



# 2019 ANNUAL REPORT



It's our mission,  
our promise, and  
our family coming  
*together* to care  
for yours.

# 2019 Annual Report Message from Our HSHS President and CEO and Board Chair

Hospital Sisters Health System celebrated a milestone anniversary this year, marking 40 years since its incorporation. When the Hospital Sisters of St. Francis came to America to begin their health care ministry 140 years ago, none of them could have guessed what their ministry would be like today in 2019. Thanks to the visionary leadership of the sisters, HSHS is a \$2.5 billion health care system that spans across two states and serves millions of people each year.

Over the past year, HSHS has faced challenges amidst continuing, vast health care changes across the country. Yet we have remained committed to our mission and are proud to provide high-quality and compassionate care to our patients much like every other year of our 140-year existence. Year after year, we see that the care our colleagues provide is strongly aligned with our Franciscan heritage and mission, and colleagues embody our core values of respect, care, competence and joy in all they do.

This year's highlights across the system include expansion of cancer care services and telemedicine technology, partnerships with OakLeaf Clinics in western Wisconsin and Springfield Clinic in central Illinois, and continued growth at our partner medical groups - Prevea Health, HSHS Medical Group and Prairie Cardiovascular. There was the opening of a breast milk dispensary, commissioning of a mobile mammography unit, opening of a community pharmacy, and several digital initiatives launched that save patients time and money while still delivering our standard of high-quality care. And that's only scratching the surface of what we have achieved this year for our patients. We have a lot to be proud of at HSHS.

Additionally, as a Catholic health care provider, HSHS has a long and rich tradition of addressing the health needs in the communities we serve. HSHS ministries contribute to community needs through our broader community benefit programs. This includes health education, subsidized health services, research and community building activities. In 2019, it came in the form of free yoga classes, medication take-back days, blood drives, stroke screenings, suicide prevention education classes, free bike helmets, AED donations, free FBI-ready child identification cards, community gardens, pool days to promote sun and swim safety, and so much more.

All these accomplishments would not be possible without our dedicated colleagues and physician partners who work tirelessly to care for our patients and communities. Our mission is to reveal and embody Christ's healing love for all people through our high-quality Franciscan health care ministry; HSHS is blessed to have a team of committed caregivers who exemplify our mission.

For more than 140 years, our mission to share the healing love of Christ has remained constant. On behalf of the HSHS 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 and St. Clare of Assisi.



A handwritten signature in blue ink that reads "Mary Starmann-Harrison".

**Mary Starmann-Harrison**  
President and CEO



A handwritten signature in blue ink that reads "Stephen J. Bochenek".

**Stephen J. Bochenek**  
Chair, Board of Directors

# 2019 Annual Report Message from Our President and CEO

Dear Friends,

This year has been one of significant accomplishment, growth and change. Change is inevitable in the health care industry, but we view it as an opportunity and a challenge as we work together to make an impact in the lives of those we serve. Throughout the division, we have made great strides advancing safety, quality and the patient experience by connecting with every patient, every time. Our goal is to provide the highest quality and reliable care to all who seek our services, and we believe it is our compassionate and talented colleagues who truly make the difference here.



It was an exciting year in the Western Wisconsin Division, as we continue to be strategically focused on growing and providing care in locations where our patients need us most. We renovated Sacred Heart's Women & Infants Center offering spacious new birthing suites, the Prevea Cancer center renovation was completed, we launched the Prevea360 Health Plan in the Chippewa Valley and we initiated a capital campaign to fund a new mobile mammography bus which will provide advanced imaging services in outlying communities. Our telemedicine services continue to grow and allow us to electronically exchange medical information with referring healthcare providers and treat stroke remotely. We also established a formal affiliation with OakLeaf Clinics this year and are grateful to all our physician partners who help us provide high quality, coordinated care in our hospitals.

This past year, Prevea opened two new health centers - one in Ladysmith and one in Rice Lake. We also broke ground on new health centers in Altoona and Menomonie. The Prevea Family Medicine Residency Program in partnership with the University of Wisconsin School of Medicine and Public Health and the Medical College of Wisconsin (MCW) provides Western Wisconsin communities with additional access to primary care.

These are just a few of the exciting improvements happening in our hospitals and region every day. As a Franciscan health care ministry, we serve everyone, including the most vulnerable in our society. Our hospitals remain committed to providing services that address our top community health needs including mental health, alcohol misuse and substance abuse. We are honored to serve the people of the Chippewa Valley and surrounding communities and look forward to continuing to be your trusted health care partner, providing the highest quality, Franciscan health care, close to home.

Sincerely,

A handwritten signature in blue ink that reads "Andrew J. Bagnall".

Andrew J. Bagnall  
President and CEO  
Western Wisconsin Division

## HSHS SACRED HEART HOSPITAL AND HSHS ST. JOSEPH'S HOSPITAL BOARD OF DIRECTORS

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Peter Mannix

# Our Family

Hospital Sisters Health System (HSHS) is a multi-institutional health care system comprised of 15 hospitals and an integrated physician network across Illinois and Wisconsin.

## WISCONSIN

### HSHS St. Joseph's Hospital

2661 County Highway I  
Chippewa Falls, WI 54729  
StJoesChipFalls.org  
877-723-1811

### HSHS Sacred Heart Hospital

900 W. Clairemont Ave.  
Eau Claire, WI 54701  
SacredHeartEauClaire.org  
715-717-4121

### HSHS St. Mary's Hospital Medical Center

Green Bay, WI.  
920-498-4200

### HSHS St. Vincent Hospital

Green Bay, WI  
920-433-0111

### HSHS St. Nicholas Hospital

Sheboygan, WI  
920-459-8300

### HSHS St. Clare Memorial Hospital

Oconto Falls, WI  
920-846-3444

## ILLINOIS

### HSHS St. John's Hospital

Springfield, Ill.  
217-544-6464

### HSHS St. Mary's Hospital

Decatur, Ill.  
217-464-2966

### HSHS St. Francis Hospital

Litchfield, Ill.  
217-324-2191

### HSHS St. Anthony's Memorial Hospital

Effingham, Ill.  
217-342-2121

### HSHS St. Joseph's Hospital

Breese, Ill.  
618-526-4511

### HSHS St. Joseph's Hospital

Highland, Ill.  
618-651-2600

### HSHS St. Elizabeth's Hospital

O'Fallon, Ill.  
618-234-2120

### HSHS Holy Family Hospital

Greenville, Ill.  
618-664-1230

### HSHS Good Shepherd Hospital

Shelbyville, Ill.  
217-774-3961



# HSHS Sacred Heart Hospital

## By the Numbers



# 7,311

TOTAL ADMISSIONS



# 561

BABIES BORN



# 18,494

ED VISITS



# 257

PHYSICIANS



# 353

NURSES



# 70,155

OUTPATIENT REGISTRATIONS



# 4,048

SURGICAL CASES



# 1289

COLLEAGUES



# 234

VOLUNTEERS



*“It’s a blessing. He’s a blessing.”*

## Heartache Brings Heart and Brain Health Awareness

A seven percent chance of survival was the number Linda Nelson was given when her husband Brad was rushed to HSHS Sacred Heart Hospital by ambulance. He was unconscious, not breathing and had no heart rhythm. “I pretty much knew he was dead after I made the 9-1-1 call,” she said.

Multiple rounds of medications, continued CPR and shocks to Brad’s heart brought him back. Although alive, the news wasn’t everything Linda wanted to hear.

She said the doctor told her Brad had lost a lot of oxygen, which was affecting his brain function and could lead to a blood clot or stroke. “He said there was no way to predict if Brad would live or what kind of quality life he’d live,” she said.

Fast forward four months to May 2019. Brad is dressed in athletic shorts, tennis shoes and a sweatband. Electronic dance music is playing from a corner in the room. An instructor yells out “Are we ready to Zumba?” Brad claps and steps right into his warm up routine.

“I can’t believe he’s back at Zumba,” said Linda. “Especially this quickly – he’s back to doing all the things he used to do, even things he hasn’t been able to do for more than a year.”

Although Brad was spared a stroke, the scare of a stroke and the heart complications he suffered led the Nelsons to make changes in diet, lifestyle and even their appreciation for each other.

“It’s a blessing. He’s a blessing,” she said.

Dr. Jacques Tham, an interventional radiologist on staff at HSHS Sacred Heart Hospital said getting proper medical attention as quickly as possible in the case of a stroke could be the difference between life, death and life in a very limited capacity.

“Time is brain,” he said. “Every second matters because you’re losing brain cells by the thousands every second that passes without intervention.”

In fiscal year 2019, HSHS Sacred Heart Hospital performed 24 life-saving clot retrieval procedures. We are the only health care organization in the area that performs the procedure.

“Clot retrieval is a game changer in the treatment of stroke,” said Dr. Tham. “It’s minimally invasive and we are excited to be the leading center in this region for stroke care.”

Stroke program coordinator, Jeannie Pittenger said keeping patients in their local community for stroke care is crucial because a long transport adds time a patient may not have.

“Keeping them close to home allows us to save more brain cells, which gives them their only chance at keeping that stroke as small as possible,” she said.



## A GROWING WAISTLINE May Mean a Growing Chance of Disease

One-third of people living in Wisconsin meet the criteria for obesity. In the United States as a whole, obesity affects more than 93 million adults, according to the Center for Disease Control and Prevention. The numbers are alarming, but for Dr. Brandon Andrew with Evergreen Surgical, who is on staff at HSHS Sacred Heart Hospital's Bariatric Weight Loss Clinic, this leading cause of preventable death is just that – preventable.

“Obesity is typically an imbalance between calories consumed and calories expended, so a healthy diet and regular physical activity are the initial steps to treating obesity,” he said. “For some, surgical options may be appropriate.”



Jason Iverson from Rice Lake thought long and hard before making the commitment to have bariatric surgery. He is one of 24 patients who underwent a surgical transformation not just physically, but also mentally and emotionally in fiscal year 2019 with help from the bariatric center inside HSHS Sacred Heart Hospital.

*“Before surgery I was pretty depressed,” said Jason, who has lost 90 pounds and counting. “I hurt every day and it was hard to move around. Now, post-surgery, I can breathe and I can move around better.”*

Dr. Andrew said surgery is only one part of overcoming obesity. In fact, he said it's the easiest part.

“One thing I'm always careful to tell people before they consider the surgery is that diet and exercise changes are the most important part,” said Dr. Andrew. “The surgery by itself wouldn't achieve any successes without those changes first and maintaining those changes after surgery.”

As a weight loss doctor, Dr. Andrew understands that sometimes people need to see the physical changes before they fully understand the medical changes.

“Many of my patients no longer need their diabetic medications or their blood pressure medications; they don't need their sleep apnea machines. It's a really remarkable change to see in these people's lives,” he said.

For Jason and so many others who have worked with Dr. Andrew on weight loss ups and downs, surgery was what they call “life changing”.

“I think it's important to start as soon as you can – whether it's pursuing surgery or just making healthier choices,” said Dr. Andrew. “Don't let years go by not living your best life; don't let years go by being overweight and suffering from other medical conditions when there are things you can do to improve it.”

# Remembering to Not Forget HSHS History

*One RN's connection to the Sisters spans multiple generations*

If the walls of our hospitals could talk, and remember faces, they would recognize many generations of family members who have called HSHS home. That's true of Beth Milanowski, an HSHS Sacred Heart Hospital RN in the stroke center.

Beth, and several of her family members, is proud of her family's HSHS heritage.

"My sister worked here and before that my grandma worked here; plus my mom, my siblings and I - we were all born at Sacred Heart," she said. "It's always been our family hospital in more ways than one."

The Hospital Sisters have a big influence on Beth's work because of her family history with them.

When HSHS Sacred Heart opened in its current location in 1964, Beth's grandma, Agnes, was one of the colleagues who transferred from the previous building on Putnam Street.

Agnes was a hospital telephone operator and personal assistant to the Hospital Sisters. Her photo is prominently displayed on the heritage wall off the atrium.

Agnes ran errands for the Sisters - drove them around town - but most importantly, she was a friend.

Even after Agnes retired from the hospital, she stayed in touch with many of the Sisters and visited often.

"She was very dedicated to Sacred Heart and the Sisters," said Beth with a smile.

Although Beth's grandmother passed away in May 2001 at the age of 97, Beth said she was active and spoke lovingly of HSHS Sacred Heart until God called her home.

"Grandma was a woman ahead of her time," said Beth as tears begin to well in her eyes. "She was a real matriarch in our family."

To keep Agnes' spirit and the spirit of the Sisters strong within the hospital walls, Beth started a habit that serves her well.

*"Before every shift I stop by the nuns (on the heritage wall) to see grandma," she said. "It's my ritual to say a silent prayer while I'm visiting that picture. I say 'Keep me calm, help me focus, keep me proficient and help us all take good care of our patients.'"*





## Meeting the Highest Industry Standards Possible

In 1971, Carol Jordan had no idea applying for a job at HSHS Sacred Heart Hospital would lead to a career spanning nearly five decades and helping develop a rehabilitation unit.

Being familiar with the Commission on Accreditation of Rehabilitation Facilities (CARF), Carol championed efforts to bring the first CARF surveyors to the hospital in 1978.

“It was really exciting to be part of the groundwork,” said Carol.

CARF accreditation is a voluntary program health and human services providers can participate in as an effort to boost quality patient outcomes. Since that first survey, Carol has been leading the CARF effort for 47 years. That means she’s led the hospital through 15 surveys. Each survey has led to renewed accreditation.

“She has kept us constantly moving forward,” said Jamie Wright, Carol’s supervisor.

There are 1,200 standards an organization must strive to meet in order to be CARF accredited. The manual that explains those standards is nearly 500 pages. What’s even more impressive about Carol’s work is that she’s not only helping inpatient rehabilitation achieve accreditation, but HSHS Sacred Heart’s stroke program is also connected with this particular CARF survey. The done in rehab is done in the stroke program – they have to meet all the requirements set forth by CARF and have to “pass” in order for CARF accreditation to be given to our hospital.

That means both departments are evaluated; if one fails, they both fail.

“The most important thing about CARF is that it builds a lot of quality into our program,” said Carol. “It’s always a challenge, but it’s also rewarding because it brings the team together.

Before the surveyors closed the books on the fifteenth Sacred Heart survey in December 2018, which again resulted in renewed accreditation, they were included in a casual ‘thank you’ ceremony for Carol. She was presented with a golden lantern and a card that read, “Thank you for ‘lighting our path’ to CARF accreditation and achieving excellence.”

Carol is proud knowing Sacred Heart Hospital has the only CARF-accredited acute inpatient rehabilitation and comprehensive stroke specialty programs in western Wisconsin.

She made retirement official in February, 2019 after 10 years as a registered nurse at Sacred Heart.



# HOW health aware ARE you?

## You Have the Power to Be the Best You

In just seven minutes community members in the Chippewa Valley and surrounding rural communities can become more health aware. That's all the time it takes to complete an online risk assessment for cancers - lung, prostate, colorectal and breast.

"It's important for people to know they are their best health advocate," said Laura Baalrud, director of 3D Community Health at HSHS Sacred Heart and St. Joseph's hospitals. "These free online evaluations increase peoples' access to screenings and potentially life-saving results - but they have to be proactive and take the assessment."

Health Aware is an online service of the hospitals. What many may not know is that after each assessment, you can request a follow up phone call. That phone call connects to a local registered nurse in the Prevea Cancer Center at HSHS Sacred Heart Hospital.

"Your call doesn't go out of the area," said Baalrud. "It connects you with a nurse you may meet in person if you follow up with an actual appointment or someday need support or treatment."

That phone call is personalized, confidential and important. It will help you understand your current health status and take action to reduce your level of risk.

"It gives you some really great education, too if you want emails about your specific health and risk factors," said Baalrud.

To continually increase engagement and participation in the assessments, 3D Community Health colleagues hold at least one community education event and one screening event each year.

Through the hospitals' partnership with Prevea Health, we are able to provide complete cancer care, including these free assessments. The work our teams do every day allows us to be accredited by the American College of Surgeons Commission on Cancer.

## Colleague takes on monumental task

Standing tall outside the cancer center, weathered by the summer sun and winter snowstorms, a statue of St. Francis welcomed patients and colleagues to HSHS Sacred Heart Hospital for decades.

"It was a nice reminder of the hospital mission and why I chose to come here 37 years ago," said Jennifer Reetz, radiology lead at Sacred Heart.

In the summer of 2018 the statue was removed, leaving an empty circle on the ground - a familiar face no longer present. St. Francis' home became a shed in Jennifer's back yard, or more appropriately, she said, her husband's man cave.

"He loves me so it's okay," she joked.

Jennifer said every day she came to work she'd walk by the statue and think, "Someday I'm going to fix you."

Years of exposure had created pockmarks, chipped paint and even wore away part of the statue's base.

"After my dad died three years ago, I learned how to paint a memorial stone for him, and that gave me the confidence to know I could restore St. Francis," Jennifer said.

"His hair was fun! I gave him two colors," she laughed.

Restoring the cherished, five foot, 800-pound statue was much more work than just painting.

"We needed a lift truck to get him to my house," said Jennifer. "Then it was a process of sanding; filling pockmarks; sanding again; cleaning; white washing; painting; letting it dry; painting a second, third and fourth coat; and finally sealing it."

When asked why she, as a colleague, would take on such a large and heartfelt task, Jennifer shrugged and said, "It all just led here. To me, learning to do this kind of hobby was a gift I'd been given. I just realized this was a way I could return something through my talents and take pride in it."

This type of service to the hospital is important to Jennifer. Her childhood priest was Father Edmund Klimek. He gave Jennifer her first communion in 1968, he was a reference on her resume and she said Father inspired her to come to Sacred Heart.

"He always told me there would be a place for me here," she said.

In the early summer of 2019, St. Francis moved from Jennifer's husband's man cave to the hospital entrance near the chapel. "I'm happy to have made him whole again," said Jennifer.



## From Addict to Advocate

*William Moyers shares his addiction story with the Eau Claire community*

As a drug and alcohol addict, William Moyers saw and experienced it all; friends who died from an overdose; sharing a roach-infested house with several other addicts; severe withdrawal symptoms each time he tried to break the cycle.

"I started with marijuana at age 15," he said. "By the time I was 30 years old I was living in a crack house in Harlem, New York. That's how powerful my addiction was; it was in my brain, my heart and even my soul."

Four failed attempts at recovery led William to rock bottom. In 1994, after 15 years of letting substances take over his life, William said he finally took personal responsibility for his addiction. "I knew I couldn't continue that life."

Today, Moyers works for the Hazelden Betty Ford Foundation, part of the Betty Ford Clinics - the same organization where he got clean. In his role as vice president of public affairs and community relations, Moyers travels the country to speak about the power and the science of addiction and why recovery is possible within everyone.

"Addiction is an illness of isolation and the antidote is community, togetherness - coming together to talk openly, not just about the problem of addiction, but also the solution and the solution is recovery, which includes treatment," he said during a community presentation in Eau Claire in February of 2019. The event drew a diverse crowd of 350 people; moms who are struggling to make ends meet and have turned to drugs to cope; grandparents trying to prevent their grandson from going down the addiction path; and people currently in recovery who looked to Moyers' presentation for inspiration.

3D Community Health: Body. Mind. Spirit. educator, Kelly Lauscher said his presentation was authentic and raw at times.



"Addiction is everybody's issue - the individual, their family, the community," said Lauscher.

Lauscher believes bringing such a powerful speaker, with a personal story, to the area brings hope and healing and perhaps even inspiration for just one person to hear the message and reach out for help.

"To evaluate the quality of this program we asked attendees to complete a survey before they left," said Lauscher. "Ninety two percent of the attendees said yes, they plan to positively change something about their daily health routine because of Moyer's message. That's proof positive his words hit home."

*Patient quotes:*

## Why they love HSHS



*"I believe therapy saved my life. It was definitely one of the best decisions I've made in my life and if it wasn't through the people I met there and the staff and therapists, my life would be completely different. In fact, I may not even be here, but everyone was super nice and warm and it was a safe space without judgment."*

-Arlene Vance, In-patient behavioral health patient at HSHS Sacred Heart Hospital

## DRUGS AND SUICIDE: Lowering the Numbers is the Number One Priority

*HSHS colleagues serve on local action committees*

The number of deaths by suicide in Eau Claire and Dunn counties spiked in early 2019, with five recorded in just the first five weeks of the new year.

“We just do not know the reason why the numbers go up or down,” said Laura Baalrud, HSHS Sacred Heart and St. Joseph’s hospitals’ director of community health. “I wish we did know because then we’d know where to focus our prevention efforts.”

Baalrud and Toni Simonson, executive director of behavioral health for HSHS Sacred Heart and St. Joseph’s hospitals and Prevea Behavioral Care, have joined suicide death review teams in Eau Claire and Chippewa counties. These teams of experts review certain types of local deaths, then design intervention strategies for communities, which include helping the general public recognize the signs of poor mental health, depression and other factors that can lead to suicide.

“Openly talking about suicide, helping people recognize the signs, is crucial to the entire community,” said Baalrud.

In all of 2018, the Dunn County Medical Examiner’s Office reported eight deaths by suicide. Chippewa county numbers were double that, while Eau Claire county reported the highest in our area with 17.

Another topic Baalrud and Simonson are passionate about addressing is overdose deaths. In 2018 there were two in Dunn county and 11 in Eau Claire county.

“Overdose deaths are becoming more complicated because it’s not just one drug, but multiple drugs in people’s systems,” said Simonson.

A second collaboration between HSHS and Eau Claire county is a newly created overdose death review committee, on which Baalrud and Simonson participate. The full team includes representatives from the fields of education, medicine, law enforcement, human services and public health. Like the suicide death review committees, this team will analyze OD deaths, develop strategies for awareness and prevention and identify additional community resources that would help in those efforts.

“It’s sad we need to have all these groups working so hard on this because it shows what a serious problem drugs, alcohol, suicide and mental health are in our area,” said Simonson. “But it’s also good to see such collaboration by so many professionals who want to understand the problems and find realistic solutions.”

*“I was not a number. I was not somebody off the street. I was a person who’s going to beat cancer and that’s what I really kept in mind when I went into surgery. I was going to lose a breast, but the girls – before surgery – basically said ‘we’ve been there, done that and you’re okay’, so that was the best advice I ever had.”*

-Kathy Shear, breast cancer survivor and Prevea Cancer Center at HSHS Sacred Heart Hospital patient



Colleague quotes:

## Why we love HSHS



*“Surgery fascinates me. To be behind the scenes and have an important role in patient safety is awesome and fulfilling. I can be honest in saying I love my job.”*

– Joni Baker, sterile processing facilitator at HSHS Sacred Heart Hospital



*“It’s the people here. I love the people here. My department is like one big family and we help each other out.”*

–Dennis Roshell, HSHS Sacred Heart and St. Joseph’s hospitals’ electrician

## Infectious Disease Training



Each time an ambulance rushes into a hospital garage or a person walks through the emergency department doors, our highly-trained colleagues are on alert – they have no idea what might be coming their way.

With infectious disease training, patients can be assured that no matter

what scenario pops up, colleagues at HSHS Sacred Heart and St. Joseph’s hospitals know exactly what to do to keep them and others safe and to bring the patient back to feeling well.

Robin Schultz, emergency director at HSHS Sacred Heart and St. Joseph’s Hospitals, said planning for the unknown is the best known scenario. That’s why she, along with just a few select others, knew on May 7 an Ebola drill would occur in the Sacred Heart ER.

“It’s always best practice to tell as few people as possible when you’re planning for a drill,” she said. “That adds the element of surprise and really puts colleagues in a position to react as if it’s reality.”

She said it’s important for staff to remain calm under what could be a chaotic situation. “Colleagues being calm helps patients be calm,” she said. “We want the best possible care for them and the best outcome so every time we practice, we practice with a purpose because tomorrow it could be a real event,” she said.

HSHS Sacred Heart Hospital is designated as the only “assessment hospital” in the region when it comes to infectious diseases. This means Sacred Heart is prepared at all times to receive, isolate and care for a patient until a diagnosis can be confirmed or ruled out.

“We actually have a decontamination room and an anti-room, as we call it,” she said. “This means rooms are already identified that have negative pressure so the exchange for gases or oxygen in the room is a little different than a normal emergency patient room.”

This “assessment hospital” designation also helps state and local health departments as they activate prepared responses until more is known about the situation.

Besides the special rooms, Sacred Heart owns additional safety equipment specially designed for possible infectious cases – things like personal protective equipment for colleagues to wear to guard against the transfer of organisms.

Once a patient is ruled out or ruled in as having a highly-infectious disease, like Ebola, they are transported to a treatment facility in the Twin Cities.

Working with state and local public health officials, fire departments, ambulance services, paramedics, and other entities, drills are evaluated immediately once the “all clear” has been given.

“Every time we practice, we get better at what we do, which means the best patient care we can provide and in the safest manner possible for our staff,” said Schultz.



# Eight Lives, One Organ Donor

With a crowd of about 35 people looking on, Brent Lemay spoke from his heart - his donated heart - about his organ donation experience.

“After three heart attacks, triple bypass surgery and then 20 years later needing a heart pump, I was put on a waiting list for a new heart,” he said. “It took two years before the call came, and that’s a short amount of time compared with so many others.”

More than 2,000 people in Wisconsin are in need of an organ transplant according to Donate Life America.

Unfortunately, on average, 22 people each day in the U.S. do not get a call saying there’s a suitable donor for them, and they pass away.

To honor those lives lost, and the lives of those who chose to make the selfless decision to donate, HSHS Sacred Heart Hospital raised an organ donation flag on April 1, 2019.

Michelle Willcutt, a registered nurse at Sacred Heart and part of the hospital’s organ and tissue donation committee, said choosing to be a donor can provide healing for both the donor and recipient’s families.

“Years down the road they feel good about the decision their loved one made,” she said. “It gives their dying loved one a chance to live on and it gives the recipient more years to live and love. People who donate are true heroes.”

Nearly 60 percent of Wisconsin residents have made the decision to register as an organ, tissue and eye donor. But, Willcutt said there’s room to grow by 40 percent.

“There are a lot of criteria you have to meet to be an organ donor, so even if 100 percent of the population is registered, it doesn’t necessarily mean 100 percent of those people will qualify to be a donor,” she said. “That’s why it’s important to have so many people across the country on the list.”

In fiscal year 2019, nine whole organs were donated. HSHS Sacred Heart maintained its Award of Hope for a 100 percent true conversion rate - meaning every eligible death becomes an organ donor.

Brent said living life to its fullest is now his way of repaying his donor.

“I take time every day to say the ‘thank you’s and the ‘I love you’s’ and tell friends how much they mean to me,” he said. “I never did that before.”

## DAISY Award Recognizes Expert Nursing Care

The bond between a patient and a nurse is heartwarming.

Patients put trust in their nurses. They look to nurses for skill, knowledge and reassurance.

To recognize our HSHS nurses for outstanding work, HSHS Sacred Heart and St. Joseph’s hospitals implemented the nationally recognized DAISY Award (Diseases Attacking the Immune System) - established in 1999 by the family of J. Patrick Barnes who died at age 33 of complications of Idiopathic Thrombocytopenic Purpura (ITP). The nursing care he received when hospitalized touched his family and sparked creation of the award.

HSHS Sacred Heart and St. Joseph’s brought the Daisy Award to the hospitals in the fall of 2018, joining nearly 4,000 health care facilities and schools of nursing in all

50 states and 22 countries committed to presenting this award. Three outstanding HSHS nurses were recognized in fiscal year 2019 for their excellence in care.



Often DAISY honorees respond to their recognition with, “But I didn’t do anything special. I was just doing my job.” But, this award is intended to help nurses see in themselves what patients, families and colleagues see in them. It’s a small way to celebrates nurses who provide extraordinary compassion and skillful care every day.

# HSHS Sacred Heart Hospital

## Benefits for the Poor

	2018	2019
Charity Care at Cost	3,435,102	2,269,973
Unpaid Cost of Medicare and Other Public Programs	9,579,101	9,220,030
Community Health Services	532,000	93,226
Health Professions Education		
Subsidized Health Services		
Research		
Financial Contributions	53,887	17,745
Community Building Activities		
Community Benefit Operations		
	<b>13,600,090</b>	<b>11,600,974</b>

## Benefits for the Broader Community

Community Health Services	479,290	736,976
Health Professions Education	1,306,030	970,973
Subsidized Health Services	3,569,613	5,251,049
Research		
Financial Contributions	89,829	51,003
Community Building Activities	166,906	57,610
Community Benefit Operations	15,059	139,831
	<b>5,626,727</b>	<b>6,324,301</b>
<b>Total Community Benefit</b>	<b>19,226,817</b>	<b>17,925,275</b>

# Community Benefit Numbers



# HSHS St. Joseph's Hospital

## Benefits for the Poor

	2018	2019
Charity Care at Cost	1,564,216	965,724
Unpaid Cost of Medicare and Other Public Programs	6,068,258	5,060,464
Community Health Services	50,546	17,124
Health Professionals Education		
Subsidized Health Services		
Research		
Financial Contributions	12,291	2,676
Community Building Activities		
Community Benefit Operations	16,041	26,877
	<b>7,711,352</b>	<b>6,072,865</b>



## Benefits for the Broader Community

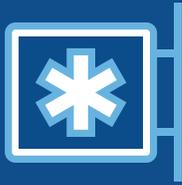
Community Health Services	145,319	135,401
Health Professions Education		
Subsidized Health Services	575,284	686,231
Research		
Financial Contributions	24,218	8,104
Community Building Activities	62,132	35,208
Community Benefit Operations	6,542	34,138
	<b>813,495</b>	<b>899,082</b>



**Total Community Benefit**      **8,524,847**    **6,971,947**

# HSHS St. Joseph's Hospital

## By the Numbers



# 2,779

TOTAL ADMISSIONS



# 162

BABIES BORN



# 11,879

ED VISITS



# 180

PHYSICIANS



# 156

NURSES



# 37,679

OUTPATIENT REGISTRATIONS



# 1,132

SURGICAL CASES



# 441

COLLEAGUES



# 227

VOLUNTEERS

## RECOVERY MISSION

### *Local treatment center nurse can relate to patients' addictions*

David Peterson has a unique perspective when it comes to addiction and recovery. The L.E. Phillips-Libertus Treatment Center colleague is a recovering alcoholic.

He says his journey through addition - learning to trust his faith and believe in himself - makes him a great fit for his job as a nurse at the treatment center.

Peterson said being a recovering addict gives him credibility with patients, and it also shows them that there can be a future without drugs and alcohol. He's a living example.

"I tell them I'm an addict and that breaks down some of the barriers," he said. You develop a rapport and there's that instant bond. I know where they're coming from."

"As someone in recovery, Dave brings an understanding in his work as a registered nurse that cannot be taught," said June Pikulski, nurse manager at the treatment center - a service of HSHS St. Joseph's Hospital. "Dave is able to connect with the patients as someone who is trustworthy and inspirational because he has gone through many of the same things that they are going through. He gives them hope and offers emotional support while delivering excellent evidence based nursing."

"I'm so passionate about what we do," he said of the treatment center.

Being successful in his recovery has given Peterson a vehicle to help people, he said. "I see pain, hurt and hopeless people, and I get to tell them there is a way out. There is hope.

"I'm honored to be here. I was made for this job," he said.



### *Patient quotes:*

## Why they love HSHS

*"Coming to St. Joseph's to have my baby was a brand new experience for me and I really didn't know what was going on, or what was coming, but the doctors and nurses helped me through every step and it made me feel very comfortable."*

Allison Ebben



*"This is kind of our hospital. Forty-nine years ago we were building a property and I fell off the roof and that was the first time I was ever in St. Joseph's. It was an excellent experience there so we've been coming here ever since because we get very good care."*

Norman Peters (wife Susan)



## Mental Health First Aid

HSHS Sacred Heart and St. Joseph's hospitals continue to shine light on the stigma surrounding mental health. One way the hospitals continue to be proactive in this endeavor is by offering Mental Health First Aid classes.

In the last few months of 2018, Laura Baalrud, community health educator for HSHS Western Wisconsin Division, provided the 8-hour class to colleagues at two businesses - Eau Claire County Probation and Parole and Wisconsin Lion's Camp, in addition to other residents of the Chippewa Valley. Probation and Parole set up the class with Laura because a number of clients they encounter struggle with mental health.

"If we can get into the community and educate people about the signs of someone starting to struggle with mental illness, we can bid them time to get in to see a professional," Laura said. "Just like physical illness, people need support."

*Patient quotes:*

## Why they love HSHS



*"I grew up in Chippewa Falls so I've always used St. Joe's for all my medical needs because I've always been treated very well - so well that I've become a hospital volunteer."*

Bonnie Gullickson

*"My five year old son has complicated medical issues and we've had to leave the Chippewa Valley for care, which was quite scary. It was a long way from home and we didn't know anybody. Having St. Joseph's Hospital, and their ER department right here - five minutes from home - means so much to our family. We won't go anywhere else anymore."*

Amanda Chevrier





## Finding meaning in the mission

*'I Promise' gives colleagues an opportunity to invest*

HSHS St. Joseph's and Sacred Heart hospitals are here for many reasons, but a couple reasons in particular: Our patients. Our community.

Our hospital Sisters instilled their mission to care for all in times of need. For this reason, our patients can count on our commitment to them through our core values of respect, care, competence and joy.

To make this tangible, our colleagues participate in the I Promise opportunity.

The words "I promise" are simple, but the intent behind the words carries even more weight. When our colleagues' journeys as an HSHS colleagues begin, they commit to upholding the mission of the ministry; caring for all people in all times of need.

As an extension of that commitment, HSHS Western Wisconsin Division hospitals adopted the "I Promise" colleague campaign. Molly Lauer, patient experience manager for the division, said this effort will focus on storytelling and meaningful discussion as a reminder of the hospitals' core values.

"The goal is to remind colleagues how important their role is within the hospital and to patient care no matter what department they work in. We're all going to be better colleagues because we're making the mission our own," said Molly.

"I Promise" is a two-hour interactive opportunity to connect with each other and reconnect with the hospitals' history and mission.

Between November and February both hospitals hosted I Promise events.

"We wanted to give colleagues permission to make a difference because finding meaning in our work and taking care of each other is ultimately going to benefit patients," said Molly. "Our mission is our differentiator in health care. This is a ministry not just a job."

## Providing a Lifeline

### *Partners of HSHS St. Joseph's Hospital Donates to Home Care*



The famous advertising catchphrase from the 1980s, "I've fallen and I can't get up," still elicits a chuckle, but it's not a laughing matter for family and friends who've had a loved one in the same situation.

Each year Debbie Lauer, Director of HSHS St. Joseph's Hospital home care services, budgets for the cost of its Phillips Lifeline Medical Alert Service offered to area residents.

For the next two years, Lauer is getting a bit of help providing that service.

Partners of HSHS St. Joseph's Hospital voted on July 11 to donate \$5,000 over the next two years to Debbie for the service.

In 2017, the Partners group first donated \$2,500 for the service.

Colleagues who work directly with the Lifeline service say it's just that – a lifeline for seniors or people with medical issues so they are able to safely remain in their homes for as long as possible.

Unlike the other safety alert device from the late 1980s, Lifeline's newest GoSafe2 has all the bells and whistles you might expect in this Information Age.

It's wireless, has GPS technology and subscribers to the service can go anywhere within the continental United States and push the button for medical assistance.

Debbie said although the benefits to the community outweigh the cost to the hospital – the cost still is a factor.

Excluding labor to manage the Lifeline program, equipment and replacement costs alone average approximately \$15,000 per year. Communication fees to Philips are an additional \$3,500.

A single device can cost up to \$900. Replacement batteries are \$30 and a replacement activation button is \$150 – all at a cost to the hospital. Each year the service is often a losing venture.

But Debbie said it's the hospital's mission to care for people. "It's not meant to generate money," she told the Partners last week. "It's a community service."

The hospital has been offering Lifeline since the 1990s and was taken over by Home Health in 2011. With 10 to 15 installations a month, Lifeline has provided service to 732 community members with an average daily census of 200 from 2011 through June 30, 2018.

From July 2017 through June 2018, the Lifeline program served 257 clients. During that time, subscribers had 198 incidents where they used Lifeline – 24 of those required emergency transport.

"This service provides the ability for our community members to enjoy life in the comfort of their own homes, have the freedom to go anywhere with confidence and assistance in emergency situations," Debbie said.



# Giving the Gift of Independence

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# HSHS Western Wisconsin's Community Health Opens Community's Eyes to ACEs

*Grit. Resiliency. Tenacity.*

Those words describe what most parents want to instill in their children at a young age. But adverse childhood experiences can derail those plans well into adulthood.

Laura Baalrud, HSHS Sacred Heart and St. Joseph's hospitals' director of 3D Community Health, is trained to teach ACEs and resiliency classes to the community, which includes ACEs - adverse childhood experiences due to childhood trauma or toxic stress. Examples include a parent's incarceration, substance abuse by a family member, divorce, neglect and physical, emotional and sexual abuse.

In fiscal year 2019, Baalrud taught 6 classes that included information about ACEs to 325 people - mostly educators - throughout the Chippewa Valley. The goal in educating the community is to enlighten and encourage change.

"The relationship between the number of ACEs and the likelihood of risk for negative long-term health is high," she said. "If in childhood, a person has four ACEs or more, as an adult, that person is twice as likely to smoke, seven times more likely to be an alcoholic, 10 times more likely to use drugs and 12 times more like to attempt suicide."

Statistics in the Chippewa Valley are comparable to the numbers statewide and around the county. Forty-nine percent of local residents have zero aces, while that number is 48% in Wisconsin and 41% nationally. The percentage of people with two or three ACEs stands at 17% in the Chippewa Valley compared with 19% in Wisconsin and 21% in the U.S. For those with four or more ACEs, the numbers are 15% locally, 11% statewide and 14% in the country.

During her programs, Baalrud discusses how traumatic experiences impact children by releasing too much cortisol into the brain, leading to toxic stress and resulting in people who are more likely to react instinctively in a situation. It typically takes about 20 minutes to come down from a fight or flight response to a high-stress scenario.

All is not lost. ACEs are not destiny, Baalrud teaches. Resiliency can be developed and is not an inherent trait. The main goal is to have protective factors outweigh risk factors so students can grow to become healthy adults.



Photo Credit  
Eau Claire Leader-Telegram



*Continued from page 24*

Baalrud said the HSHS Western Wisconsin hospitals will continue to promote resilience and other protective factors in youth through active participation in the Mental Health Matters grant project from Advancing a Healthier Wisconsin Endowment-Medical College of Wisconsin.

From October 2018-June 2019, the 3D Community Health with other partners provided 21 community awareness presentations on ACEs/resilience to approximately 840 youth-serving professionals from education, health care, community-based organizations and government sectors in Chippewa and Eau Claire counties. Sixty percent of attendees completed the evaluation of the program and results are as follows:

Participants reported an increase in their level of knowledge after the workshop was completed.

95% of participants agreed the workshop was relevant to their work, would be of immediate use to them, and motivated them to do something different.

531 participants reported at least one action they plan to take in their work based on what they learned in the workshop.

455 participants reported at least one action they would like their organization to take based on what they learned in the workshop.

*Colleague quotes:*

## Why we love HSHS

*“My first priority is to make sure patients can get into the hospital,” he said. “I also want the patients, families, visitors and colleagues to enjoy their visit as much as possible while they’re here. It makes me feel good.”*

- Tim, Plant Services at HSHS St. Joseph’s Hospital



*“In wound care, I help people deal with living with a wound and teaching them how to take care of their wounds.”*

- Amy, RN, Wound Care at HSHS St. Joseph’s Hospital

## IN CASE OF EMERGENCY

### HSHS St. Joseph's and Sacred Heart hospitals are PREPARED

Each year, colleagues at HSHS St. Joseph's and Sacred Heart hospitals have emergency drills to determine readiness.

HSHS St. Joseph's was chosen to participate in a regional hospital evacuation drill on March 19. Colleagues were tasked with having to evacuate all patients in the hospital, including Emergency Department, Surgery and inpatient units. A state surveyor was onsite to evaluate alongside leaders for the 90-minute drill.

Video teleconferencing was set up to communicate with colleagues at HSHS Sacred Heart Hospital as well. HSHS Sacred Heart colleagues determined that enough beds were available to receive transfers from HSHS St. Joseph's.

Colleagues worked with 911 communications in Chippewa County to identify the number of ambulances needed for critical patients, and the colleagues that would accompany each patient on the transfer.

Before the drill was complete, colleagues successfully found placement for all HSHS St. Joseph's Hospital patients.



## EMS Training at SJCF

### *Providing Hands-on Training Strengthens Relationships*

Emergency Department colleagues at HSHS St. Joseph's Hospital and Chippewa County emergency medical technicians work together daily to save the lives of our families, or neighbors and our friends.

Regi Geissler, trauma coordinator for HSHS St. Joseph's and Sacred Heart hospitals, said that's why it's important that the hospital provides annual hands-on training and education for first responders, emergency medical personnel and paramedics.

"We do it to strengthen our relationship with Chippewa county EMS services and as a way to say thank you for what they do for the community and for the patients," Regi said.

First responders and EMTs brush up on patient assessment skills as well as non-invasive procedures like CPR, AED, checking vital signs and splinting. Paramedics work on intubation, starting IVs, giving medications during resuscitation and using advanced equipment.

"A lot of those basic services are staffed by volunteers. They're grateful for any additional training they can get without having to pay for it, and we're happy to provide it," Regi said.



## 2019 Awards

**HOSPITALS RECEIVE GRADE A:** HSHS Sacred Heart and St. Joseph's hospitals recently earned an "A" grade from The Leapfrog Group's Spring 2019 Hospital Safety Grade. This designation recognizes both hospitals' efforts in protecting patients from harm and meeting the highest safety standards in the U.S.

**HSHS SACRED HEART RECOGNIZED FOR ORGAN AND TISSUE DONATION:** HSHS Sacred Heart Hospital was among 17 hospitals in the state to be recognized by University of Wisconsin Organ and Tissue Donation for the hospital's ongoing commitment to saving and improving lives through organ and tissue donation. The hospital receive the Silver Award of Hope, which recognizes the comprehensive work of hospitals that achieve or exceed the goals of two important measures that maximize the gift of life: the true conversion rate, which measures the percent of medically eligible donors that become actual donors; and organs transplanted per donor, which measures the average number of organs recovered from each donor.

**HOSPITALS RECOGNIZE TWO OUTSTANDING NURSES:** HSHS Sacred Heart and St. Joseph's hospitals presented the 2019 Nurse Exemplar Awards to two deserving registered nurses. At HSHS St. Joseph's Hospital, the award was presented to Ann Lane, RN, who works in the L.E. Phillips-Libertas Treatment Center in Chippewa Falls. At HSHS Sacred Heart Hospital, the award was presented to Michelle Willcutt, RN, who works in the critical care department.

**HSHS ST. JOSEPH'S RECEIVES AWARDS FOR WOUND CARE AND HYPERBARIC MEDICINE:** HSHS St. Joseph's Hospital's Center for Wound Care and Hyperbaric Medicine received the Center of Distinction award and the Robert A. Warriner III Center of Excellence award for 2018 from Healogics, the nation's largest wound care management company. The Center for Wound Care and Hyperbaric Medicine locations in Chippewa Falls and Eau Claire received recognition for outstanding clinical outcomes for 12 consecutive months, including patient satisfaction higher than 95 percent, and a wound healing rate of 94 percent within 30 median days to heal.

**HOSPITALS EARN ENVIRONMENTAL SUSTAINABILITY AWARDS:** In recognition for successful programs to reduce their environmental impact, HSHS Sacred Heart and St. Joseph's hospitals each recently earned the Partner for Change Award from Practice Greenhealth, the nation's leading organization dedicated to environmental sustainability in health care. The Partner for Change Award recognizes health care facilities that continuously improve and expand upon programs to eliminate mercury, reduce and recycle waste, source products sustainably, and more. Winning facilities must demonstrate that they are recycling at least 15 percent of their total waste, have reduced regulated medical waste, are on track to eliminate mercury, and have developed successful sustainability programs in many areas.

**HOSPITALS RECOGNIZED FOR PROMOTING ORGAN DONOR ENROLLMENT:** HSHS Sacred Heart and St. Joseph's hospitals are among a select group of hospitals nationwide recognized for promoting enrollment in state organ donor registries in a national campaign sponsored by the U.S. Department of Health and Human Services' Health Resources and Services Administration (HRSA). The hospitals conducted awareness and registry campaigns to educate colleagues, patients, visitors and community members about the critical need for organ, eye and tissue donors and, by doing so, increased the number of potential donors on the state's donor registry. The hospitals were awarded Gold recognition through the HRSA Workplace Partnership for Life Hospital Campaign.

900 WEST CLAIREMONT AVENUE • EAU CLAIRE, WI 54701 • 715.717.4121  
SACREDHEARTEAUCLAIRE.ORG

2661 COUNTY HIGHWAY I • CHIPPEWA FALLS, WI 54729 • 715.723.1811  
STJOESCHIPFALLS.ORG

