

(inner)Views

WINTER 2009

Crafting our Culture of Patient Safety

Late last summer, Wheaton Franciscan Healthcare's Patient Safety Council invited associates across the System to participate in a Culture of Patient Safety survey. Approximately 3,700 associates took part, representing Wheaton Franciscan Healthcare acute care hospitals and the Medical Group in Southeast Wisconsin, Wheaton hospitals and Covenant Clinic in Iowa, and Marianjoy in Illinois.

"The survey was part of our strategy to improve clinical processes and outcomes through the use of a clinical performance excellence framework," says Kathy Hermansen, Vice President, Clinical Performance Excellence. "One of the action steps of this strategy is to develop our culture of patient safety."



What is a culture of patient safety?

"A culture of patient safety is essential to improving patient safety in a health care organization," explains Hermansen. "It consists of an environment where associates are encouraged to look for and correct possible risks to patients, and feel safe reporting patient safety concerns or occurrences without fear of being blamed or punished. Leadership commitment is critical, both in developing and supporting a culture of patient safety."

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System Highlights

Reducing uncollected revenues
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Mission

Wheaton Franciscan Healthcare is committed to living out the healing ministry of Jesus by providing exceptional and compassionate health care service that promotes the dignity and well being of the people we serve.

Dear friends...



Meeting the needs of the times in times like these is unquestionably a great challenge. We can draw inspiration, however, from our own history: if a handful of Sisters in the 1870s with nothing to their names but a whole

lot of faith can build a System like Wheaton Franciscan Healthcare, we of all people should know that anything is possible with God.

Perhaps some find solace in the knowledge that we are not alone in our challenges as no industry has been left untouched by the nationwide economic downturn. But the nature of this recession also means that difficulties in other sectors affect us as well. Rising unemployment, for example, is leading to more patients going without insurance just as health care systems are struggling with uncollected revenues, rising charity care costs, and insufficient Medicaid reimbursement. This is especially true for systems like Wheaton Franciscan Healthcare who serve a larger share of low-income individuals.

Through it all, however, our eyes remain fixed on maintaining clinical excellence and strengthening our financial viability in order to sustain our Mission.

In this issue of *innerViews* you can read about the outstanding progress made in our Clinical Performance Excellence strategy toward fostering a culture of patient safety. On page four we describe our efforts to minimize uncollected revenues and accelerate collection processes. And page eight details the cost-savings resulting from the work of our Environmental Stewardship Leadership team.

Additional bright spots on the horizon include our association with Wellspring Partners, an outside industry expert, to help bring a national best-practices perspective to our future strategies. And in Wisconsin we are actively lobbying for passage of the state Hospital Assessment which would substantially increase federal Medicaid reimbursements to Wisconsin hospitals.

Committed to living out the healing ministry of Jesus, our Mission will prevail. We have profound incentive to weather this storm and continue the Sisters' legacy, whatever needs the times may bring.

Sincerely,

A handwritten signature in cursive script that reads "John D. Oliverio". The ink is dark and the signature is fluid and legible.

John Oliverio
President and Chief Executive Officer

A Word From Our Sponsors



As sponsors, the Wheaton Franciscan Sisters and their co-sponsors, the Felician Sisters, have the obligation to ensure the ministries of Wheaton Franciscan Healthcare remain true to our Mission of the healing ministry of

Jesus and continually demonstrate fidelity to our Catholic identity. We do this by maintaining both influence and control over our ministries. One of the ways we assess how the Mission is lived out in the ministry is through Sponsor visits to each region annually.

Using the Mission Integration policy as a guide, all regions develop Mission integration plans addressing how they will further Mission integration. It is the responsibility of the regional senior management teams in conjunction with System Mission Services staff to develop processes for the implementation of the plan within each organization in the region.

In these times of economic downturn affecting all of us and our System, we want all of our associates to know that they are held in our hearts and our prayers as the transformation of our ministry continues to evolve.

At each regional visit, the Sponsors are interested in hearing about the activities that foster the integration of Mission, Vision, and Values. We hear many stories of healing, touching lives and meeting needs that demonstrate the development of communities of service where there is not only care for patients and residents but for each other. All the stories about compassion, human touch, God's touch, really touch our hearts.

In these times of economic downturn affecting all of us and our System, we want all of our associates to know that they are held in our hearts and our prayers as the transformation of our ministry continues to evolve.

Sister Mary Beth Glueckstein

Sister Mary Beth Glueckstein, OSF
Chair, Sponsor Member Board

Left to right: Sr. Jane Madejczyk, OSF; Kathleen Buchman; and Sr. Sheila Kinsey, OSF of the Sponsor Member Board listen to System presentations during a 2008 Sponsor visit.



The other side of patient care

Financial viability is about more than money

“Mercy without justice is the mother of dissolution.”
- St. Thomas Aquinas

Wheaton Franciscan Healthcare’s commitment to the communities we serve cannot be questioned. According to our 2008 annual report, the System contributed approximately \$180.5 million to our communities including charity care, unreimbursed costs of treating Medicaid patients, and other health services. Sustaining this level of giving is not easy, particularly in perilous economic times. Nonetheless it is part of our Mission as well as our status as a not-for-profit organization. We do so willingly.

Last year, however, Wheaton Franciscan Healthcare in Southeast Wisconsin wrote off an additional \$26 million of our \$78 million in uncollected revenue because of patients *with insurance* who did not pay. This reality is the catalyst of an initiative led by Coreen Dicus-Johnson, Senior Vice President, Payer Contracting and Revenue Operations, to reduce our amount of uncollected revenues.

Dicus-Johnson and her Revenue Cycle associates, with the support of the Operational Excellence team, have made significant progress in identifying and correcting operational practices contributing to the problem. But the greatest barrier to its resolution may be cultural.

“Many are uncomfortable discussing the financial obligations of health care delivery,” says Dicus-Johnson. “Some believe that trying to get patients to pay for services is inconsistent with our Mission. It’s not. It’s in how we go about working with the patient to make payments where our Values come into play.”

In this way, Dicus-Johnson believes, all associates can play a role in improving revenue collections and reducing the amount that goes unpaid.

“We need to bring some rationality to the process,” she explains. “Too often we provide care to patients without regard to how or if we will receive payment. Many think this is what we mean by ‘compassionate care.’ But failing to inform patients of their financial responsibilities and options sometimes results in their being caught unprepared for expenses they owe, or ultimately - if they are unable to pay – the costs are transferred to other patients. That’s hardly compassionate.”

Dicus-Johnson seeks to expand the care delivery paradigm beyond one focused solely on treating the patient’s physical condition, to a more comprehensive approach encompassing the entire health care cycle, scheduling through billing.

She calls it patient financial care. “It’s just another way we care for our patients.” The key is communication and education. “Just as we walk patients through expectations and options with their clinical diagnoses, we need to do the same regarding the financial aspects of their care.”

Specific efforts underway in Southeast Wisconsin include:

- 1. Inpatient financial education and out-of-pocket collections –** Patients’ expected obligations will be discussed during their stay, and we are making a concerted effort to collect that portion prior to discharge.
- 2. Emergency Department co-pay collections –** Registration and collection of co-payments will occur following the Medical Screening Exam.
- 3. Collection of previous balances and uninsured counseling on pre-scheduled outpatient services –** Uninsured patients and patients with outstanding balances will speak with financial counselors regarding payment options. Payment will be secured or payment arrangements made prior to scheduling outpatient services.
- 4. Pay periods have been extended –** Patients are being given more time to pay before their account balance is turned over to an outside collection agency.

Continued on page 6

The goal is to enhance the processes by which true risks to patient safety are identified, assessed, and mitigated.

Necessary for achieving this goal are the following:

- Effective and timely procedures put in place to reduce safety risks
- Participation of all associates
- Communication and team work
- Encouraging patients and their families to speak frankly about safety concerns
- Integration of National Patient Safety Goals into daily work
- Continual review and application of patient safety best practices as appropriate

“Everyone can impact patient safety,” adds Hermansen, “no matter what department they work in or what job they have.”

Why a culture of patient safety survey?

“The survey was a starting point,” says Hermansen. “We needed to assess where we were at in terms of the current status of our safety culture. We also sought data to establish a baseline by which to measure future progress. And with the results, we wanted to identify opportunities for improvement to guide future patient safety efforts.”

A nationally recognized survey tool from the Agency for Healthcare Research and Quality (AHRQ) was utilized in developing Wheaton Franciscan’s culture of patient safety survey. This allowed access to the AHRQ’s database of information from more than 160,000 respondents

at 519 participating hospitals for benchmarking.

The resulting survey asked questions around 12 patient safety areas of focus:

1. Teamwork within units
2. Supervisor/ manager expectations and actions promoting patient safety
3. Management support for patient safety
4. Organizational learning – continuous improvement
5. Feedback and communication about error
6. Communication openness
7. Frequency of events reported
8. Teamwork across units
9. Overall perceptions of patient safety
10. Staffing
11. Handoffs and transitions
12. Non-punitive response to error

Systemwide strengths revealed by the survey included communication openness, teamwork within units, and frequency of events reported. Opportunities for improvement identified were handoffs and transitions, non-punitive responses to error, and organizational learning and continuous improvement.

More detailed analysis of these results has been presented at various system meetings including the WFH Clinical Performance Excellence Team, System Leadership Conference, and site-based Quality Councils and Patient Safety Teams.

“We’ve developed both systemwide and site-based action plans to address areas of opportunity identified by associates,” says

Hermansen. “Areas of focus will include leader and associate education, review of error reporting processes to ensure they are non-punitive, as well as incorporating greater patient safety awareness into leader rounding.”

Further implementation of recommendations will continue into fiscal 2010 and 2011. But, as Hermansen points out, maintaining a culture of patient safety is a continuous process.

“This isn’t something we just implement once and then we’re done,” says Hermansen. “Patient safety is a mindset; a day-to-day way of working whether you’re alone, with patients, or other associates. That’s why we call it a ‘culture.’”

The Wheaton Franciscan Healthcare Patient Safety Council

- Denise Block** - Infection Control / Quality Coordinator, WFH-Franklin
- Tracy Dorlack** – Director, Quality Management, WFMG
- Katherine Hermansen** - Vice President, Clinical Performance Excellence
- Kari Kemmer** – Director, Quality and Clinical Process Improvement, WFH-Iowa
- Kenneth Morris** – Director, Quality Management, WFH Laboratory
- Ismene Munch** – Director of Quality, Accreditation, and Safety, Marianjoy
- Susan Peterson** – Director, Quality Improvement, The Wisconsin Heart Hospital and WFH- Elmbrook Memorial
- Debra Rickaby** – Director, Quality Improvement, WFH-St. Francis
- Barbara Rogness** – Director of Quality Improvement, WFH-St. Joseph
- Lynn Schuster** – Vice President, Clinical Risk Management
- Sheryl Scott** – Educator, Patient Safety, WFH-St. Joseph
- Patti Vail** - Director, Clinical Risk Management, WFH-St. Joseph

5. **Pre-service collection on elective and non-emergent services** – Authorized, elective, and non-emergent services with known out-of-pocket obligations will be collected prior to service, or payment plans with a good faith payment will be arranged.

6. **Co-pay and outstanding balance collection on Wheaton Franciscan Medical Group patients prior to service** – Patients pre-registering or presenting for appointments in our Medical Group offices will be expected to pay outstanding balances prior to their appointment as well as co-payment obligations before or at the time of service.

“Some believe that trying to get patients to pay for services is inconsistent with our Mission. It’s not. It’s in how we go about working with the patient to make payments where our Values come into play.”

- Coreen Dicus-Johnson

minimizing uncollected revenues. Confirming patient’s benefits and identifying the payer’s precertification requirements prior to or at admission are the first steps in assuring proper payment later on. As patients move through rehabilitation treatment, compliance with PPO, HMO, and other payer’s policies is also necessary in addition to proper documentation. With other planned collection policies and strategies, over the last year Marianjoy has reduced revenue days outstanding, an important financial benchmark, to 53 from a high of 60.

Indeed fiscally responsible measures such as these are called for not only by current economic conditions, but by our Value of Stewardship, our strategic goal of financial viability,

Dicus-Johnson is optimistic about the impact of these measures. “These new processes have the potential to significantly reduce our expenses and improve revenue for the System.” In fact, to date they have resulted in improved upfront collections of 37% since measuring began in January 2008. December 2008 was a record collection month with almost \$1 million in upfront collections.

and our duty to economic justice, ensuring the just collection and distribution of vital resources in the many communities we serve.

The issue is not exclusive to Southeast Wisconsin. In Iowa, 60% of uncollected revenues - \$8 million out of a total \$13.4 million - are owed by patients with insurance. Mitigation efforts include point of service collection, pre-service collection on scheduled hospital services, and focus on high balance and past-due accounts in the Clinic setting, with referrals to financial counselors for resolution.

“This comprehensive compassionate approach through the entire health care cycle is how we can truly distinguish ourselves in the market,” says Dicus-Johnson. “Personally, I can’t think of a more Mission-driven way to provide care for our patients.”

Marianjoy has managed the situation with proactive operational procedures for assuring ultimate success in collections and

Do your part to help

- As associates who access our services, we have the responsibility to pay our out-of-pocket costs promptly or make payment arrangements as appropriate.
- Be proactive in helping patients understand the financial aspects of their care.

MEASURES OF OUR MISSION

Wheaton Franciscan Healthcare helps curb infant mortality rate

A partnership between Wheaton Franciscan Healthcare – St. Joseph and the City of Milwaukee Health Department is working to help save the lives of babies.

Wheaton Franciscan Healthcare's Mission is to live out the healing ministry of Jesus by providing exceptional and compassionate health care service that promotes the dignity and well being of the people we serve. Beyond providing excellent care and service, our Mission calls us to address the needs of our communities, especially those of the poor. Here is one example of associates living out our Mission in the communities we serve.

City health officials said the number of children who died before their first birthday declined from 140 in 2006 to 111 in 2007. The 20% decrease is attributed largely to a reduction in deaths caused by complications of prematurity.

At a recent press conference held at St. Joseph, Milwaukee Mayor, Tom Barrett, and Commissioner of Health, Bevan Baker, credited Wheaton Franciscan Healthcare's efforts with helping to reduce the infant mortality rate in Milwaukee. They praised the work of our nationally acclaimed neonatal intensive care unit (NICU) at St. Joseph and the hospital's Baby Safe Sleep program.

The Baby Safe Sleep Program began at St. Joseph in 2004 in an effort to reduce Sudden Infant

Death Syndrome (SIDS) caused by unsafe sleeping habits.

"The nurses educate parents about Safe Sleep for Babies throughout their hospital stay," said Jackie Sevallius, MSN, RNC Patient Care Supervisor at St. Joseph's NICU.

"We discuss the need for each baby to have their own separate sleep space, placing babies on their backs to sleep with a pacifier, and the use of blanket sleepers (Halo Sacks) rather than loose blankets which may cover the baby's face during sleep."

The nurse or social worker assesses each family's needs and if parents do not have a separate sleep space for baby, they are given a Pac & Play crib.

In 2008, we supplied 185 families with Pac & Plays. The Baby Safe Sleep Program grows with every year.



Left to right—Jackie Sevallius, MSN, RNC, Patient Care Supervisor, at the WFH- St. Joseph NICU with Milwaukee Alderman Mike Murphy, Mayor, Tom Barrett, and Commissioner of Health, Bevan Baker during the WFH-St. Joseph press conference.

Environmental Stewardship team marks progress so far, charts course ahead

Wheaton Franciscan Healthcare's Environmental Stewardship Leaders (ESLs) came from all corners of the System last November to gather in Milwaukee, review their successes thus far, and map out future Wheaton Franciscan Healthcare stewardship initiatives.



Terry McGuire, Senior Vice President of Mission Services, leading the ESL team meeting in November

Leading the meeting was the team's Executive Sponsor, Terry McGuire, Senior Vice President of Mission Services.

Noted among the team's successes were the significant

savings brought to the System through their leadership and associate support. Aggregate data compiled found that since its creation in 2005, the Environmental Stewardship Leadership team has produced systemwide savings of approximately \$926,205 through recycling and reusing, \$954,761 through reductions in the amount of regulated medical waste produced, and \$1,085,164 through reductions in the amount of solid waste produced.

These savings were bolstered by three significant systemwide environmental policies put in place in 2008. Our Environmentally Preferable Purchasing policy calls for System purchases of products that are biodegradable, contain less toxic and hazardous chemicals, do not contain mercury, promote good indoor air quality, and can be re-used or recycled to minimize waste. The Mercury Management policy reinforces the need to limit the purchase of items containing mercury. And our Re-deployment policy re-purposes used medical equipment and surplus supplies to developing countries in need of medical resources.

A highlight of the meeting was a detailed review of the green construction practices implemented in the

building of our hospital in Franklin, Wisconsin, built according to The Green Guide for Healthcare standard. Sustainable features incorporated into the facility's design included energy efficiency and water conservation, accommodation of the existing site's natural features, patient and staff access to daylight, building material selection for indoor air quality and sustainability, and a mechanical system design for indoor air quality.

All of these efforts combined resulted in Wheaton's receiving an unprecedented number of environmental stewardship awards in 2008 from Practice Greenhealth, the leading national recognition program for environmental stewardship in health care.

Discussion of future plans for the ESL team included implementation of the Pharmaceutical Waste Management program. This program is part of a nationwide effort to better manage the acquisition, handling, and disposal of pharmaceuticals in order to prevent their being discharged into local water supplies.

Concluding the meeting, representatives from Practice Greenhealth declared, "Leading health care organizations like Wheaton Franciscan are reaping concrete benefits from their well-developed environmental programs. Wheaton and others have emerged as change agents and healing forces in their communities on behalf of their patients, their staff, and the environment."



Sr. Sheila Kinsey, OSF, and John Lawson, Assistant Vice President, Materials Management at the November ESL meeting.

Iowa

Covenant Cancer Treatment Center receives three-year accreditation

Covenant Cancer Treatment Center was recognized by the American College of Surgeons Commission on Cancer (CoC) as an approved comprehensive cancer program, the only Cancer Treatment Center in the region to receive this special approval. Accreditation means the CoC recognizes the quality of comprehensive cancer care available at the designated treatment facility, and assures patients that quality care is available through innovative services and a multispecialty team approach which provides the best coordinated cancer care available.

Covenant Cardiology Continues To Grow

The Covenant Cardiology Program launched a refreshed advertising campaign in the Waterloo/Cedar Falls Courier. The campaign aims at raising awareness of the Cardiac CT studies now available at Covenant Medical Center.

Refreshed television and radio spots are also planned.



Sartori paramedics recognized as 2008 Career Service of the Year

The Iowa Emergency Medical Services Association recently presented Sartori Paramedics with the prestigious Career Service of the Year award.



Nominated for the award by the Parkersburg Ambulance team, Sartori Paramedics were recognized for going above and beyond the call of duty during recovery efforts after the devastating tornado that hit Parkersburg May 25, 2008.

Southeast Wisconsin

Lakeshore Manor Receives 5-Star Rating

Wheaton Franciscan Healthcare— Lakeshore Manor earned a top rating in a new five-star rating system unveiled by the Centers for Medicare & Medicaid Services (CMS). It was among the 12% of the nation's 16,000 nursing homes to receive the full five-star rating. Facilities are rated based on health inspection surveys, staffing information, and quality of care measures such as percentage of residents with pressure sores.



Wellness Recognition

The Wellness Council of Wisconsin, local affiliate of the Wellness Councils of America (WELCOA), presented Wheaton Franciscan Healthcare in Southeast Wisconsin the coveted Silver Well Workplace Award. This national award recognizes our organization's commitment to the health and well-being of our associates through quality in-house health and wellness promotion.

WFH - Elmbrook Memorial gets kudos from Joint Commission

Wheaton Franciscan Healthcare - Elmbrook Memorial staff, physicians, and volunteers completed a very successful Joint Commission Survey in November. In addition to receiving full accreditation, Joint Commission surveyors were very complimentary of the hospital and staff.

"Elmbrook Memorial is a wonderful hospital with dedicated health care professionals," surveyors said. "We felt such great energy and commitment to patient care from the staff we met and genuine compassion for the individuals they cared for."

First to offer Therapeutic Hypothermia in the field

Wheaton Franciscan Healthcare in Southeast Wisconsin will be the first to offer Induced Therapeutic Hypothermia, a life saving new therapy performed in the field, thanks to a \$10,000 grant from the Wheaton Franciscan Healthcare – All Saints Foundation. The grant enabled WFH to provide the Racine area EMS Group with powered coolers to store ice packs and cold IV bags paramedics can use to implement the therapy

“By inducing mild therapeutic hypothermia (32-34 degrees Celsius) for 12 to 24 hours in patients who are resuscitated from cardiac arrest, you can halt some brain injury, and patients are more likely to survive with intact neurological function,” explained Dr. Rommel Bote, an Emergency Physician at All Saints.

WFH- All Saints and WFH-St. Joseph achieve organ donation recognition

Wheaton Franciscan Healthcare-All Saints was recently awarded a medal of honor from the U.S. Department of Health and Human Services for increasing the hospital's organ donation rates. All Saints shares this recognition with WFH-St. Joseph as two of the 412 hospitals throughout the country and 15 hospitals in Wisconsin to achieve this honor.



Accepting the award on behalf of WFH-All Saints was Jo Ellen Gonzo and Janis Girmscheid, both registered nurses in the ICU . Also picture is Melissa Kerhin, Wisconsin Donor Network HD Coordinator.

Proud in Franklin

WFH-Franklin received an award from the South Suburban Chamber of Commerce for being a “Pride in Premises” organization finalist. The Chamber acknowledged WFH-Franklin’s dedication to preserving natural habitat during construction and using native plants for landscaping. Roberta Johnson, Vice President of Operations for the Central Market, accepted the award on behalf of the hospital.



Wheaton Franciscan Healthcare



For the eighth year in a row, Wheaton Franciscan Healthcare in Southeast Wisconsin has been recognized as one of the nation’s top 100 most efficient, best-performing health care networks by SDI (formerly Verispan),

the nation's premier integrated health network evaluation system.

The award is based on integration in areas such as managed care, information systems, and physician affiliations.

This year, the Southeast Wisconsin region was ranked 27th in the nation. Wheaton Franciscan Healthcare-Iowa received recognition as well, ranked among the best in the Midwest.

Our People

Iowa

Sheri Purdy, Rehabilitation Services Manager, received Goodwill Industries' "Volunteer of the Year" award, an honor given to volunteers who prove extraordinary in helping to educate about the importance of



Goodwill in the community. Dave Boyd, CEO of Goodwill Industries, called Sheri a real "foot soldier" for Goodwill, and cited her tornado relief efforts. "Sheri was

instrumental in arranging the outstanding collaborative efforts between Goodwill, Wheaton Franciscan Healthcare, Hy-Vee, and Bertch Cabinets," said Boyd.

Nancy McHone, RN-BC, BSN, OCN, was promoted to Covenant Cancer Program Facilitator. Nancy will direct all cancer programs, cancer committee correspondence, advance cancer care services within the community, and facilitate all aspects of the accreditation process. Nancy has been at Covenant Cancer Treatment Center since 1989.

Southeast Wisconsin

Mark Nischwitz, RN, BSN, CEN, MBA, has joined Wheaton Franciscan Healthcare-All Saints as Director of Emergency Services. Mark brings a broad range of experience including ED Manager, Trauma Coordinator, Disaster Preparedness Coordinator, Regulatory Compliance Manager, and Patient Care Manager.

Thomas Shimshak, M.D., FACC, Medical Director of Wheaton Franciscan Heart Care, was recognized by the Milwaukee and Southeastern Wisconsin Small Business Times as a 2008 Health Care Hero. One of two winners in the award's "Physician" category, the Small Business Times listed Dr. Shimshak as a "national leader in interventional cardiology known worldwide for his clinical expertise in coronary and peripheral vascular intervention."



Dr. Shimshak was nominated for the recognition by Loren Meyer, MD, President and CEO of Wheaton Franciscan Medical Group.

Isabelle Garibaldi, RN, MSN, has joined the Wheaton Franciscan Healthcare-All Saints Leadership Team as



Administrative Director of Cardiovascular and Intensive Care Services. Isabelle brings a wide range of leadership experience including cardiovascular

product line administration, organizational development, strategic planning, and nursing administration.

Colleen Kristbaum, MS, RD, CD has accepted the role of Director, Clinical Nutrition Services – for all six hospitals in Southeast Wisconsin. Colleen will be supported by site-based supervisors.

Jeanne Gramza has accepted the position of Director of Finance at Wheaton Franciscan Healthcare-All Saints. Jeanne brings a wealth of finance experience to the role that includes serving in All Saints' Accounting and Finance department from 1985 to 1999. Jeanne was most recently Director of Strategic Projects for Wheaton Franciscan Healthcare.



Deanna Birling, BSN, OCN, Wheaton Franciscan Healthcare-Reiman Center, has been awarded a scholarship through the Oncology



Nursing Society to attend the *Nurse in Washington Internship* in Washington D.C. this March. Through this program, attendees are

taught strategies for working effectively with legislative staff as well as influencing health care policy at a local and national level.

Marlene James, Director of Imaging Services for Wheaton Franciscan Healthcare – St. Francis, has taken an expanded role that includes the Imaging Services Departments at WFH – Franklin, Rawson Medical Center, and Metro Physicians' imaging sites. Marlene will oversee Radiology, Nuclear Medicine, Ultrasound, CT, Mammography, MRI, Echocardiography, and related support services.

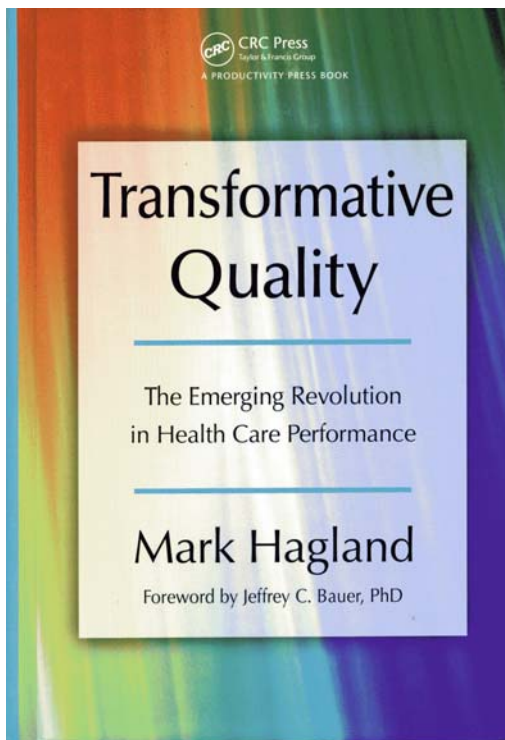


Wheaton Franciscan Healthcare Chief Medical Officer, Dr. Stephen Cardamone, and Barbara A. Rogness, Director of Quality Improvement, WFH-St. Joseph are featured in a new book by national award-winning journalist, Mark Hagland, entitled, *Transformative Quality: The Emerging Revolution in Health Care Performance*.



According to the publisher, the book features “pioneering hospitals and health systems” making “surprising strides” by “combining new tools with a new way of thinking to reinvent the way we deliver health care services in this country.”

Case Study 11 in the book is called “Wheaton Franciscan Healthcare Creates a Culture of Partnership.”



Benefit Connect

Benefit Connect puts you in control!

Human Resources just completed a very successful annual enrollment for over 11,000 eligible associates—all using BenefitConnect, the new online benefit enrollment system for associates.

But BenefitConnect isn't just for annual enrollment! It's a 24/7 tool that you can log into - anytime, anywhere - to view your benefits, update life insurance beneficiaries, and now, to notify HR of a qualifying life event that affects your benefits.

Qualifying life events can include marriage, divorce, birth of a child, or your spouse gaining benefit coverage through a new employer. A full list of qualifying events may be found in the “Your Benefits in 2009” book or by visiting the How Do I section of the HR Connect Knowledge Base at www.wheatonhr.org.

If you have experienced a qualifying life event:

- Visit HR Connect at www.wheatonhr.org and click on BenefitConnect
- Log in with your BenefitConnect username and password
- Click on “Life Events” and choose “Add Life Event”
- Follow the step-by-step instructions for your situation

Please be aware, that you will only be able to view and submit changes allowed by the qualifying life event you have experienced. For example, in the case of a birth or adoption, you will be given the option to make changes to your medical, dental, vision, life insurance, and flexible spending benefit(s). All other benefits will remain as previously elected and will not be shown.

If you have any questions about your life event or have forgotten your BenefitConnect login information, please contact an HR Connect representative at 800-914-6601.

Sister Rose Mary Pint scholarship program

Available to Wheaton Franciscan Healthcare associates



Applications are now being accepted for the 2009 Sister Rose Mary Pint scholarship program, which honors the Wheaton Franciscan system's first Chief Executive Officer.

Ten \$3,000 scholarships will be awarded to children age 24 and under of associates throughout the Wheaton Franciscan system to help underwrite the cost of full-time undergraduate study.

Recipients will be selected on the basis of financial need as well as academic record, leadership and participation in school and community activities, and work experience, among other requirements. Applications must be postmarked by March 15, 2009.

Please visit HR Connect at www.wheatonhr.org or your local intranet site to print out the information, including the application and brochure, or you may call HR Connect at 1-800-914-6601 to obtain this information.

(inner)Views

Winter 2009

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and Public Relations**
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Wheaton Franciscan
Healthcare is committed
to living out the healing
ministry of Jesus by providing
exceptional and
compassionate
health care service that
promotes the dignity
and well being of the people
we serve.

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