

# HealthSmart

Published June 2012



Hospitality for  
Your Health

Help During Life's  
Sudden Turns

The Joy of Giving

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### BRINGING MISSION TO LIFE

#### Leadership Letter

In this 2011 Mission Report, we invite you to reflect on the past year and learn more about how Monroe Clinic, as a sponsored ministry of the Congregation of Sisters of St. Agnes, is bringing the best in health care to our communities. Here are just a few highlights:

- We fully integrated our electronic medical record system in the hospital, making us one of the most “wired” health systems in the country.
- Our quality results continue to be very strong, allowing our patients to choose us with confidence.
- We have provided more than \$23 million in community benefit services to the region.
- For the seventh consecutive year, we were listed as one of the nation’s Top 100 Integrated Health Networks by IMS Analytics.
- Ten physicians joined our team, bringing new skills and talents to our healthcare ministry, and staffing changes brought 35 new jobs to the community.
- We continue to integrate “lean” thinking into our daily work, as we better understand concepts that allow us to do our job more efficiently.
- Our collective vision became a reality after years of planning and work, and the new Monroe Clinic Hospital opened on schedule this spring.

In health care, we talk a lot about technologies, facilities and services. These things are indisputably important tools, but good health care will always come down to good people—a supportive community, passionate caregivers and patients who trust us with their families’ health. Thank you for helping bring our mission to life.

Take Good Care,

David Deininger  
**CHAIRPERSON,  
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# Transforming Care at the *Bedside* (TCAB)

## Hospitality for Your Health

Monroe Clinic's TCAB initiative was launched in March 2011 with grant support from the Robert Wood Johnson Foundation and Institute for Healthcare Improvement.

TCAB's success is driven by the "front-line staff." Since nurses are at the bedside day and night, they are the best patient advocates for improving care.



### Goals:

- increase time nurses spend with patients at their bedside
- enhance quality, reliability and safety of patient care
- support patient-centered care
- improve staff retention and workforce vitality

### Patients may notice:

- hourly visits from staff to ensure patient's comfort and well-being
- "badge buddies" with large print "RN" identification, so registered nurses are easy to spot at a glance
- calming, lavender-scented washcloth delivered at bedtime

Next time you or your loved one is hospitalized, ask your nurse about the latest TCAB project and offer your feedback—we'd love to hear your thoughts!

## 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](http://hospitalcompare.hhs.gov) and [qualitycheck.org](http://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	97%	96%	96%	97%	96%	98%	97%	97%	98%	97%	98%	98%
Pneumonia	6	98%	96%	96%	98%	94%	98%	96%	95%	98%	98%	92%	94%
Heart Failure	2	100%	97%	97%	97%	96%	98%	97%	98%	100%	99%	100%	97%
Patient Satisfaction	10	72%	71%	74%	71%	73%	77%	67%	69%	66%	67%	69%	71%
Average Score		92%	90%	91%	91%	90%	93%	89%	90%	91%	90%	90%	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 2010 - June 2011 and is the most recent data available.

## 2011 Mission Days Celebration



# Caring *Beyond* Our Doors

Each fall, Monroe Clinic joins other CSA-sponsored ministries to celebrate Mission Days. This annual event inspires employees throughout the year to take their giving spirit on the road by helping our communities, caring for the land and celebrating diversity.

### COUNTING OUR BLESSINGS

On March 23, 2012, Bishop Robert C. Morlino blessed Monroe Clinic Hospital's chapel altar. The Bishop's visit concluded with the Diocese of Madison's gift of the beloved late Monsignor Thomas Campion's home to Monroe Clinic. Earlier that month, Father Larry Bakke, accompanied by Father Mike Klarer, of St. Clare of Assisi Parish, blessed individual patient rooms and departments.



**HELPING MOBILE FOOD PANTY:** Monroe Clinic employees volunteered at Monroe's St. Vincent de Paul Mobile Food Pantry to distribute goods to 134 families in February and 179 families in April.

**EMBRACING DIVERSITY:** During Mission Days, employees marked their birth place on an oversized world map. Other speaking events and ceremonies promoted awareness of our global community and celebrated cultural variety.

**CLEANING UP:** Employees rolled up their sleeves to pick up litter along Highway 69 South, which is a long running tradition for Monroe Clinic employees as part of the Adopt-A-Highway program.

**SPREADING CHEER:** Approximately 200 generous employees helped brighten Christmas for Stephenson County families in need, as a jam-packed Monroe Clinic van delivered donated gifts to the Stephenson County Human Services staff for distribution.

## "It was life changing"

### Monroe Clinic Offers Custom Fit Knee Replacement Technology

Freeport resident, Dennis Randecker, counts on his knees to carry him through his day, whether he's getting in and out of the ready mix truck he drives, washing it or climbing its ladder. He enjoyed his job, but his worn knee joints did not. Last fall, Orthopaedic Surgeon Lance Sathoff, MD, replaced both knees, using new custom-fit technology for optimal implant size and placement.

"A three-dimensional model was built based on detailed images of his knee, which guided the implant size and precise surgical positioning," explained Dr. Sathoff, who has performed hundreds of full and partial knee replacements since 1998. He began offering the new custom fit technology in the fall of 2011. "This provides the most natural fit, as it is truly tailored to each patient's own joint."

"I could tell there was a difference in my knees immediately after the surgery. It felt a lot more solid," said Dennis, who is back to work and happy to have found the care he needed from a physician and healthcare team he knows and trusts. "It was life changing."



Learn more from Dr. Sathoff about Triathlon Custom Fit Knee with ShapeMatch® Technology by watching the webcast at [monroeclinic.org/orthopaedics](http://monroeclinic.org/orthopaedics)

# Building a Partnership

## 20<sup>th</sup> Anniversary

of Monroe Clinic and St. Clare Hospital Merger



It wasn't so long ago when a different construction project and shared mission of care brought Monroe Clinic and St. Clare Hospital together.

"It was time for a new facility, and we were looking at our options," recalled Bruce Duemler, MD. Dr. Duemler, a Monroe Clinic pediatrician, served on the clinical executive committee.

At the time, Monroe Clinic was housed on the square in what is now the Monroe Public Library.

In 1992, the physicians joined forces with the Congregation of Sisters of St. Agnes (CSA) and their sponsored ministry, St. Clare Hospital. The two organizations became Monroe Clinic, and a new clinic was built adjacent to the hospital and joined by a skywalk.

At the time of the merger, James Davidson, MD, Rheumatologist, served as President of Monroe Clinic.

"This partnership allowed for the growth and efficient care delivery that both entities wanted to see for the community. Had it not occurred, there would have been considerable downsizing of services, as we would have been in competition to keep our services available," said Dr. Davidson.

More than 20 years ago, Dr. Davidson offered a similar statement to The Monroe Evening Times, saying, "This

collaboration will strengthen the medical and surgical services offered to our patients and enhance our ability to recruit new physicians to Monroe."

Ron Spielman served as board chairperson of Monroe Clinic shortly after the merger, having already served eight years on the St. Clare Hospital Board. In recalling the experience, he agrees the merger helped Monroe Clinic better serve its Illinois and Wisconsin communities.

He pointed to the influence of Monroe Clinic's mission, specifically citing how CSA provided encouragement, leadership and prayer during the development and growth of the integrated organization over the last 20 years.

"Combining the two organizations required the dedicated local involvement of medical, administrative and volunteer leaders with a shared focus on an improved quality of life for patients and employees," he said. "Monroe Clinic has flourished because of a united culture driven by mission and focused on building healthy communities."

### VALUES:

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

### VISION:

Exceptional health care.  
An exceptional experience.

### MISSION:

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

# Help During Life's *Sudden Turns*

## Carolyn's Story

Last year, Carolyn found herself in the middle of an overwhelming and unexpected health crisis, needing an emergency spleen removal. One day after returning home from her hospital stay, she lost her insurance coverage. While her previous care was covered, follow-up care and treatment for complications were not.

At the time, she was unemployed and her husband was a disabled veteran. She was ineligible for state assistance and with her health problems, and there were no affordable private insurance options.

"I have worked my whole life and always had coverage before, but now I found I was one of those people who fell through the cracks," Carolyn said.

As she arrived for her appointment for follow-up care, she informed the office assistant she was no longer insured.

"I started getting teary-eyed," Carolyn recalls.

Much to her relief, Carrie Peterson, the office assistant, told her about Monroe Clinic's Community Care program.

"Carrie was so kind, and Laurie Seffrood, Monroe Clinic's patient financial counselor, was so helpful," said Carolyn. "I was wondering, 'Are we going to lose our home?' before learning about the Community Care program, but Monroe Clinic has been wonderful."

Carolyn has continued to receive follow-up care from her primary care physician, and she has also required hospital stays. She still has not received a bill, though she knows if she does in the future, it will be reduced and can be paid in affordable installments. In addition to the financial assistance, Carolyn is especially grateful for the compassion and respect offered to her by Monroe Clinic's medical team and support staff.

"Every time I visit Monroe Clinic, never once did anyone bring anything up about my coverage problems. I never felt like a 'charity case.' They never once made me feel stressed about that. Not once. They were always only focused on my health."



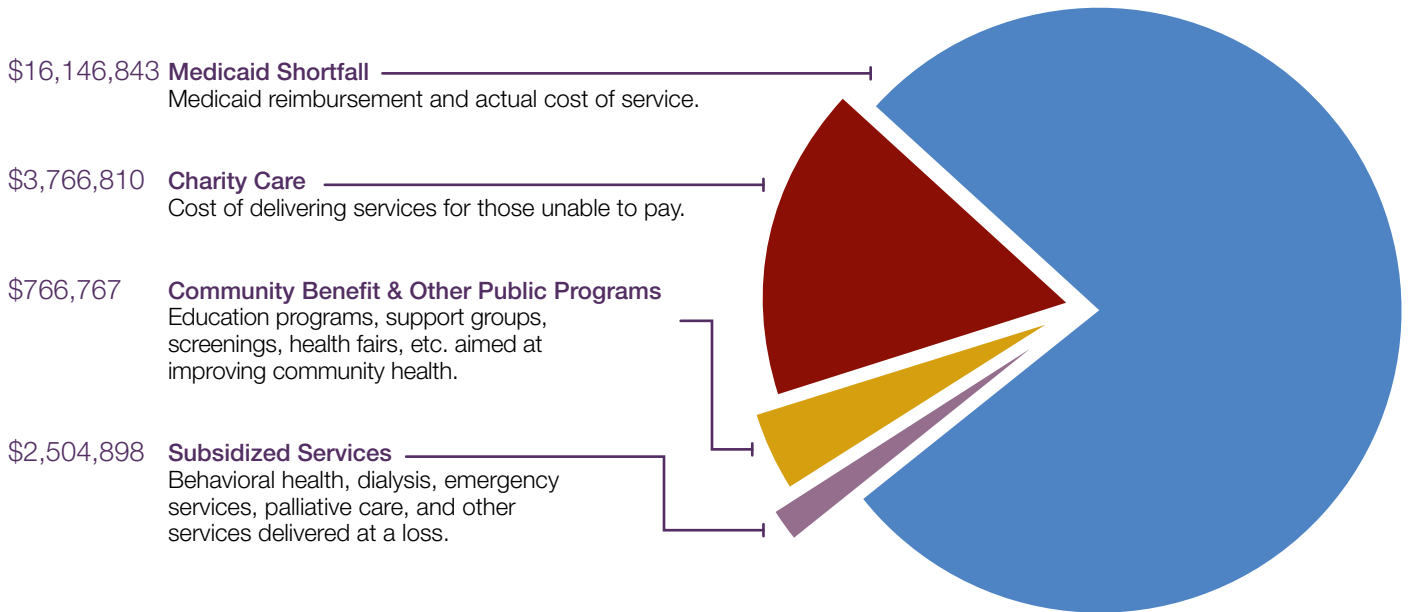
### First ED Patient

At only 16-months-old, Xavier Abel was the first patient at the new emergency department, so it was only fitting the tyke received the red carpet treatment. His mother, Katrina Charles of Brodhead, came to the new facility just as staff members uncovered the signs. Once Xavier was feeling better after a bout with croup, the ED team cheered him with a monkey puppet from the gift shop, and took his picture, so they could always remember their first patient.



# 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 2011.



## \$23,185,318 Total Community Benefit

## 2011 Financial Summary

The table below summarizes our charges, deductions and expenses for 2011 as well as funds available at the end of the year to help us maintain and grow our services.

<b>Payments for Services Provided</b>	
Reimbursed charges for services provided.	\$153,043,919
<b>Total Costs to Provide Services:</b>	
Salaries	\$71,666,493
Benefits	\$18,479,267
Supplies, insurance, utilities, etc.	\$51,743,005
Write-offs for non-payment of charges	\$5,667,092
Total cost to care for patients:	\$147,555,857
<b>Funds Available for New Programs, Equipment and Facilities:</b>	
Payments received, less cost to provide services.	\$5,488,062

## **MONROE CLINIC AND HOSPITAL FOUNDATION BOARD OF DIRECTORS**

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## **THE JOY OF GIVING**

### **Letter from the Foundation**

If you've toured the new Monroe Clinic Hospital, perhaps you've noticed something very special resides within its walls. This remarkable thing is both grand and humble. Subtle, yet inspiring. It can be found along the hallways, in patient rooms, throughout the chapel or around the gift shop. It is the joy of giving.

The joy of giving is fuel for the spirit, transforming givers into receivers, and receivers into givers. In the following pages, you will read how the joy of giving has touched the lives of others. You'll see how your generosity supports skilled and compassionate medical care close to home, so loved ones can spend less time traveling and more time getting the help they need.

Our donors are often also our patients. In both roles, your trust and support of Monroe Clinic's mission helps ensure our services remain available and accessible to all who need them, today and down the road.

Once you've experienced the joy of giving, you understand that nurturing the spirit is as important as nurturing the body. As a CSA-sponsored ministry, Monroe Clinic provides physical and spiritual support through open doors, caring for the unique needs of people from all backgrounds and walks of faith.

Thank you for sharing the joy of giving with us,

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

Tracey Pederson,  
**EXECUTIVE DIRECTOR**



# MCVIPs Raise Funds for New Chapel

**Monroe Clinic Volunteers In Partnership (MCVIPs) have generously pledged to raise \$250,000 over the next five years.**

While built in the tradition of the Catholic faith, the new chapel was designed to embrace visitors of all spiritual walks, while offering a restful place for prayer and meditation.

This significant contribution is made possible through financial generosity and countless hours of selfless volunteerism. Because of the ongoing efforts of our MCVIPs, all Monroe Clinic guests can experience the chapel's unique offerings, including calming outdoor views with direct access to the rooftop garden.

Thank you, MCVIPs!



## Your *Generosity* in Action

### Monroe Clinic Memory Clinic

By supporting Monroe Clinic and Hospital Foundation, you also support the development and continuation of subsidized programs, such as Palliative Care and Hospice, which Monroe Clinic offers at a financial loss to patients regardless of their ability to pay. The development of the Monroe Clinic Memory Clinic will soon be the newest of these special services, tending to the complex and multi-layered needs of patients and families facing memory loss and Alzheimer's.

"The comprehensive approach of Monroe Clinic's Memory Clinic sets it apart from other programs in this field. The focus is not on the diagnosis, but rather on offering people continued support and useful tools to minimize their fears of the diagnosis and help them to live life to the fullest," said Geriatric Medicine Specialist, Vincent Lee, MD.

## Heart-to-Heart Help for our Tiniest Patients

Thanks to your generosity, the foundation's 2011 golf outing raised \$54,000. Proceeds from this event were used to purchase the fetal telemetry monitoring system for the new Family Birth & Women's Center, allowing expectant moms more freedom to move around during labor while keeping watch over the baby's heartbeat. Before, fetal heart monitoring restricted moms movements to the bed.



## The Gift of Time “Why I Give”



“I’ve seen the impact of community service throughout my life, from my time in the army to my career where I partnered with Green County EMS Commission, Green County Fire Departments and Green County Law Enforcement Agencies. I’m retired now,

but I love volunteering, because I get to greet and guide Monroe Clinic visitors, many of whom I’ve known for years. I also enjoy meeting new faces.”

~Keith Ingwell, clinic greeter and volunteer of over 400 hours

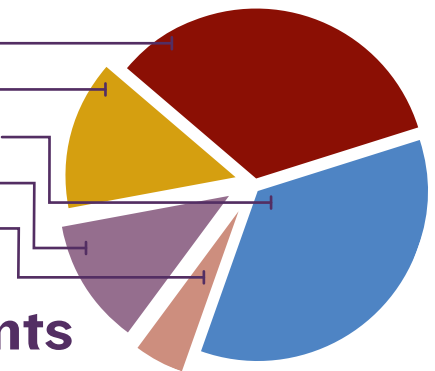
To learn more about becoming a **volunteer**, call **608-324-1569**.

## 2011 Foundation Financial Summary

The Monroe Clinic and Hospital Foundation was instrumental in raising \$235,154 in community contributions in 2011. 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 2011 include:

\$30,060	Palliative Care Program
\$12,242	Diabetes Education Program
\$29,093	Family Birth & Women’s Center – fetal telemetry system
\$10,000	Homelessness Prevention Program
\$4,066	Substance Abuse Prevention Program (P.A.R.T.Y.)

**\$85,461 Total Grants**



*Save the Date*

**June 26**

Monroe Clinic Hospice

**DINNER AND A “LITTLE GOLF”**

**MINIATURE GOLF** from 5-6:30 pm

**DINNER WITH AUCTION** at 7 pm

**August 7**

Monroe Clinic and Hospital Foundation

**GOLF OUTING AND**

**DINNER WITH THE DUCKS**

For more **information**,  
call **608-324-2868**

## The *Art* of Healing Painting a Healthier Tomorrow

In partnership with Monroe Arts Center, we are pleased to offer rotating art exhibits on each floor of Monroe Clinic Hospital. While offering patients, staff and visitors a unique visual experience, this showcase also brings local artists and community closer together. This exhibit is displayed in the hospital in addition to Monroe Clinic’s own permanent collection of more than 200 original art pieces.

All rotating pieces are available for purchase. Ten percent of the art sale proceeds is donated to the Monroe Clinic and Hospital Foundation to assist with the ongoing support of the “Art of Healing” program.

## 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  
Drs. Paul & Tracy Bekx  
Steve & Kim Borowski  
Michael & Christine Boyce  
William "Skip" Brennan

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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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Jerry Zoloto  
Erwin & Kay Zweifel





**YOU'LL ALMOST FORGET  
YOU'RE IN A HOSPITAL.**

*Which is not a bad thing.*

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See how a surprising level of service, care and commitment to comfort has led Monroe Clinic Hospital to one of the highest overall rankings for quality and patient satisfaction among all hospitals in the region. Visit the new Monroe Clinic Hospital or [monroeclinic.org](http://monroeclinic.org) to learn more.

**OPEN NOW!**

THE HOSPITAL BUILT AROUND YOU.



Sponsored by the Congregation of Sisters of St. Agnes