HSHS Sacred Heart St. Joseph's

2017 COMMUNITY BENEFIT REPORT

Growing a Healthier Community

Dear Friends,

Offering health care to all regardless of ability to pay continues to be a very important mission of the Hospital Sisters and HSHS St. Joseph's and Sacred Heart hospitals.

Since the Sisters began caring for people in the Chippewa Valley nearly 133 years ago, it has been the goal of the hospitals to offer as much benefit to the community as possible. In the late 1800s those services included an insurance plan provided by the Sisters, care to all and even raising chickens to feed those in need. No task was out of their realm.

Our hospitals have changed drastically since then, but what hasn't changed is the compassion every colleague feels as they are caring for patients and our mission to serve all.

We work with our patients in need – people who receive care within our hospital walls. But did you know that we give free care to the community as well?

Colleagues from HSHS St. Joseph's and Sacred Heart hospitals provide free mental health education by certified instructors at least once a month. Nurses from our hospitals offer blood pressure screenings and other health assessments, free of charge, during no-cost events sponsored by the hospitals.

We know that sometimes it's difficult to afford food and heat, much less health care maintenance. That's why we offer as much care, education and help before people need it – because knowledge is power. We give people the power to stay as healthy as possible.

However, when they need us in a hurry, we're here.

What we're doing isn't new to us. In fact, it's habit. It's a way of thinking that started with the Sisters and it continues through our amazing colleagues. This isn't just a job to us. The passion to give back is ingrained in our hearts.

That's why it will continue to be a top priority for our hospitals. This is why we serve.

Julie S. Manas
President and CEO
HSHS Sacred Heart Hospital
Western Wisconsin Division

Charisse Oland
President and CEO
HSHS St. Joseph's Hospital

OUR MISSION

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

WE RISE BY LIFTING OTHERS

~ROBERT INGERSOLL~

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Compassion, Care and Bon Iver

AS LOCAL, GRAMMY-AWARD WINNING BAND BON IVER TOOK THE STAGE AT THE **EAUX CLAIRES MUSIC FESTIVAL,** HSHS SACRED HEART MEDICAL STAFF WERE WATCHING – NOT HEADLINER JUSTIN VERNON, BUT RATHER THE CROWD OF FANS.

In 2017 paramedics, nurses, doctors, EMTs, First Responders and hospital volunteers donated nearly 300 hours at local community events. The expertise provided by these team members ranged from treating scraped knees and allergic reactions to heart care. It was a joint effort between HSHS, Infinity Health Care and volunteers.

"Our medical tents are staffed with a crew of at least one paramedic and is rounded out with a variety of levels of Emergency Medical Providers. Each works to their scope of practice," said Chris Wright, EMS facilitator for HSHS Western Wisconsin Division.

While the goal at each community event is to address medical concerns as they arise and return the patient to the event, Wright said the team has the resources available to assess, treat and coordinate transportation to hospitals if necessary. In total, about 265 patients were treated in some capacity at these events.

BY THE NUMBERS

- ***EIGHT*** *events were staffed in 2017: Kyuki-Do Karate Tournament, Blue Ox Music Festival, Eaux Claires Music Festival, Country Fest, Rock Fest, Big Rig Truck Show, Festival in the Pines, Montessori 5K.*

This coordination and community outreach is provided at no charge to support local organizations and events.

Actor, NFL Commentator and Four-time Super Bowl Champion,

Terry Bradshaw, Talks Depression

IN FEBRUARY, HSHS SACRED HEART HOSPITAL WELCOMED ONE OF THE MOST RECOGNIZED PROFESSIONAL FOOTBALL PLAYERS OF ALL TIME, TERRY BRADSHAW.

As part of 3D Community Health efforts to recognize and address body, mind and spiritual health, Bradshaw spoke with heartfelt honesty about his own struggles with depression.

Addressing a sold out crowd at the Eau Claire State Theatre, Bradshaw said the power of positive thinking helped him reach levels of success he never dreamed possible in his career even though it wasn't without sacrifice, pain, and adversity. For him, persistent self-improvement both physically and mentally helped him overcome feelings of sadness, sleeplessness, weight loss and anxiety.

Rhonda Brown, Director of 3D Community Health, says **the presentation hit its mark, taking a closer look at what makes people happy and successful despite life's many challenges.**

"We wanted to focus on men this time around", says Brown. "Men struggle with many issues but don't often seek help. We want men to talk about those struggles as openly as they would discuss Sunday football. Terry Bradshaw was relatable and relevant."

BY THE NUMBERS:

- AGE: 68
- CURRENT JOB: TV analyst and co-host of FOX NFL Sunday
- PRO QUARTERBACK: 14 seasons with the Pittsburg Steelers
- TOUCHDOWNS: 212
- YARDS: 27,989
- SUPER BOWL VICTORIES: 4

"Men struggle with many issues but don't often seek help."

Rhonda Brown, Director of 3D Community Health

First Connection to a Lasting Impact

Parenting is hard.

ADJUSTING TO LITTLE SLEEP, 2 A.M. FEEDINGS, AND SOMETIMES JUST PUTTING ON CLOTHES EVERY DAY SEEMS OVERWHELMING.

The arrival of a new program for Chippewa Falls parents is a welcome addition to services offered by HSHS St. Joseph's birth center.

The goal of the First Connections program is to provide new parents with resources from friendly faces so the transition from hospital to home is a bit easier. It's all possible with help from case workers at River Source Family Center (RSFC), a downtown Chippewa Falls organization dedicated to embracing and strengthening families with young children.

HSHS St. Joseph's hospital first teamed up with RSFC in 2016 *(HSHS Sacred Heart Hospital also offers the program in collaboration with The Family Resource Center of Eau Claire).* That past year brought many heartwarming stories and priceless amounts of education for local families.

From July 2016 through June 2017, RSFC case workers visited 279 newborns and their parents at St. Joseph's within hours of birth. The families were given books, contact phone numbers and websites, and referral information on topics such as breastfeeding, stress management and nutrition services.

RSFCs mission is to provide education, information, referral and opportunities for parents to share experiences.

That could include learning what to expect as a child grows, how to help children manage behavior, and enhanced family communication.

Rhonda Brown, director of 3D Community Health: Body.Mind.Spirit. said the more resources a family can take home from the hospital the more likely that family is to connect with the community.

After a family has swaddled up baby and returned, home case workers follow up two weeks later with a phone call to check in and answer questions parents may have.

In turn, willing parents provide feedback in the form of a survey. That data is then analyzed by staff at Purdue University in Indiana.

Results provided from the survey help St. Joseph's colleagues and RSFC case workers determine the relevance of the First Connections program.

In 2017, 17 vouchers were given to families for receiving blankets, 13 referrals were made to outside programs, 12 families participated in services offered by RSFC and 11 high-risk or very high-risk families were identified (and offered additional support).

"We've improved the lives of others, but there's always more to be done. That's why First Connections can make a lasting impact," Brown said.

GO Fly a Kite, GO to a Cooking Class, GO, GO, (GO)

ANOTHER YEAR OF THE GO MYWAY CAMPAIGN IS UNDER OUR BELTS AND THE CHIPPEWA VALLEY IS FEELING AND SEEING THE BENEFITS.

In 2017, HSHS Sacred Heart and St. Joseph's hospitals' 3D Community Health: Body.Mind.Spirit. hosted multiple events and online challenges to get the community moving — everything from swimming to eating your fruits and veggies.

The overall goal of the initiative is to improve the Chippewa Valley's health and wellness, for free, just 15 minutes at a time. In turn, healthy habits can reduce obesity rates, address alcohol and other drug abuse and help heal chronic disease.

In March, email subscribers were linked to a Couch to 5K workshop in which they experienced a three week, self-paced workshop with helpful articles and videos and other resources.

A fruit and veggie challenge was issued in June. Eighty nine community members committed to eating more servings of each at every meal.

The free GO myWay program launched in 2014. To date, nearly 1,500 people are signed up to receive inspirational tips, self-guided wellness challenges and promotions via email.

Decoding Your TEENAGER:

From Jail to the National Speaking Circuit

WHEN HE WAS JUST A FEW DAYS OLD JOSH SHIPP WAS ABANDONED AT A HOSPITAL IN OKLAHOMA BY HIS 17-YEAR-OLD MOM.

After staying with multiple foster families, he found his forever home when he was 14. He says those strangers took him in, backed up their words with actions and didn't give up on him even after he spent time in jail for writing bad checks.

Today, at age 35 Shipp, affectionately known as "The Teen Whisperer," tours the country talking with teenagers about how to understand themselves. Then, he talks with parents about how to understand their teens. Topics include feelings of suicide, cell phone boundaries and how to develop two-way trust.

"I have this unique window in my career," he said. "I can speak to both (teens and parents) without speaking down or watering it down. I have a direct line of communication that allows me to ask some candid questions."

Shipp brought his message to a packed audience at the Eau Claire State Theatre September 28 as part of HSHS Sacred Hearts and St. Joseph's Hospitals' 3D Community Health mission to focus on body, mind and spirit.

"Shipp's message about every teen needing at least one caring adult in their lives supports 3D's mission of connecting people and enhancing relationships," said Rhonda Brown, 3D Community Health director.

"I don't talk about struggling kids. I was one," said Shipp. "Speaking is not a privilege, it's a responsibility."

BY THE NUMBERS

In 2017, 3D Community Health hosted 90 QPR (suicide prevention) sessions and trained 2,587 people in the on how to talk with someone who may be considering suicide.

Colleagues also held 13 Mental Health First Aid programs in which 416 people attended the eight hour class.

Check Your Bottle!

SUN SAFETY DURING THE HOT, WISCONSIN SUMMER MONTHS IS ON THE MINDS OF HSHS SACRED HEART AND ST. JOSEPH'S HOSPITALS' 3D COMMUNITY HEALTH TEAM YEAR-ROUND.

In June HSHS nurses hit the road to visit public swimming pools in Eau Claire and Chippewa Falls. Their goal was to give out free sunscreen, water and summer safety information.

Health Educator Kelly Lauscher says sunscreen is essential, but despite what many people think, it's not good forever.

She says creams, sprays and foams expire in one to two years and should be replaced, so checking the bottle is important. Also, it's important to apply sunscreen about 30 minutes before heading outside.

Melanoma, the third most common skin cancer, is more dangerous than other types of skin cancer and causes more deaths. The majority of these cancers are caused by exposure to ultraviolent light from the sun, tanning beds and sun lamps.

Nurses who visited the pools handed out more than 100 bottles of free sunscreen and water while also doling out priceless sun safety tips and information.

Like breaking an arm or a chronic heart condition, mental disorders need the same type of medical attention and compassion.

THE LOCAL COMMUNITY HEALTH NEEDS ASSESSMENT RATES MENTAL HEALTH AS ONE OF THE TOP CONCERNS IN THE AREA.

Colleagues with HSHS St. Joseph's and Sacred Heart hospitals' 3D Community Health: Body.Mind. Spirit are working hard to dispel myths about such disorders and **educate the public with Mental Health First Aid and QPR (Question, Persuade, Refer) classes throughout the Chippewa Valley.**

Mental Health First Aid

"Our Mental Health First Aid classes have taken off," said Laura Baalrud, Community Health Educator with 3D Community Health.

The eight-hour course teaches participants how to help someone who is developing a mental health problem or experiencing a mental health crisis.

"It's a way to help spark life-saving conversations in the community," Baalrud said.

One in five adults in the United States gets diagnosed with a mental health disorder in any given year.

Mental Health First Aid sets an action plan to teach people to identify the risk for suicide or harm, listen non-judgmentally, give reassurance and information, and encourage appropriate professional help, and encourage self-help and other strategies.

"The tools people learn in class are similar to happening upon a first-aid situation, because it prepares the first person on the scene for scenarios they might encounter," Baalrud said.

As of May 2017, one million people throughout the country have been trained as Mental Health First Aiders.

"If we're going to say that mental health is a top concern in our area, we have to put our hearts into doing something about it," Baalrud said of HSHS Western Wisconsin Division paying for the rigorous facilitator training

You can't mend a

WOUNDED SOUL with a **Band Aid.**

and time to have two colleagues certified as trainers. “HSHS St. Joseph’s and Sacred Heart hospitals’ 3D Community Health has taken a lead role to educate people in the community on this important topic. It’s up to us to continue to follow through.”

Question Persuade Refer

Mental Health First Aid covers a broad range of mental health disorders, but QPR is a specific educational toolbox provided to participants in a classroom setting to help save lives by potentially preventing suicides.

Baalrud leads this program as well, and has a core group of QPR trainers she can call on to help train adults and teens in the community as QPR Gatekeepers. Gatekeepers are trained to recognize the warning signs of suicide, know how to offer hope, and how to get help to save a life.

As of 2016, all students at Chippewa Falls High School have been trained in QPR, and as freshmen enter the school each year, they will be trained as well.

Both educational opportunities provided to the community, free of charge, are courses designed to teach the general public to care for family members, colleagues, classmates, friends and other community members who may be struggling. QPR for people with suicidal thoughts, and Mental Health First Aid for those who are in a position to recognize a mental health crisis in people around them.

HSHS St. Joseph’s and Sacred Heart hospitals will continue to offer these services as long as necessary.

Mental Health First Aid numbers for 2016/17
11 classes with 380 people trained

QPR numbers for 2016/17
33 adult classes with 911 people trained
57 youth classes with 1676 people trained

THROUGHOUT THE YEARS, FOOD GROUPS HAVE JUMPED ON THE MARKETING BANDWAGON.

"Beef. it's what's for dinner," was a popular campaign by the beef industry in 1992 to incorporate more beef into meals.

In the 21st century, with high-calorie choices all around, The Partnership for a Healthier America has united fruits and vegetables in a way like never before – **with their own campaign and a unique brand called FNV.**

As popular faces from every walk of life join the crusade to make fruits and vegetables cool, **Chippewa Health Improvement Partnership, supported by HSHS St. Joseph's Hospital,** is collaborating with Eau Claire Healthy Communities and Eat Well Dunn County to get Chippewa Valley residents eating more fruits and vegetables.

"It's strictly a behavior campaign aimed at millennials," said Laura Baalrud, 3D Community Health: Body.Mind.Spirit community educator.

CHIP's Challenge Chippewa action team decided to take on the partnership with FNV after being one of three areas in the state to receive a grant to participate.

The three community groups joined together to saturate the three counties with FNV marketing on buses, billboards and inside grocery stores.

The kickoff event for CHIP was a Thursday night Music in the Park event in June where logo bags and fruits and vegetables were distributed.

"This campaign will continue for a while," Baalrud said.

"We're working on marketing in convenience stores in Chippewa County. It's great that we could team together to make a bigger splash. In the end this is about the health of the community."

Cultivating Fresh Food for a Growing Concern

WITH HELP FROM HIS PARENTS AND OTHER EAGLE SCOUTS, TREVOR OPSAL MOSTLY MEASURED TWICE AND CUT ONCE WHILE BUILDING A GARDEN SHED FROM THE GROUND UP. THE SHED, COMPLETED IN EARLY FALL, HOLDS MUCH NEEDED SHOVELS AND OTHER TOOLS USED IN THE HSHS ST. JOSEPH'S HOSPITAL COMMUNITY GARDEN.

The garden is a way for families who are strapped, to grow their own nutritional food. Others also are encouraged to grow and donate all yields to food pantries throughout the Chippewa Valley.

During the last Chippewa County census in 2010, it was revealed that **14 percent of Chippewa County residents are considered food insecure – more than 8,700 people.**

When HSHS St. Joseph's Hospital conducted its last Community Health Needs Assessment and determined food insecurity was a top concern, the hospital answered back.

HSHS St. Joseph's Hospital's Reverence for the Earth Committee prepped the new Community Garden in its first growing season in 2013. Throughout the season, the plots on property adjacent to L.E. Phillips-Libertas Treatment Center in Chippewa Falls were sowed by volunteer gardeners, and a few hundred pounds of fresh vegetables were harvested.

Since its first year, not only has the garden acquired more growers and a locked 8-foot fence, but it also boasted an increased yield each year. **By the end of the 2017 growing season, garden director and volunteer Roger Elliot recorded an astounding 2,731 pounds of food either taken home to a needy table or donated**.

In a community like Chippewa Falls, where people are prideful and humble, food insecurity often is overlooked. Now those people in need have one less thing to worry about as they get back on their feet.

BY THE NUMBERS

POUNDS DONATED*:

Peas: 3
Cantaloupe: 13
Cherry tomatoes: 17
Onions: 21
Kale: 22
Apples: 44
Watermelon: 50
Cabbage: 77
Green Beans: 92
Pumpkins: 133
Orange Peppers: 133
Red Potatoes: 175
Acorn Squash: 253
Zucchini: 268
Summer Squash: 451
Cucumbers: 490
Tomatoes: 669

**Individual totals are rounded up and may not perfectly equate to a total of 2,731.*

Community Benefit 2017

HSHS SACRED HEART HOSPITAL
Executive Summary Including Non Community Benefit (Medicare and Bad Debt)
For period from 7/1/2016 through 6/30/2017

	Persons	Benefits
Community Health Improvement Services		
	0	$157,661
Community Health Education	113,835	$620,443
Community Based Clinical Services	108	$19,019
Health Care Support Services	1,918	$467,125
Total Community Health Improvement Services	**115,861**	**$1,264,248**
Health Professions Education		
Physicians/Medical Students	0	$900,000
Other Health Professional Education	178	$70,973
Total Health Professions Education	**178**	**$970,973**
Subsidized Health Services		
Renal Dialysis Services	0	$1,186,417
Behavioral Health Services	0	$2,091,058
Total Subsidized Health Services	**0**	**$3,277,475**
Financial and In-Kind Contributions		
Cash Donations	5,480	$49,283
In-kind Donations	610	$49,099
Total Financial and In-Kind Contributions	**6,090**	**$98,382**
Community Building Activities		
Community Support	368	$58,168
Leadership Dev/Training for Community Members	24	$158
Total Community Building Activities	**392**	**$58,326**
Community Benefit Operations		
Dedicated Staff	0	$188,157
Other Resources	0	$71,025
Total Community Benefit Operations	**0**	**$259,182**

	Persons	Benefits
Financial Assistance	0	$3,107,594
Total Financial Assistance	**0**	**$3,107,594**
Government Sponsored Health Care		
Medicaid	0	$9,569,949
Means-Tested Programs	0	$321,973
Total Government Sponsored Health Care	**0**	**$9,891,922**
Total Community Benefit	**122,521**	**$18,928,102**
Medicare	0	$26,970,026
Total with Medicare	**122,521**	**$45,898,128**
Bad Debt	0	$385,764
Total with Bad Debt	**122,521**	**$19,313,866**
Total Including Medicare and Bad Debt	**122,521**	**$46,283,892**

Community Benefit 2017

HSHS ST. JOSEPH'S HOSPITAL - Chippewa Falls
Executive Summary Including non-community benefit (Medicare and bad debt)
for period from 7/1/2016 through 6/30/2017

	Persons	Benefits
Community Health Improvement Services		
Community Health Education	11,392	$208,807
Community Based Clinical Services	0	$2,055
Health Care Support Services	161	$46,225
Social and Environmental Improvement Activities	100	$81
Total Community Health Improvement Services	**11,653**	**$257,168**
Health Professions Education		
Other Health Professional Education	131	$625
Total Health Professions Education	**131**	**$625**
Subsidized Health Services		
Hospital Outpatient Services	0	$380,965
Total Subsidized Health Services	**0**	**$380,965**
Financial and In-Kind Contributions		
Cash Donations	0	$18,101
In-kind Donations	620	$5,463
Total Financial and In-Kind Contributions	**620**	**$23,564**
Community Building Activities		
Community Support	305	$13,850
Coalition Building	30,519	$18,493
Total Community Building Activities	**30,824**	**$32,343**
Community Benefit Operations		
Dedicated Staff	0	$40,535
Other Resources	0	$30,546
Total Community Benefit Operations	**0**	**$71,081**

Financial Assistance		
Financial Assistance	3,022	$1,239,788
Total Financial Assistance	**3,022**	**$1,239,788**
Government Sponsored Health Care		
Medicaid	10,612	$5,402,205
Means-Tested Programs	748	$327,184
Total Government Sponsored Health Care	**11,360**	**$5,729,389**
Total Community Benefit	**57,610**	**$7,734,923**
Medicare	18,127	$6,587,211
Total with Medicare	**75,737**	**$14,322,134**
Bad Debt	1,574	$95,068
Total with Bad Debt	**59,184**	**$7,829,991**
Total Including Medicare and Bad Debt	**77,311**	**$14,417,202**

Dear Friends and Colleagues

For more than 140 years, Hospital Sisters Health System has been privileged to serve communities throughout Illinois and Wisconsin. When we pause and reflect on the early days of the Hospital Sisters of St. Francis in America, it is incredible to realize where we are now as a ministry and that we have been entrusted to continue their mission set forth many years ago. With that responsibility at the forefront, we are proud to report that our multi-institutional health care system was tremendously successful in providing and expanding integrated care to patients this year with an estimated 2.6 million people served in 2017. Amid profound changes in health care, our constant has been our commitment to meet the many needs of those we serve.

This report will highlight the many ways our ministries are providing high quality, compassionate and affordable care to our communities that is rooted in our Franciscan heritage and mission. HSHS ministries continue to receive distinguished ratings in quality care, patient safety and satisfaction, with several earning national recognition and accreditation. Other notable accomplishments this year include full affiliation with Shelby Memorial Hospital in Shelbyville, IL – now HSHS Good Shepherd Hospital; the completion of the new HSHS St. Elizabeth's Hospital building in O'Fallon, IL; the expansion of our HSHS-led telemedicine network in Illinois; and new LeadWell and retail based clinics.

Our success as an organization can be attributed to the highly skilled colleagues and physician partners who strive to deliver collaborative, compassionate care for our patients. With a health care environment that continually changes and will continue to change, our organization has been resilient and determined to continue to serve and meet the needs of our patients, their families and our colleague and physician partners.

Serving both rural and midsized communities can present challenges, but as a system, we are able to leverage resources and talents across our ministries to provide the best holistic and cost-effective health care to all who seek it. Our care integration strategy combined with our investments in state-of-the-art facilities and technology allows us to continue our sponsors' legacy to be innovative and visionary for the patients and communities we serve. Through technology, innovation and leadership, we are bringing life-saving health care to people where they are, rather than where we are. For example, our telemedicine and Anytime Care programs give patients immediate access to care, saving them time and lowering their cost of care.

As a Franciscan health care ministry, we are inspired to serve others – particularly the most vulnerable in our society – and adopt best practices to deliver exceptional care to all patients. As we move forward, we will remain steadfast in our mission despite any challenge we might face. On behalf of the HSHS family, we are honored to be able to bring our Franciscan health care ministry to your community and home.

Mary Starmann-Harrison
HSHS President and CEO

Stephen J. Bochenek
Chair, HSHS Board of Directors

Nondiscrimination policy

HSHS Sacred Heart and St. Joseph's hospitals comply with applicable Federal civil rights laws and do not discriminate on the basis of race, color, national origin, age, disability or sex. For more information, see link on our home page at sacredhearteauclaire.org or stjoeschipfalls.org.

Espanol (Spanish) ATENCIÓN: Si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al HSHS Sacred Heart Hospital:

1-715-717-4121; HSHS St. Joseph's Hospital,

715-723-1811 (TTY 711).

Hmoob (Hmong) LUS CEEV: Yog tias koj hais lus Hmoob, cov kev pab txog lus, muaj kev pab dawb rau koj. Hu rau HSHS Sacred Heart Hospital:

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HSHS Sacred Heart St. Joseph's

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