

HealthSmart

**Our New Hospital's
Healing Touch**

**Helping Kids
on-the-go**

**A Look Behind
the Curtain of Care**

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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,
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Mike Sanders
**PRESIDENT
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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 |

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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**

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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.

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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.