

HealthSmart

**Our New Hospital's
Healing Touch**

**Helping Kids
on-the-go**

**A Look Behind
the Curtain of Care**

MONROE CLINIC BOARD OF DIRECTORS

S. Mary Noel Brown, CSA,
Executive Leader

Chuck Dearth

David Deininger,
Chairperson

John Frey, MD

Mike Greenfield

Patricia James

Jim Lee

Rachel Long, MD

William Oemichen,
Vice Chairperson & Treasurer

Amy Simantel, MD,
Chief of Staff

Anthony Rogerson, MD,
Secretary

Mike Sanders,
President & CEO

Mark Thompson, MD,
Chief Medical Officer

Christine Wellington

S. Jomarie Zielke, CSA



SMALL STEPS TO WELLNESS

Leadership Letter

At Monroe Clinic, we work with a mission in mind: “To create healthy communities through God’s healing spirit.” This mission is not a destination, but a journey. Central to this journey is wellness—the concept that good health care includes not only how we care for ourselves but also the world around us, even when things seem just fine. In this 2010 Mission Report, you will see how we are walking the walk toward wellness as an organization, a community and individuals.

Take for instance, Sister Florence Magnan, CSA, who proves small steps can become giant strides. As a physical therapist, she helps Monroe Clinic’s patients in their recovery but doesn’t stop there. At 76, she participates in the employee wellness program and walks at least a mile daily. When it comes to lawn work, she prefers a push mower. And don’t be surprised if you spot her cleaning up along the highway. Like Sister Florence, each of us must discover our own wellness path, be it on a bicycle, at the dinner table or in our stewardship of our planet’s resources.

Read on to see how Monroe Clinic is here to offer support along the journey with top-notch technology, strong partnerships and motivated caregivers who make each step count as we travel together, guided by our mission of health and healing as a sponsored ministry of the Congregation of Sisters of St. Agnes.

Take Good Care,

David Deininger
**CHAIRPERSON,
BOARD OF DIRECTORS**

Mike Sanders
**PRESIDENT
AND CEO**



Bricks and Mortar *that Care?*

Our New Hospital's Healing Touch

If buildings took out personal ads, our new hospital's description would read, "Enjoys nature, sunlight, peaceful surroundings and loves helping people feel better."

Opening in early 2012, our new facility will do more than house a larger family birth center, a new chapel and an emergency department with an on-site helipad. It will also have:

- VIEWS OF NATURE, PROVEN TO ENCOURAGE FASTER HEALING AND SHORTER HOSPITAL STAYS.**
 Patient rooms will have views of our rooftop gardens and a sustainable landscape of nearly 1,000 plants and shrubs.
- PATIENT ROOMS BUILT TO MINIMIZE DISRUPTION.**
 While walls and floors filter outside noise, room designs stick to a standard layout, allowing caregivers to do their job more safely and efficiently.
- DAYLIGHT HERE, THERE AND EVERYWHERE.** With wide expanses of windows and multi-level outdoor access, our patients and visitors can bask in natural light whether they're grabbing a bite to eat in the cafeteria, getting fresh air in one of the gardens or just strolling down the hallway.



Quality Matters

Wisconsin & Illinois Quality Comparison Update

Each quarter, Monroe Clinic publishes a report card using data from the U.S. Department of Health and Human Services to show where we're on the right course and identify opportunities for improvement. This information

also allows us (and you!) to compare our performance with other area healthcare systems. Please visit hospitalcompare.hhs.gov and qualitycheck.org to research specific hospitals and data on individual measures.

Wisconsin & Illinois Quality Comparison													
Category	Number of Criteria	Monroe Clinic	US Average	WI Average	WI Hospital A	WI Hospital B	WI Hospital C	WI Hospital D	IL Average	IL Hospital A	IL Hospital B	IL Hospital C	IL Hospital D
Surgical Care	9	94%	95%	95%	96%	96%	97%	96%	95%	97%	97%	98%	97%
Pneumonia	6	99%	94%	95%	96%	94%	98%	95%	94%	96%	95%	94%	95%
Heart Failure	2	100%	91%	91%	89%	97%	95%	96%	92%	95%	95%	95%	97%
Patient Satisfaction	10	74%	70%	73%	73%	74%	75%	67%	68%	66%	65%	70%	69%
Average Score		92%	88%	89%	89%	90%	91%	89%	87%	89%	88%	89%	90%

Note: Data above is for competitive hospitals located within a 50-mile radius of Monroe, Wis. and criteria for which Monroe Clinic had 25 or more cases. This data represents the time period July 2009 - June 2010 and is the most recent data available.

SAYING GOODBYE TO MONSIGNOR CAMPION

At Monroe Clinic, we cannot reflect on 2010 without remembering our dear friend, Monsignor Thomas Francis Campion, who passed away in November at age 79.

“We were blessed to have Monsignor Campion as our chaplain since 1971,” said Paula Elmer, RN, MSN, Vice President Clinical Operations/Chief Nursing Officer. “He mirrored our mission and values and we learned from him what it means to be compassionate and to keep patients at the heart of all we do.”

Known as the energizing force behind the Apostolate for the Handicapped, an avid fan of youth sports and a beloved chaplain at Monroe Clinic, his goal in all endeavors was to touch those of all faiths, especially, as he put it, “those who live on the margins of society—sometimes the unwanted, sometimes the unloved, sometimes the forgotten.”

“If you want to point to a truly remarkable life of service, point to his,” said Mike Sanders. “Even when he was very sick, he did not stop doing all he could to care for our community.”



Lean, Green and Furry Festivities

Each year, Monroe Clinic joins other sponsored ministries of the Congregation of Sisters of St. Agnes to re-energize and reaffirm the purpose of our work. “This year’s theme, ‘Every Choice, Every Day,’ mixed meaningful and hands-on events for an unforgettable October celebration that got us all thinking, moving and giving,” said Tina Miller, Mission Effectiveness co-chair.

- Sustainability was a topic woven into the presentation, “Sustainability of Our Quality of Life,” by Susie Speer of United Way
- Activities paused for paws, when our four-legged friends gathered outside St. Camillus Center for “Blessing of the Pets” during the feast of St. Francis of Assisi. Employees also hosted a pet drive for the Friends Forever Humane Society in Freeport and Green County Humane Society in Monroe.
- Employees placed bids for brighter tomorrows, raising \$2,733 for Green County United Way through an online auction
- Mission Days 2010 closed with employees getting their hands dirty for cleaner grounds with a group pick-up along Highway 69 South



MISSION:

Working together to achieve the highest standards in health care, we create healthy communities through God’s healing spirit.

VISION:

Exceptional health care.
An exceptional experience.

VALUES:

- Compassion
- Integrity
- Respect
- Service
- Improvement



A Walk In Her Shoes

Technology That Puts the Patient First

DIGITAL MAMMOGRAPHY. ELECTRONIC MEDICAL RECORDS. ROBOTIC SURGERY.

They sound like impressive tools in modern health care, but what do they mean to you, the patient? Here is Angie's* take on having these technologies close to home:

My first thought during a visit to Highland Women's Care last year was "Wow, they're entering my chart on a laptop!" Dr. Martin explained all Monroe Clinic patient rooms have computers, where caregivers can see my complete medical file, including the medicines I take or other conditions I have. They can immediately update my record with new information, send prescriptions to my pharmacy and print off an "after-visit summary," which means I won't wonder later, "Hmm, what exactly did he tell me?" In fact, I was able to register at monroeclinic.org for MyChart, an online tool that lets me securely access my medical information and appointment details from my own computer.

As Dr. Martin looked at my medical history, we discussed my breast cancer risk and agreed I should be getting a regular mammogram. I didn't even have to travel out of town for it, because Monroe Clinic offers two locations—in Monroe and in Freeport right there at Highland Women's Care. Best of all, both locations feature digital mammography, a relatively new technology that provides more detail, even with denser breast tissue

common in women my age. I was surprised I was able to have the mammogram later that same week. Knowing we can find the best caregivers and technologies at Monroe Clinic gives my family and me peace of mind. This was more important than ever when I needed a hysterectomy. Monroe Clinic offers da Vinci® robotic surgery, the latest in minimally invasive technology. It meant smaller incisions, more precision, less blood loss, less pain and a shorter recovery. I hardly needed any pain medication after my surgery and was back to work in just a few days. The hardest part was resting after the procedure, because my body felt fine.

As a Monroe Clinic patient, it's good to know I don't have to compromise quality for convenience. It's good to know Monroe Clinic is my home for health care.

*"Angie's" story is compiled from several recent patient interviews and surveys.

Safer Two Wheeling and Sidewalk Surfing

Helping Kids-on-the-go

Be it by skateboard or bicycle, area youth enjoy kid-powered transportation. At Monroe Clinic, we support kids-on-the-go by partnering with our community friends to promote:

City of Monroe's Parks and Recreation SK8 Clinic with Monroe Area Skatepark Enthusiasts (M.A.S.E.):

The free clinic taught new skaters safety and basic skateboard maneuvers. Monroe Clinic's donation of helmets and pads was an incentive for the first 20 registered participants.

Freeport Park District and Le-Win Jaycees Bike Rodeos with Freeport Bicycle Company:

These two free events in Freeport and Lena, Ill., targeted young riders to teach bicycling rules and responsibilities. The kids also put their knowledge to work on a skill-testing course. Monroe Clinic's support helped purchase helmets, reflectors and bells for these fun, interactive events.

"Skateboarding can be a very safe sport with the right tools and information. It actually has fewer injuries per 1,000 participants than football, basketball, baseball or soccer. I had numerous parents thank us for furnishing helmets and pads, which Monroe Clinic has donated for the past three years."

TOM MILLER, SK8 CLINIC ORGANIZER

"Thanks to Monroe Clinic and the staff at Freeport Bicycle Company, every one of the participants in the Le-Win Jaycees inaugural bike rodeo was able to ride away with a new, properly fitted helmet. I felt it was an invaluable donation because we were able to follow through with our message of bicycle safety by making sure every child was properly equipped before they left the event."

TYSON TERHUNE, LE-WIN JAYCEES PRESIDENT



2010 Financial Summary

The table below summarizes our charges, deductions and expenses for 2010, as well as funds available at the end of the year to help us maintain and grow our services.

Payments For Services Provided	
Reimbursed charges for services provided.	150,390,670
Total Costs to Provide Services:	
Salaries	67,867,429
Benefits	18,156,731
Supplies, insurance, utilities, etc.	50,567,060
Write-offs for non-payment of charges	6,109,277
Total cost to care for patients:	142,700,497
Funds Available For New Programs, Equipment and Facilities:	
Payments received, less cost to provide services.	7,690,173

Community Benefit

As a non-profit, Catholic health ministry, Monroe Clinic is committed to providing healthcare services regardless of a person's ability to pay. This table includes actual and projected community benefit investment from 2008 to 2010, as well as our budgeted investment for 2011.

	2011 Budget	2010 Actual	2009 Actual	2008 Actual
Charity Care				
Cost of delivering services for those unable to pay.	3,655,816	3,052,504	2,572,293	1,909,909
Medicaid Shortfall				
Cost of delivering services not fully reimbursed at cost by Medicaid.	13,912,346	13,210,928	10,909,637	8,583,780
Community Benefit & Other Public Programs				
Education programs, support groups, screenings, health fairs, etc. aimed at improving community health.	786,466	722,025	1,120,765	713,704
Subsidized Services				
Behavioral health, dialysis, emergency services, palliative care, and other services delivered at a loss.	2,495,971	2,433,305	4,334,902	4,776,320
Total	20,850,599	19,418,762	18,937,597	15,983,713

MONROE CLINIC AND HOSPITAL FOUNDATION 2010 BOARD MEMBERS

John Bazley, MD,
Secretary

S. Mary Noel Brown, CSA,
Executive Leader

Steve Buholzer

Jan Erlandson, MD

Hans Lenzlinger,
Chairperson

Nicholas Maxwell, MD, FACS

Dave Mosher,
Treasurer

Shelley Muranyi

Tracey Pederson,
Executive Director

Marilyn Pfarr

Kathy Reffue

S. Patti Robinson, CSA

Mike Sanders,
President & CEO

Mary Thomson,
Vice Chairperson



LETTER FROM THE FOUNDATION

Generosity is a colorful character. It wears many different hats, fills all sizes of shoes and does some of its best work behind the scenes.

One day, generosity's soft threads are woven into a tiny, hand-knitted cap used to warm a newborn's delicate head. The next day, its gentle light shines through the special partnership of a palliative care physician and a chronically ill patient. It's in a written check, volunteered time or simple act of compassion.

Generosity, when given the chance to display its many brilliant shades, is a powerful force. It can offer hope to a vulnerable child or empower an entire community to make positive changes.

Monroe Clinic and Hospital Foundation's goal is to open pathways for all forms of generosity while furthering a mission of healing and wellness. God has blessed each of us with distinct and remarkable gifts. Please read on to see the many ways the foundation is helping people in our community use their gifts to make a difference.

Take Good Care,

Hans Lenzlinger,
CHAIRPERSON

Tracey Pederson,
EXECUTIVE DIRECTOR



Palliative Care

Nurturing Outside the Box

“How are you doing?”

For many of our patients, answering this question is anything but simple. A frightening cancer diagnosis, dementia or problems coping with heart failure can leave someone searching for answers even after they leave the doctor’s office.

This is where Gaines Richardson, MD enters their lives. As a palliative care specialist, he treats people facing life-limiting illnesses.

Different from *Hospice*

Hospice patients are expected to live for only a few months. Palliative care is appropriate for anyone, at any point of a serious illness.

“Each of my patients has a unique set of challenges linked to their condition, be it physical, mental, spiritual or emotional. My job is to ask, ‘What is troubling you?’ and help them find the tools and support to address their distinct needs.”

Dr. Richardson’s team includes a nurse, chaplain and social worker who deliver care at the hospital or clinic. Services include:

- Medical decision-making assistance
- Pain and symptom management
- Support and resources for family members
- Communication between patient, family and providers
- Emotional and spiritual support for patients

To learn if palliative care is right for you or a loved one, talk to a primary care provider or visit monroeclinic.org/palliativecare

An Investment of the *Heart*

Palliative care, like hospice, is supported by Monroe Clinic and Hospital Foundation. Monroe Clinic provides these programs at a financial loss and regardless of a person’s ability to pay. The true value is enriching for the caregivers, patients and community through Monroe Clinic’s work as a CSA sponsored ministry.



A volunteer of more than 6,000 hours of time and talent since 2001 and maker of hundreds of hand-made pieces, from baby hats to car-seat covers.

The Gift of Time

“Why I Give”

“I like to stay busy, so after I retired, I started volunteering at Monroe Clinic. I get to do work I enjoy, like knitting and quilting, and use it to help others. I love volunteering, and I think everyone should do it!”

~Wilma Keen of Monticello, WI

Foundation Tours

A Look Behind the Curtain of Care

When Sheila Berrey decided to take a foundation tour, she wasn't sure what to expect, and what she learned surprised her.

“I knew hospice, an invaluable service, was one of the programs supported by the foundation, but I did not know about the other programs. The tour allowed me to witness the many generous things being done for our community,” said Sheila, a Monroe resident and a Colony Brands manager.

The P.A.R.T.Y. program's goal to empower teens to make good choices both in their social lives and behind the wheel left her inspired.

“It made me realize how critical this program is for our community,” recalled Sheila.

The caregivers' commitment to palliative care patients and their families dealing with life-changing illness and serious medical decisions also awed her.

“These are tough things to face, and through the support of the foundation, Monroe Clinic can offer the help, dignity and respect so desperately needed,” Sheila concluded.

If you would like to take a tour please call 608-324-1264



Save the Date

June 28
Monroe Clinic Hospice Dinner and a Little Golf

MINIATURE GOLF from 5-6:30 pm
DINNER WITH AUCTION at 7 pm

August 2
Monroe Clinic and Hospital Foundation Social & Golf Outing

REGISTRATION at 11 am
SHOTGUN START at Noon
RECEPTION WITH AUCTION from 5-7:30 pm

For more **information**, call **608-324-1264**

VISION FOUNDERS SOCIETY MEMBERS

These special donors have made a five-year commitment to support Monroe Clinic and Hospital Foundation priorities. We're thankful for their support and vision.

Dr. Arif & Farah Ahmad
Dr. Edmundo & Nancy Aquino
Dr. Paul & Dr. Tracy Bekx
Steve & Kim Borowski
Michael & Christine Boyce
Skip Brennan

Congregation of Sisters
of St. Agnes
CSA Sponsorship Ministry
David & Mary Deininger
Steve & Paula Elmer
Dr. Jan & Jackie Erlandson
Ron & Paula Georgeson

Dr. David & Dr. Amy Johnson
Kahler Slater, Inc.
Hans Lenzlinger
Robert & Kathy Reffue
Dr. David & Sharon Riese
Mike & Norah Sanders
Ronald & Jennifer Spielman

Melisa Schmidt-Kjerstad
Louis & Phyllis Studer
Jane Weldon
Jeff & Cindy Werkheiser
Andy & Julie Wilke
Erwin & Kay Zweifel

2010 MONROE CLINIC AND HOSPITAL FOUNDATION DONORS & MONROE CLINIC HOSPICE DONORS

While this list includes donors who gave \$200 or more, each donation is deeply appreciated as we seek to further our mission of care.

Anonymous
Michael & Sandra Achterberg
Dr. Arif & Farah Ahmad
Alpha Investment Consulting Group, LLC
Donna Amacher, Carol Armstrong,
Robert Waefler
Connie Anderson & Carmen Humes
Dr. Edmundo & Nancy Aquino
Gail Arbogast
Association of Wisconsin School
Administrators, Inc.
Evelyn Bagley
Lois Ballard
Paul & Susan Barrett
Ronald Bauman, Diane Nelson,
Barbara Noble, Dan Bauman,
Jaime Bauman
Charles & Wendy Baumann
Dr. John & Amy Bazley
Thomas & Kirsten Beeby
Berner Food & Beverage
Shirley Blumer
Terry Bolz
Steve & Kim Borowski
Randy Boss
Michael & Christine Boyce
Skip Brennan
Tracy Bristow, Nadine Whiteman,
Craig Patchin, Lisa Parker,
Scott Patchin
Gary & Betty Brugger & Family
Audrey Burkhalter
Camden Group
Patricia Carter
Century 21 Zwygart Real Estate
CG Schmidt
Chartwell Midwest Wisconsin
Montgomery Chesebro
Colony Brands Inc.

Congregation of Sisters
of St. Agnes
CSA Sponsorship Ministry
Betty Dammen
Dave Mosher & Associates
David & Mary Deininger
Charles Drnek
Dr. Bruce & Christine Duemler
Nicole Einbeck
Elizabeth Siegenthaler Memorial
Emmi-Roth Kase U.S.A., LTD
Endres Manufacturing Co. Foundation
Erickson, Rinehart, McKegey
Dr. Jan & Jackie Erlandson
Jay Ethridge
Faith Technologies, Inc.
First National Bank
and Trust Company
Flynn Family Foundation
Phyllis Frautschy
Ron & Paula Georgeson
Randy & Teresa Gobeli
Greg & Dr. Marie Gogin
Deirdre Gruendler
Carl & Vicki Hearing
Becky Henke
Henry Pick Estate
Carol Herring
Dustin & Brooke Hoesly
Carolyn Inabnit
Investment Club 101
J. F. Ahern
J.P. Cullen & Sons, Inc.
Drs. Amy & David Johnson
Johnson Controls
Kahler Slater, Inc.
Kalscheur Family Foundation
Jonas Kammerude
Jake & Jessica Kernen

Klondike Cheese Co.
Carolyn Knight
Gregory Knoke
Vivian Krafft
Hans Lenzlinger
Raymond & Beverly Lewis
Madison Radiologists, SC
Richard & Nancy Maliszewski
Marsh USA Inc.
Dr. Nicholas Maxwell
Thomas McClaren
James & Laurie McCullough
Mechanical Inc.
Naomi Meland
Molitor and Associates
Monroe Moose Lodge
Monroe Publishing LLC
Michael & Shelley Muranyi
Darlene Murphy
New Glarus Brewing Company
New Glarus Home, Inc.
New Glarus Hometown Pharmacy
New Glarus Hotel
Daniel & Michelle Nommensen
North American Mechanical Inc.
Connie Payette, Cheryl Renkin
& Cindy Miller
Robert & Catherine Pick
Precision Drive & Control Inc.
Portraits by Dawn
William Reed Estate
Robert & Katherine Reffue
Rent-It, LLC
Robin Reuter

Charles & Mary Jane Robertson
William & Carolyn Robichaux
Rhonda Roenneburg
Dr. Anthony & Angela Rogerson
Del & Joy Rohde
Wanda Rood Estate
Ruda Chevrolet-Toyota
Ruth Price Rev. Living Trust
SK Plastic Molding, Inc.
Mike & Norah Sanders
Dr. Lance & Daphne Sathoff
Melisa Schmidt-Kjerstad
Steven & Monica Schneider
Leon Schrenk
Mildred Schrenk
Mary L. Severson
Ronald & Jennifer Spielman
Carla Stadel
Thomas Schuetz Estate
Arthur & Carol Thompson
Mary Thomson
Dr. Mark & Rebecca Thompson
Thunder Bridge Trading Company
Unity Health Insurance
UW Health
Tom & Karen Vale
von Briesen & Roper s.c.
WalMart
Cathy Wehinger
Rosemary Wehinger
Jeff & Cindy Werkheiser
Carol Zach
Erwin & Kay Zweifel

LOGO
FPO

Around here, we
TAKE CARE OF EACH OTHER

and the rest takes care of itself.



Around here, our community is about caring. We work together to build a place we're proud to call home. From lending a helping hand to providing outstanding health care, we believe if we take care of each other, the rest will take care of itself.


Monroe Clinic

monroeclinic.org

Sponsored by the Congregation of Sisters of St. Agnes.