
HealthSmart

Published June 2013



Caring Across the Globe

Local Heart Care

Introducing the
Memory Diagnostic Center

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MIKE SANDERS

Dear Friends,

Change is inevitable. In many cases, it can be a good thing. In the “2012 Mission Report” edition of *HealthSmart*, we invite you to reflect on the changes Monroe Clinic has made over the past year to proactively meet your family’s evolving needs.

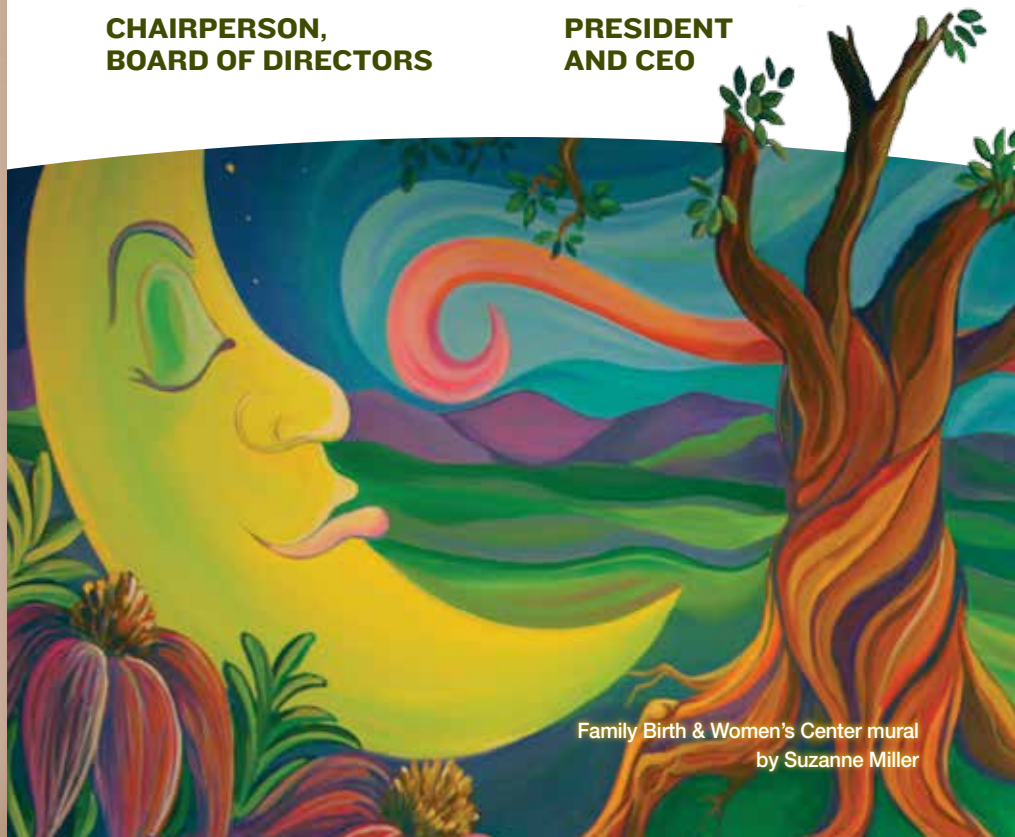
From breaking down language barriers to expanding life-changing services, the following pages demonstrate how great things happen when community and caregivers come together. Best of all, our mutual stake in health care is causing positive change and growth to happen right here in our communities and neighborhoods, where it impacts daily our friends and family.

As you read these stories, you may notice the drive behind these changes is in fact constant. As a sponsored ministry of the Congregation of Sisters of St. Agnes, Monroe Clinic has a longstanding commitment to serve you with exceptional health care and exceptional experiences.

Take Good Care,

William L. Oemichen
**CHAIRPERSON,
BOARD OF DIRECTORS**

Mike Sanders
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AND CEO**



Family Birth & Women's Center mural
by Suzanne Miller

Freeport's Extreme Makeover

ONE NURSE'S PERSPECTIVE

When asked what she thinks of the renovations at Monroe Clinic—Freeport Clinic, Nancy Kraemer's response is simple and clear: "I love it!"

A registered nurse, Nancy appreciates both the functional benefits and pleasing aesthetics. "I think it's a timely reflection of what Monroe Clinic is doing at the hospital and all of its locations. When you're in a calming, inviting environment, it has a positive effect on your mood and expectations," said Nancy. "It's been fun to see patients' surprise when they enter the waiting room."

In addition to a remodeled waiting area, the \$600,000 renovation repurposed space vacated by the transition from paper to electronic medical records. Now, the Freeport location has offices and rooms set aside for specialists.

"Before, cardiologists, orthopaedic surgeons and other specialists had to coordinate space with primary care providers. Now, they have their own 'home' in Freeport. Caregivers and patients both appreciate that," Nancy explained.



Putting Families at the CENTER

ONE MOM EXPLAINS MONROE CLINIC'S "SUITE" TRANSFORMATION

To offer perspective on the differences between the old and new Family Birth & Women's Center, we spoke to a mother of two, Kirsten Steinmann. She and her husband Adam had their first child, Sky, at the former hospital in October of 2009, and then greeted their second child, Jovi, this March in Monroe Clinic's new hospital.

Q. Why did you select Monroe Clinic Family Birth & Women's Center?

A. I live in Monroe, and Dr. John Bazley has always been my doctor. I trust Monroe Clinic with all my healthcare needs.

Q. What was your reaction to the new hospital and specifically, the Family Birth & Women's Center?

A. I was very impressed with the new hospital and birthing center. The rooms have a home-like atmosphere that was very comforting for my family.

Q. What are key differences between your two birthing experiences?

A. In the old birthing center, there were separate rooms for delivery and recovery. In the new, it was so wonderful having one suite for labor, delivery and recovery. It made it easy to view my second birth as less of a procedure and more of an experience.

Q. Were there any similarities between both experiences?

A. The support we received from the doctors, nurses and support staff was incredible for the birth of both our children.

Q. How does the new hospital impact you and your loved ones?

A. The new hospital gives us peace of mind and reassurance. It's just so nice to be able to see your local, family doctor in a state-of-the-art facility.

Celebrating Mission with **COMMUNITY** Involvement



Every year, Monroe Clinic joins other Congregation of Sisters of St. Agnes-sponsored ministries for a celebration of mission. This event inspires employees and volunteers to find invigorating and engaging ways to live Monroe Clinic's mission throughout the year. Such efforts included:

- volunteering at Monroe's St. Vincent de Paul Mobile Food Pantry to distribute goods to families.
- cleaning the grounds along Highway 69 South as part of the Adopt-A-Highway program.
- collecting food for Green County Cares Food Pantry.
- donating gifts to the Stephenson County Human Services to brighten Christmas for families in need.

CARING Across the **Globe**

Situated in the Central African Republic, the Gamboula Hospital serves 24 surrounding villages. Part of a Christian ministry outreach, it is the only medical facility in the region serving a population plagued by poverty and disease. The Gamboula Hospital provides 450 surgical procedures, 650 deliveries, 10,000 outpatient visits, 2,000 hospitalizations, and 20,000 inpatient days annually.

Recently, the Gamboula Hospital embarked on plans to add 30 beds to its current 155 beds, which meant an increased demand for surgical supplies, beds and gurneys. Additionally, their ultrasound machine had broken, and they were in need of a replacement.

In making the transition to the new hospital, Monroe Clinic was able to donate a functioning ultrasound machine as well as gurneys and other surgical supplies. Last fall, Monroe Clinic team members from medical staff, administration and facility services worked together to gather the needed supplies. Four months and one long trek across the Atlantic later, the supplies are being put to use. As noted in a letter of thanks, "Because of your generosity and compassion ... many lives will be saved, quality of health improved and joy and hope brought to people through spiritual growth and faith."

BREAKING Down Language Barriers

Translation Services Expand

Monroe Clinic recently introduced a live, video interpretation service to help ensure language is not a barrier to quality health care. Providing live interpreters in 27 languages to all departments in the clinic and hospital, video interpretation is the latest addition to an expanding translation program to all patients.

In addition to the 27 languages served through video interpretation, Monroe Clinic also offers live, on-site interpreters for Spanish and American Sign Language, as well as a phone interpretation service for 170 languages.

Hugo Espinoza, Monroe Clinic Language Services Coordinator reports, Monroe Clinic's interpretation services are used daily. In addition to coordinating these services, Hugo serves as an interpreter for Spanish-speaking patients.

"It's incredibly rewarding to use my bilingual skills in a way that helps people who share my heritage, impacting their daily lives and health," said Hugo.



Hugo and his co-workers monitor, evaluate and streamline Monroe Clinic's interpretation program. Their goal is to make sure the service is effective, and patients are aware of its availability. Built into the electronic medical records registration process, the service can be coordinated before the patient arrives for their appointment.

"As word of these services spreads, we are seeing more patients being proactive in seeking needed healthcare services, such as diabetes management, rather than going untreated or putting it off due to their fear of a language barrier," Hugo said. "Living in a close-knit community, I often see these people later at church or the store, and it's wonderfully satisfying to know that I have helped them."

A PARTNERSHIP that Runs Deep

The bond between Monroe Clinic and our sponsor, the Congregation of Sisters of St. Agnes, is celebrated throughout all facets of the organization: our mission statement, our leadership decisions, our holistic approach to health care and our belief that all patients should have access to quality health care regardless of their economic status.

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:

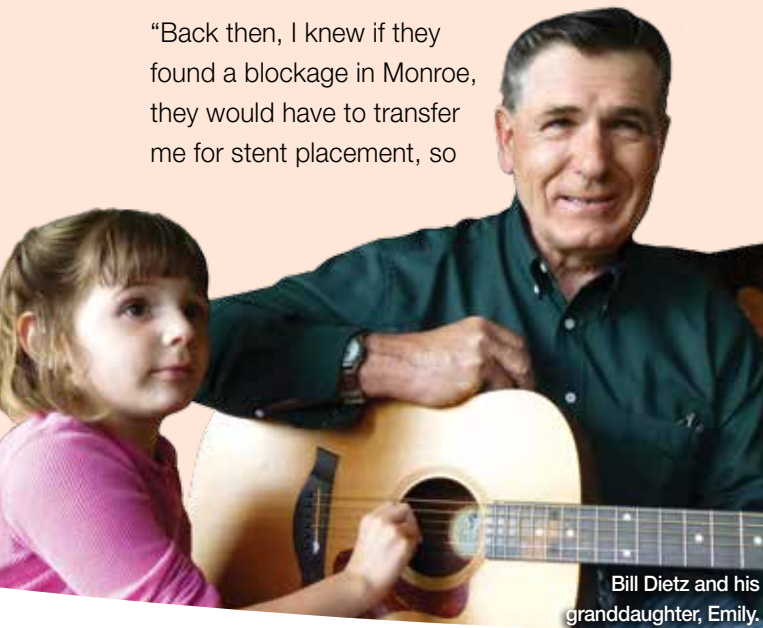
- Compassion
- Integrity
- Respect
- Customer Service
- Continuous Improvement

LOCAL Heart Care:

Transforming Your Experience

When interventional cardiologist David Buchanan, MD, joined Monroe Clinic last fall, Bill Dietz of Lena, IL, was one of his first patients. Bill had been a cardiology patient at Monroe Clinic since 2004. At that time, when shortness of breath and chest pain indicated Bill needed an angiogram, he opted to go to Madison for the procedure, even though he was doctoring in Monroe.

“Back then, I knew if they found a blockage in Monroe, they would have to transfer me for stent placement, so



Bill Dietz and his granddaughter, Emily.

I opted to go somewhere they could place the stent,” Bill explained.

Bill did have stents placed in Madison. In 2012, symptoms indicated Bill was experiencing another blockage. He initially put off seeking treatment, until he learned that Monroe Clinic was introducing interventional cardiology.

“Dr. Buchanan had just started there. I was one of his first patients. I liked him from the start. He took his time to explain things in a way that made sense to the average patient. My daughter sent me a link to his online provider profile, so I could see he was very qualified in his field. It was impressive,” said Bill.

Last October, Dr. Buchanan performed an angioplasty (stent placement) for Bill soon after their consultation.

“It was a good experience to just travel up the road to Monroe rather than all the way to Madison. Also, the new facility is so comfortable, and the staff is very friendly,” said Bill. “We are fortunate to have Dr. Buchanan serving our area.”

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 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.

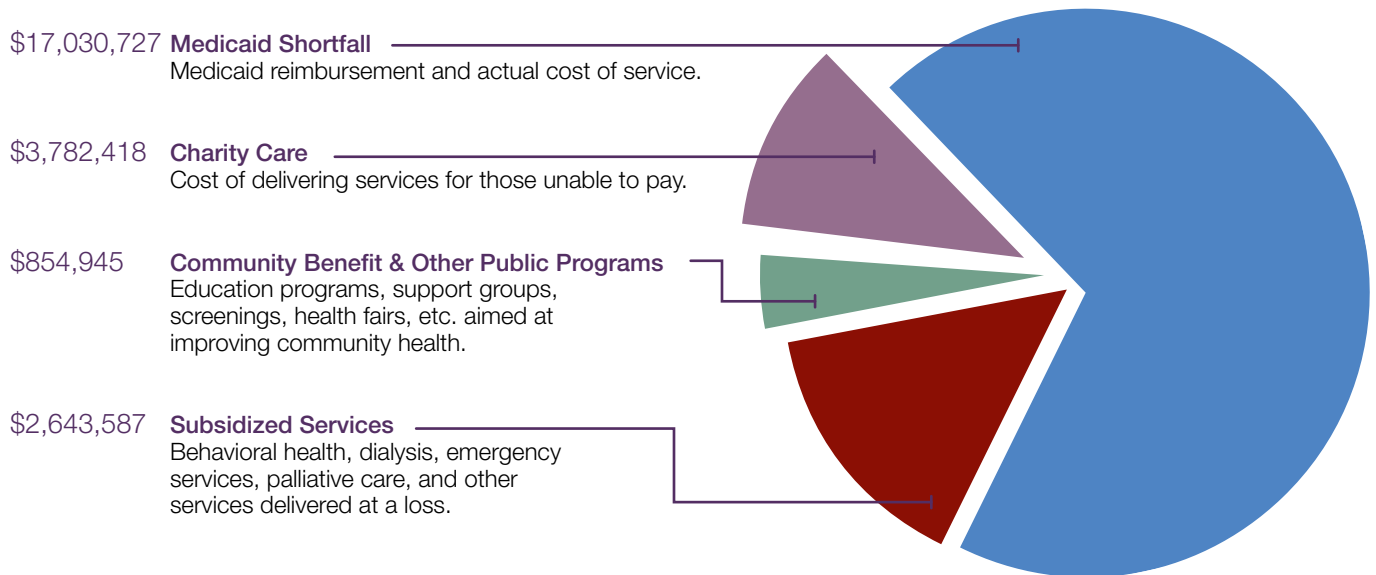
Wisconsin & Illinois Quality Comparison

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	10	98%	98%	98%	98%	97%	99%	97%	98%	99%	97%	99%	98%
Pneumonia	2	96%	96%	97%	93%	94%	98%	98%	96%	99%	100%	98%	98%
Heart Failure	2	100%	96%	95%	99%	97%	100%	91%	97%	99%	97%	100%	99%
Patient Satisfaction	10	75%	72%	75%	73%	74%	77%	68%	71%	68%	69%	72%	73%
Average Score		92%	90%	91%	90%	90%	93%	88%	90%	91%	91%	92%	92%

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 2011 - June 2012 and is the most recent data available.

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 chart reflects actual community benefit investment from 2012.



\$24,311,677
Total Community Benefit

2012 Financial Summary

The table below summarizes our charges, deductions and expenses for 2012 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.	\$169,359,244
Total Costs to Provide Services:	
Salaries	\$76,275,450
Benefits	\$19,492,088
Supplies, insurance, utilities, etc.	\$61,767,107
Write-offs for non-payment of charges	\$5,988,576
Total cost to care for patients:	\$163,520,221
Funds Available for New Programs, Equipment and Facilities:	
Payments received, less cost to provide services.	\$5,839,023

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MARY THOMSON



TRACEY PEDERSON

Taking Health Care to the Next Level

Dear Friends,

Why does Monroe Clinic need a foundation?

We are happy when people ask us this question, because it gives us an opportunity to explain the powerful impact a community's giving spirit can have on local healthcare services and quality of life.

While Monroe Clinic has always been committed to its mission of care, Monroe Clinic & Hospital Foundation, as a sponsored ministry of the Congregation of Sisters of St. Agnes, serves those wishing to help take this commitment further. In some instances, this means supporting services, like Hospice, Palliative Care or the new Memory Diagnostic Center. Your support also helps ensure those who are less fortunate can have access to quality medical services.

Additionally, donations help us take a proactive approach to caring for our communities with special outreach programs, like P.A.R.T.Y., because we would rather interact with area youth in our schools than in the emergency room. Your generosity also helps to provide equipment and technological investments many healthcare providers forgo.

In other words, supporting the Foundation means you're an integral part of a journey that shapes good health care into exceptional health care.

Thank you for sharing the joy of giving with us,

Mary Thomson,
**CHAIRPERSON,
BOARD OF DIRECTORS**

Tracey Pederson,
EXECUTIVE DIRECTOR

From Me. To You.

Foundation Unveils New Employee Giving Program

Recently a coalition of Monroe Clinic employees helped design the Monroe Clinic & Hospital Foundation's Employee Giving Program, "From Me. To You."

This program offers staff the chance to care "outside the box," offering generous support above and beyond the responsibilities of their jobs. Contributions can be offered through one-time donations or payroll deduction to benefit:

- Memory Diagnostic Center
- SANE (Sexual Assault Nurse Examiners)
- Dash® Cardiac Monitors for "Step Down" Rooms



"Employees already do so much to drive Monroe Clinic's mission of care, but this is a new opportunity for the Foundation to recognize them as a special, highly-vested population," said Tracey Pederson, Executive Director. "They give care, they and their families come here for care, and they are community members. We want to celebrate this distinction while giving them the opportunity to further support the community they love."

When MEMORIES Fade

Monroe Clinic Introduces Memory Diagnostic Center

Sarah Endicott, DNP, RN, board certified geriatric nurse practitioner, explains how the new Memory Diagnostic Center supports patients and families facing the uncertainty of memory loss.

ON THE NEED: "Alzheimer's disease is the most common form of dementia. The number one risk factor for dementia is advancing age. By 2030, the number of older adults in Green County is expected to increase by 25 percent. There are no other Memory Diagnostic Centers in this county. We are part of the Wisconsin Alzheimer's Institute Memory Diagnostic Clinic network."

HOW IT WORKS: "Monroe Clinic's Memory Diagnostic Center actively follows about 100 families, with the ability to see four new families a week. Initial appointments include comprehensive memory testing and a family interview with a geriatric trained family support specialist, as well as a history review and

physical with a geriatrician. I do the cognitive testing, and then send it to behavioral health for a formal interpretation by a psychologist. In a two-hour visit, the patient and family are evaluated by a multidisciplinary team of four specialists."

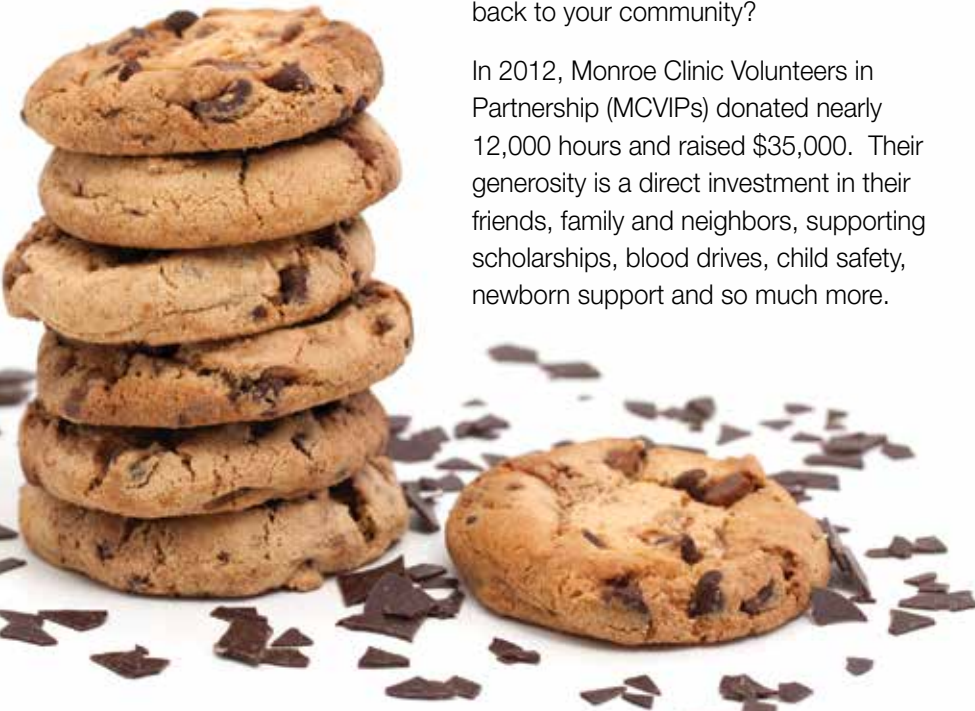
"After the initial visit, we schedule a one-hour follow-up to go over results and a plan of care for ongoing support. We offer educational tools, including a Memory Diagnostic Center binder with personalized resources for that individual and their family. We have resources for Illinois and Wisconsin, tailoring the educational material to the diagnosis."

Dr. Endicott teams up with Vincent Lee, MD, Wendi Marien, PhD and Cyndi Keller, MSW, in Monroe at the Memory Diagnostic Center. For more information, call Adult Medicine at 608-324-2200.



Nurture Your Soul. Help Others.

Become a Volunteer.



Are you looking for a new way to give back to your community?

In 2012, Monroe Clinic Volunteers in Partnership (MCVIPs) donated nearly 12,000 hours and raised \$35,000. Their generosity is a direct investment in their friends, family and neighbors, supporting scholarships, blood drives, child safety, newborn support and so much more.

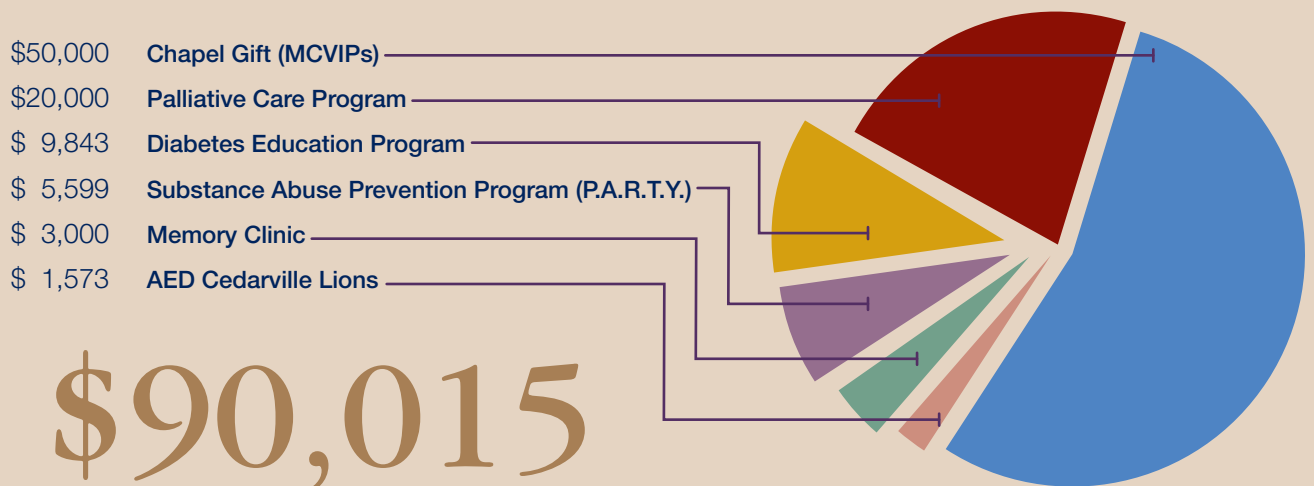
MCVIPs are always looking to welcome members to our team! Volunteers use their time and talent to:

- escort/direct patients and guests
- provide clerical support
- serve on the cookie crew
- staff Prairie Stone Gifts

To learn more about these and other fun, fulfilling opportunities, call Monroe Clinic Volunteer Services at 608-324-1569.

2012 Foundation Financial Summary

Monroe Clinic & Hospital Foundation was instrumental in raising \$338,404 in community contributions in 2012. These contributions provided grants to help support various programs and to increase the foundation's endowment for use in future years. Programs provided with grants in 2012 include:



\$90,015
Total Grants

VISION FOUNDERS SOCIETY MEMBERS

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

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

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James Zentner Estate

Accuracy is important to us. Please report updates to 608-324-1264.



Just Ducky!

Try Your Luck With The Pluck

Last year's Duck Pluck was a great success, thanks to the generosity of many! We sold all 438 ducks and raised \$17,520. The Foundation is planning a Duck Pluck again this year, and we'd love for you to join us for a fun evening with dinner by Chef Sarah Jarrett and a chance at cash prizes. Details are as follows:

- 600 ducks will be sold
- Prices are: \$40 per duck, \$100 for duck and dinner or \$75 for dinner only
- If your duck is "plucked" you could win \$5,000, \$2,500 or \$500
- Ducks will be "plucked" on Tuesday, August 6 at the Monroe Country Club during the Monroe Clinic & Hospital Foundation's 8th Annual Golf Outing and Dinner with the Ducks
- To adopt a duck or register for golf and/or dinner call 608-324-1266

Congratulations to Last Year's Duck Pluck Winners!

\$5,000 PRIZE:

Mike Greenfield

\$2,500 PRIZE:

Gary Nygaard

\$500 PRIZE:

Sherry Anderegg



Event Calendar

Dinner and a "Little Golf"

Tuesday, June 11, 5 - 8 p.m.
The New Glarus Hotel & Chalet Landhaus. \$75.
Register at 608-324-2868 or monroeclinic.org

The Aging Eye

presented by Dr. Doug Shearer,
Tuesday, July 2, 1:30 p.m.
Twining Valley, Monroe. Free.
Register at 877-865-1462 or monroeclinic.org

Family Birth & Women's Center Tours

Tuesday, July 9, 6 - 6:30 p.m.
Wednesday, July 17, 1 - 1:30 p.m.
Tuesday, Aug. 13, 6 - 6:30 p.m.
Wednesday, Aug. 21, 1 - 1:30 p.m.
Thursday, Aug. 29, 3 - 5 p.m. Free.
Meet in hospital lobby. Free.
Register at 800-337-0785 or monroeclinic.org

Pre-Participation Sports Screening

Tuesday, July 23, 2 - 4:30 p.m.
Monroe Clinic-Albany. \$20.
Register at 608-862-1616
Wednesday, July 24, 5:30 - 7:30 p.m.
Orangeville High School. \$20.
No registration required.
Thursday, July 25, 2 - 4:30 p.m.
Monroe Clinic-Blanchardville.
\$20. Register at 608-523-4261
Thursday, July 25, 3 - 5 p.m.
Monroe Clinic-Freeport Clinic.
\$20. Register at 815-235-1406
Wednesday, July 31, 1:30 - 4:30 p.m.
Monroe Clinic-Lena. \$20.
Register at 815-369-4541
Monday, Aug. 5, 4:30 - 5:30 p.m.
Monroe Clinic-Family Practice.
\$20. Register at 608-324-2600

Women's Midlife Health HealthAdvantage

by Dr. Keith Martin, Monday, July 29, 6 p.m.
Freeport Public Library. Free. Register at
877-865-1462 or monroeclinic.org.

Big Brothers & Sisters/Sibling Preparation Class

Tuesday, Aug. 6, 6 - 7:30 p.m.
Monroe Clinic, Founders Hall,
clinic, lower level. Free. Register at
800-337-0785 or monroeclinic.org

Foundation Golf Outing and Dinner with the Ducks

Tuesday, Aug. 6, starting at 10:30 a.m.
Monroe Country Club. Call 608-324-1264
for details or to become a sponsor

Caregivers Support Group

Thursday, Aug. 8, 6 - 7:30 p.m.
Café room 3, hospital, 2nd floor. Free.