year of the Affordable Care Act and more people continue to access health care, we continue to strengthen our System's infrastructure to accommodate our patients' most vital needs.

In this annual report, we highlight many ways we are serving our patients and their families through our high quality, Franciscan health care ministry. Our accomplishments this past year include breaking ground on a new state-of-the-art hospital and two ambulatory care centers in Southern Illinois, implementing new programs and technology 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 corroboratively with others to improve the health status of our communities.

Our accomplishments include greater synergy between our colleagues and physician partners as we collectively deliver highly coordinated care to all patients. Whether it's a major process improvement initiative in our service lines, a technological break-through to improve efficiency, virtual care to patients, new mobile applications and better access to online medical records or providers, or impactful training programs for colleagues, the goal is to ensure each patient has the best experience during their care and the optimal outcome for their health.

During this critical time in the evolution of health care, HSHS strives to utilize every aspect of the health care system to continue our Mission of service and to improve the lives of our patients and their families. Our goal is to unite the diverse talents of our many dedicated physicians, nurses and clinicians to provide our patients with high-quality health care.

As a Franciscan health care ministry, we take inspiration from the teachings of St. Francis and St. Clare of Assisi as we serve others, particularly the most vulnerable in our society. As health care professionals, we constantly adapt to changes in health care so we can deliver excellence in every encounter with our patients, their families and those with whom we work.

Over the past 140 years, our mission to share the healing love of Christ has been constant. While health care in the United States has become increasingly complex, the consistency of our mission sets us apart both as a health system and as individual health care professionals. 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

Stephen Bochenek
Chair, Board of Directors

We have much to celebrate and be thankful for at HSHS Sacred Heart and St. Joseph's hospitals.

We are blessed with highly skilled people working together to make sure our patients receive quality care. Because of our colleagues, each organization has been recognized for outstanding achievement, and we are moving forward with many exciting projects.

Sacred Heart Hospital has become a state recognized Coverdell Stroke Champion given by the Wisconsin Department of Health Service. We're in the process of renovating our Emergency Department, which is a Level III state-certified trauma center. And in the near future we look forward to construction for a state-of-the-art Birth Center.

For the second year in a row, St. Joseph's Hospital has earned top marks for patient satisfaction. We are proud to present our recently remodeled Birth Center, where new life is celebrated every day of the year, as well as our Medical Office Building, which houses health services and partner Prevea Health.

Sacred Heart and St. Joseph's are in the Western Wisconsin Division of the much larger 14-member Hospital Sisters Health System. Each and every day we dedicate ourselves to the healing ministry that was started by the Hospital Sisters of St. Francis, our founding congregation.

Together, we care for patients and families both inside and outside of the hospital walls. Collaboratively, we offer wellness opportunities in the form of online assessments, a multitude of support groups and numerous educational community events.

While Sacred Heart and St. Joseph's celebrate local successes and national recognition, the community benefits from our hard work and vision for the future of health care. We are grateful that residents of the Chippewa Valley have been strong supporters of our caring tradition for the past 130 years.

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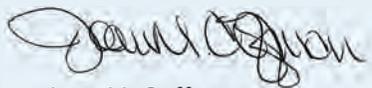
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Lord, make me an instrument

of thy peace...



Sacred Heart Eau Claire

Chippewa Valley Free Clinic

HSHS Sacred Heart Hospital's caring hands reach far and wide. The hospital collaborates with many organizations throughout the Chippewa Valley – including the **Chippewa Valley Free Clinic**.

Maribeth Woodford, Executive Director with the Free Clinic, said the clinic functions as most other health care facilities do with one main difference.

“Volunteers run our clinic, not paid staff,” she said. “Many medical volunteers come from Sacred Heart Hospital.”

Our colleagues serve as pharmacists, lab technicians, receptionists, nurses, physician assistants, nurse practitioners and others. The hospital also provides extended services, such as lab work, x-rays, imaging, lab sterilization and in part, lab supplies.

“What is so critical about all of these offerings is that every dollar we save we are able to put back into patient services, medications and medical supplies – better serving our communities’ most vulnerable population,” Woodford said.

But help from the hospital doesn't end there.

“Sacred Heart Hospital supports our programs and services in many collaborative ways,” Woodford said.

Every other year Sacred Heart hosts the Free Clinic's Annual Meeting and Gratitude Dinner for Volunteers. The hospital's Communication and Marketing department helps by taking care of those needs at the free clinic, including newsletter design, promotion of events and programs, and funding print costs.

Sacred Heart also has a representative serve on the Board of Directors. Currently that hospital colleague is President of the Board.

“We serve as the safety-net clinic – keeping basic health care needs of those living in poverty out of emergency rooms and urgent cares,” Woodford said. “The Free Clinic provides free medication to those upon discharge from Sacred Heart and who have no ability to pay.

“Without the support of volunteers and financial backing from Sacred Heart, our free clinic would not be able to function at the scope and capacity that it does.”





St. Joseph's Chippewa Falls

Open Door Clinic

HSHS St. Joseph's Hospital is a supporter of **The Open Door Clinic** in Chippewa Falls.



Hospital colleagues volunteer at the free clinic, and the hospital provides services to the clinic as well.

The Open Door Clinic was established to provide basic health care services and a connection to community resources to Chippewa County residents who are without a health care alternative.

The Open Door Clinic has many trained health and other professionals available to offer basic treatments. The Clinic partners with area health organizations like HSHS St. Joseph's Hospital to provide lab testing and other diagnostic services to patients. The Clinic can, when needed, refer patients to other community resources for dental health and psychological care.

Mary Meyers, Open Door Clinic Director, said St. Joseph's Hospital processed labs on about 30 patients this year. "St. Joseph's lab does a wonderful job supporting the patients and volunteers at the Open Door Clinic. They have gone above and beyond on many occasions," Meyers said. "One night our lab tech couldn't make it. At the last minute the hospital accepted patients needing lab work."

The collaboration is furthered with referrals to the hospital's mental health services at L.E. Phillips-Libertas Treatment Center.

The treatment center continues to provide free psychological services to patients referred from The Open Door Clinic.

In the past four years, the Open Door Clinic has referred 219 patients to L.E. Phillips-Libertas resulting in 118 consultations and 1,041 follow-ups.

"St. Joseph's Hospital is an important community partner for the Open Door Clinic," said Meyers. "Our partnership with the treatment center affords an at-risk population care that they might otherwise go without."



Benefits for the Poor

Charity Care at Cost. . . .	\$1,352,871
Unpaid cost of Medicaid and Other Public Programs	\$7,875,347
Community Health Services	\$6,025
Community Building Activities	\$55,969
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	\$9,290,212

Benefits for the Broader Community

Community Health Services	\$320,065
Health Professionals Education	\$70,450
Subsidized Health Services	\$933,512
Financial Contributions	\$16,083
Community Building Activities	\$67,003
Community Benefit Operations	\$27,202
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	\$1,434,315

Benefits for Medicare Patients

Uncompensated Care for Medicare Patients.	\$8,012,776
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TOTAL COMMUNITY BENEFIT

\$18,737,303



Suicide Prevention/Shoes

Suicide stirs a vast range of emotions: grief, sorrow, shock, confusion, guilt and anger. Most of us know someone whose life has been turned upside down by a loved one who took their own life - sometimes it hits very close to home.

Between 2010 and 2014, nearly 130 suicides were reported in Eau Claire and Chippewa counties, according to 3D Community Health: Body.Mind.Spirit., the community health and wellness arm of HSHS Sacred Heart Hospital in Eau Claire, and HSHS St. Joseph's Hospital in Chippewa Falls. It is a number that has been rising in recent years in the Chippewa Valley. This is why Sacred Heart and St. Joseph's began to raise suicide awareness and its increasing incidence and what, as individuals and communities, we can do to lower the numbers.

Throughout the past year, several community education programs focused on suicide prevention and **QPR (Question, Persuade and Refer)** training is underway to help adults and teens identify the signs of suicide, how they can reach out to a person contemplating suicide, and how they can persuade a person to seek help by increasing awareness of resources available to them.

During the summer of 2015, a visually compelling display was created to draw attention to the growing incidence of suicide in the Eau Claire area. More than 125 pairs of shoes were donated and used to create a display representing the lives lost to suicide in Eau Claire and Chippewa counties since 2010. Although not actually shoes of suicide victims, they are symbolic of the lives no longer here, people no longer walking with us. The display has been seen in Eau Claire and nearby Chippewa Falls with reactions ranging from "spiritually moving" to "thought provoking" and "hard hitting." Residents are now talking about suicide and the mental health issues that lead someone to take their own life. The first step to prevention is reducing the stigma of mental illness. The shoe display is one example of what our hospitals are doing and what other communities throughout Wisconsin can do.

In October, Sacred Heart and St. Joseph's hospitals hosted a community event in Eau Claire featuring actress and author, Mariel Hemingway, who discussed how to survive mental illness, suicide and alcoholism in your family.

The signs of crisis are all around us.

Teen Mental Health Summit in Chippewa Falls

People in the Chippewa Valley are doing more than talking about teen suicide, they are taking action. Like many communities throughout Wisconsin, Chippewa Falls has been touched by the loss of young lives due to suicide. Our communities have pulled together resources from HSHS St. Joseph's Hospital and HSHS Sacred Heart Hospital, local schools, churches, health and social service agencies and others to address how to better recognize at-risk teens, how to help them get the resources they need... how to save lives.



A gathering of 140 Chippewa Valley residents was held to discuss future education and health needs of students, with a special focus on mental health. As a result of that gathering, a day-long conference was held in June for professionals, parents and the public. Presenters were local mental health professionals and David Walsh, nationally acclaimed author of "Why Do They Act That Way?: A Survival Guide to the Adolescent Brain for You and Your Teen." More than 180 people attended the conference and another 60 people attended an abbreviated conference that evening.

Media coverage helped spread awareness of rising teen suicides in the area and resources that are growing to assist teens and parents.

Question, Persuade and Refer, a technique used to help teens and adults with suicide crisis, was introduced and three training sessions were held at the conference for more than 75 participants. Dialogue continues and more activities are forthcoming including QPR training for students at Chippewa Falls Senior High School and other local communities.

The Chippewa Falls School District was one of only several nationwide asked to present at the Student Education Group national conference in Chicago in August. The school district shared its involvement in the summit and the overall community-wide effort to lower the incidence of teen suicide in the area.





5 METABOLIC RISK FACTORS

Women having three or more of these can be classified as having Metabolic Syndrome:

- A waistline of 35 inches or more
- High triglycerides - 150mg/dL or higher
- Low HDL cholesterol levels - 50 mg/dL or lower
- High blood pressure - 130/85 mmHg or higher
- High fasting blood sugar level - 120 mg/dL or higher



Western Wisconsin Division

QPR

3D Community Health – Body.Mind.Spirit is leading suicide prevention activities across multiple sectors and settings in collaboration with Chippewa Health Improvement Partnership, Eau Claire Healthy Communities, and multiple other community partners to promote awareness that suicide is a preventable public health problem.

3D Community Health Series

Metabolic Syndrome

In fiscal year 2015, HSHS Sacred Heart and St. Joseph's hospitals were involved in community building activities that laid a foundation for a healthier, safer and better educated community.

As health professionals, we know that prevention is the best medication. It is our priority to educate the public to take control of his or her health.

Among those efforts was the 3D Community Health – Body.Mind.Spirit Metabolic Syndrome series. These free events focused on health factors that raise the risk of heart disease and other health problems such as diabetes and stroke.

People learned that individuals can have any one of the risk factors by itself, but they tend to occur together. They also learned that having any one of these risk factors isn't good, but when combined, they set the stage for serious health problems.

**But it is not enough to educate.
We wanted to DO! ...and we did!
745 people attended the series with
96% of them committing to make a
positive lifestyle change!**

The Western Wisconsin Division service area has adopted the evidence-based suicide prevention program **QPR (Question, Persuade and Refer)**.

In addition to this training, a variety of events, activities and displays pertaining to suicide prevention have been available to the public.

The QPR mission is to reduce suicidal behaviors and save lives by providing innovative, practical and proven suicide prevention training. Quality education empowers all people to make a positive difference in the life of someone they know.

More than a dozen QPR training opportunities have been scheduled. People in the Chippewa Valley are learning the warning signs of suicide. They're understanding that asking a person if he is ok isn't enough. They're being educated to ask the right question – "Are you thinking about killing yourself."

Hospitals Continue Coat Drive Tradition

Though it's hard to believe, there are folks in western Wisconsin who don't have warm coats to wear during the most brutally cold times of the year.

To respond to this chilling reality, HSHS Sacred Heart and St. Joseph's hospitals collected over 2000 winter coats and snowsuits; hats, mittens and scarves; blankets; boots; children's coats and infant blankets; and other cold weather apparel.

Of course community members flock to the hospitals to donate their gear, but hospital colleagues also do their part to make sure people stay warm during the winter season.

"This drive presents the opportunity for us to extend a helping hand into our communities for those who are in immediate need," said Mary Pengra, director of Volunteer & Community Services at HSHS Sacred Heart Hospital. "Providing a location to collect, sort and then distribute coats and blankets into our community is gratifying to the hospital and its colleagues on all levels."

These two coat drives would not be possible without the generosity of hospital colleagues and community members who are compassionate and dedicated to helping others.

The hospitals plan to continue this tradition for years to come.

**On average,
10 percent of
Wisconsin community
members live
in poverty,
according to the
U.S. Census Bureau.**



Health Aware

HSHS Sacred Heart Hospital recognizes that sometimes those who have the most critical health situations are the least likely to seek help.

That’s why several service areas have come together to offer **Health Aware**, a free online health assessment tool that leads to a free, in-person evaluation.

“Many people do not want to be totally honest with their health care provider regarding behaviors such as smoking or alcohol consumption, which may put them at risk,” said Georgia Smith, Director Cancer Services at the hospital. “Completing this anonymous tool lets them see if they are moderate or high risk for cancer.”

Smith said taking the assessment and learning about their health on their own time is often what it takes to prompt a patient to see their provider for more testing and information.

Jeannie Pittenger, the hospital’s stroke program facilitator, said it gives people an opportunity to take control of their own health.

“When they schedule a free follow-up, we formulate a plan for them to improve their health,” she said. “It’s important because it can help the person be accountable for their own health. They can take a look at their risk factors and develop a plan.

The online assessment only takes seven minutes. Quiz takers can then review the confidential report, which will help them identify potential risks and

ways to start addressing any health concerns. If red flags pop up, hospital staff is notified by email. A colleague contacts the potential patient for a free in-person assessment.

“This is part of our mission,” Pittenger said. “Sacred Heart is here to help the community – to reach out to anyone. And we do it in a non-judgmental way. We are here to help that person get back on track.”

Smith in the cancer center agrees. “Health Aware assessments can save lives,” she said. “Everyone in the Chippewa Valley has been touched by cancer somehow, and most of us can name at least one relative or friend, who has suffered from cancer.

“The more people we can identify with Health Aware and encourage them to work with their provider to do routine screenings to detect cancer early, the more we can eliminate the community burden of cancer.”

“People who come in love it.”



Benefits for the Poor

Charity Care at Cost	\$2,449,586
Unpaid cost of Medicaid and Other Public Programs	\$8,367,876
Community Health Services	\$337,897
Community Building Activities	\$320,145
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	\$11,475,504

Benefits for the Broader Community

Community Health Services	\$645,952
Health Professions Education	\$1,265,148
Subsidized Health Services	\$2,845,930
Financial Contributions	\$114,022
Community Building Activities	\$397,049
Community Benefit Operations	\$64,538
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	\$5,332,639

Benefits for Medicare Patients

Uncompensated Care for Medicare Patients	\$21,564,525
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TOTAL COMMUNITY BENEFIT

\$38,372,668

RED Events for Heart Health Awareness

Got Red? Paint the Town Red

HSHS Sacred Heart and St. Joseph's hospitals educated the public about heart health in a big way this year in honor of February, American Heart Month.

Hundreds of people attended **Sacred Heart Hospital's Got Red** two-day event at Macy's department store in Eau Claire. Events included a healthy heart presentation by Cardiologist Dr. Mahmoud Sharaf, a doctor with Eau Claire Heart Institute; and Dr. Peter Kluge with Eau Claire Medical Clinic.

In addition to a stroke awareness presentation by Jeannie Pittenger, Susan Kasik-Miller spoke on healthy eating, Sarah Rasmussen from S.P.O.T.S. House demonstrated simple exercises for kids, and Kerry Burnside demonstrated simple exercises adults could do at home.

The event also included heart healthy happy hours, cooking demonstrations, face painting, free health screenings, and a special Macy's fashion show where Macy's gave away a \$250 shopping spree.

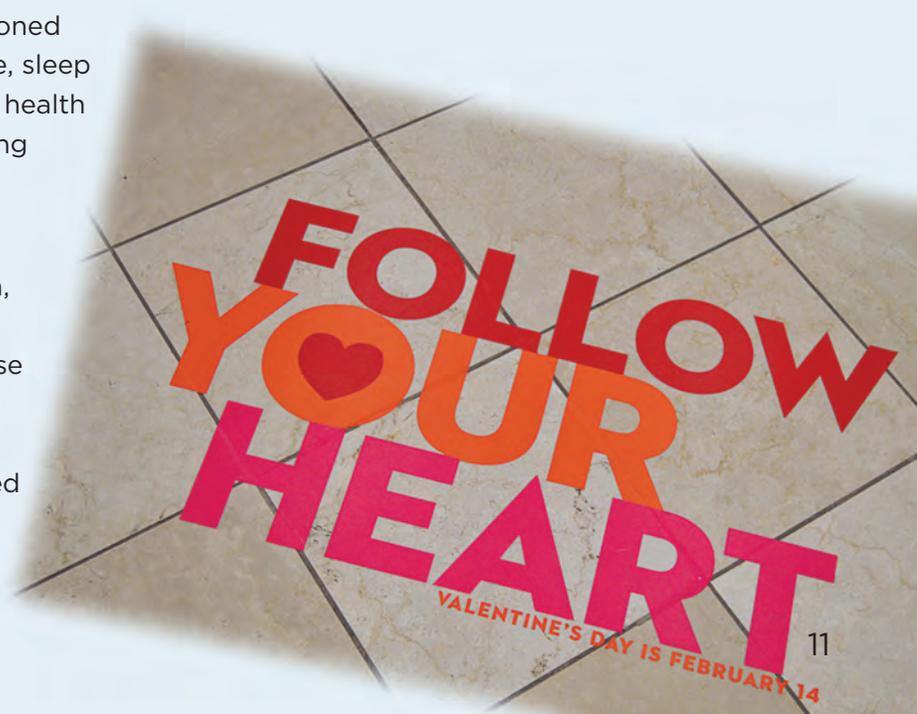
Not to be outdone, St. Joseph's Hospital hosted **Paint the Town Red** in downtown Chippewa Falls with Chippewa Falls Main Street.

More than 100 people came out to brave the elements during the evening event in February to celebrate heart health.

Participants walked from store to store. Nearly 25 businesses participated in the event, with many of them hosting health care professionals positioned to discuss topics ranging from blood pressure, sleep disorders, hearing loss, power of attorney for health care, nutrition, exercise and wound care among other topics.

Both hospital events were free to the public.

According to the American Heart Association, more than one in three adults has some form of Cardiovascular Disease. In 2008, the disease caused the deaths of 392,210 men - almost 100,000 more than deaths of men by cancer. Although Cardiovascular Disease is considered a man's disease, it caused the death of more women in 2008 at 419,730.



Safety Town

In today's complex world, it's not enough to trust the lives of children to a few memorized do's and don'ts.

That's why HSHS Sacred Heart Hospital has been offering **Safety Town**, a comprehensive educational four-day program for kindergarten and first grade children for at least 15 years. The program introduces safety awareness and preventive procedures to children. The kids participate in safety activities in an indoor classroom and practice bike and pedestrian safety on a miniature town layout complete with buildings, sidewalks, crosswalks and streets.

This year about 75 children in Eau Claire and Bloomer learned bike and pedestrian skills, fire safety, water safety, the dangers of medications and poisons, and stranger danger – skills that will stick with them for years to come.

Paula Pater, Health Educator with the hospital's 3D Community Health – Body.Mind.Spirit, has been facilitating the program for nearly 10 years and said children take the skills they learn in Safety Town and apply it to real life.

"It helps reinforce what the parents are teaching at home," she said. "Kids listen to professionals – a police officer, a fire fighter in uniform.

This year children were able to speak to a veterinarian about how to approach someone walking a dog and what it feels like when a bike helmet fits properly. They also were made to understand that a helmet is necessary no matter what kind of wheels they are riding.

Pater said that it's important to teach children what to do when they come to an intersection: make eye contact with the driver and wait for a signal, she said. If you're in a group and the first person started to walk across the street, still take the same precautions. Each person needs to stop and look.

"Just because we can see the driver doesn't mean that they can see us," she said.

The classes are filled each year because these lessons are coupled with a hands-on approach. Currently, Safety Town is provided for two weeks to Bloomer schools and one week to Eau Claire schools during summer school. Altoona schools expressed an interest and will be added to the calendar for 2016.

"What we have found is that parents learn right alongside their kids," Pater said. "Practice helps us in real life situations."

In today's complex world, it's not enough to trust the lives of children to a few memorized do's and don'ts.



S.P.O.T.S.

Special Kids Night at the Museum

There's nothing quite like the sight of 25 kids with a whole children's museum to themselves.

For the second year, HSHS St. Joseph's Hospital's S.P.O.T.S. (Speech, Physical and Occupational Therapy Services) hosted **Special Kids Night at the Museum** for children with special needs. The event and admission to the Children's Museum of Eau Claire were free for children and caregivers.

Therapists from the pediatric program, as well as hospital staff were on hand to provide assistance and fun. The goal was to give these children a safe environment to play and be themselves.

Visual, sensory and physical support was provided to those children who need assistance to increase ease of transitions and to limit their stress.

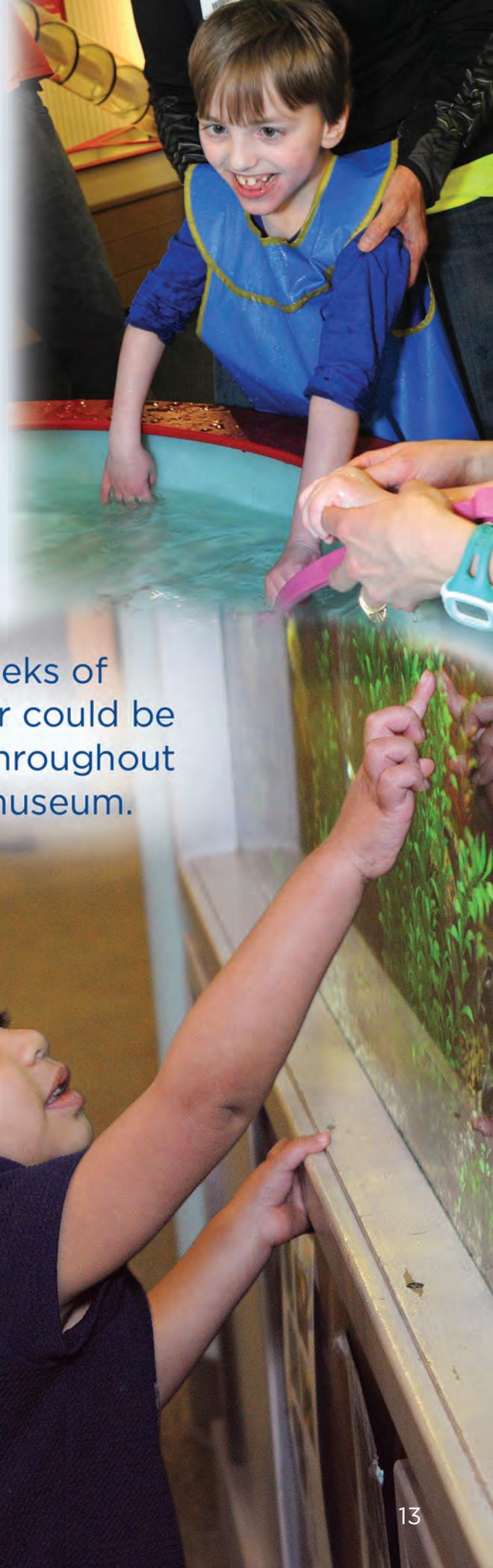
Therapists also provided mini-presentations for parents who were interested in communication concerns, sensory and picky eater concerns, and increasing movement in their child's routine.

"Special Kids night is an opportunity for kids with special needs to explore the museum and play at their own pace," said Melissa Haas, S.P.O.T.S.

Outpatient Therapy Manager.

"It is an opportunity for families to ask questions and engage in conversation with pediatric therapists and to gain insight into their children and other special kids living in the Chippewa Valley."

Shrieks of
laughter could be
heard throughout
the museum.



Community Garden

Food security involves four components related to food: availability, accessibility, adequacy and dependability of supply. Food insecurity is sometimes defined as access to enough food for an active, healthy life by all people, or as the limited or uncertain availability of nutritionally adequate foods, or the inability or uncertainty to acquire these foods in a socially acceptable way.

Source: American Institute of Nutrition.

The need for food is very real in the Chippewa Valley.

Through a community needs assessment of Chippewa County done by Chippewa Health Improvement Partnership, St. Joseph's Hospital and Chippewa County Public Health, it was determined that food insecurity is a significant problem in the county. The community requested that the hospital and its committees look at ways to get food to people and people to food.

St. Joseph's Hospital's Green Team took on the project in 2013 and as a result established the **HSHS St. Joseph's Community Garden**. The Green Team has connected with nearly all of the food pantries in Chippewa County to be sure that donated fruits and vegetables get to those that can use them.

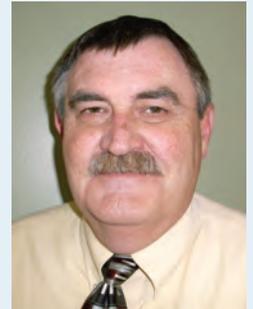
This year was the best yet for the Community Garden. In the 2015 growing season, community

members and colleagues contributed 1,083 pounds of fresh produce to people in need in Chippewa County – up 750 pounds from last year.

For a small plot fee, individuals and families whose budgets do not allow for fresh produce, or who struggle to put food on the table, have the opportunity to grow their own at St. Joseph's Hospital's Community Garden. People who feel they need the food are encouraged to keep their entire yield.

"Food insecurity is a problem for middle class families too," said Rhonda Brown, Director of Chippewa Health Improvement Partnership at St. Joseph's Hospital, and Division Director of 3D Community Health for Sacred Heart and St. Joseph's hospitals. "Medical bills, job losses and other unpredictable life events can cause someone to struggle who once was able to pay for food easily. Unfortunately fresh food gets cut from the already slim budget because of accessibility, cost and other factors."

Roger Elliott, the hospital's Plant Services Director, said he hopes to increase the amount of fresh food that is delivered to area food pantries from the hospital's Community Garden. Elliott was applauded for his work leading the Green Team to success by being awarded the first Roger Elliott Reverence to the Earth Champion Award.



- 14% or 8,738 Chippewa County residents are considered food insecure.
- 11.6% or 7,240 Chippewa County residents live at or below the poverty rate.
- Poverty is often related to food insecurity.

2010 Chippewa County Census

St. Joseph's Hospital
COMMUNITY GARDEN
 Growing and sharing with our friends and neighbors

Made possible through the generosity of:

■ Master Gardener Volunteers	■ UW Extension — Jerry Clark	■ Rasmus Farms
■ Friends of St. Joseph's Hospital	■ Chippewa Health Improvement Partnership	■ Jaenke Concrete
■ Partners of St. Joseph's Hospital	■ RainMaster Lawn Systems	■ Tractor Central
■ St. Joseph's Hospital Green Team	■ Community Foundation of Chippewa County	■ St. Joseph's Hospital
	■ Hospital Sisters Health Care West	

For information about how you can make a difference in the fight against hunger in the Chippewa Valley, call 715-717-7331.

St. Joseph's Hospital
 A DIVISION OF HOSPITAL, SACRED HEART HEALTH SERVICES



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