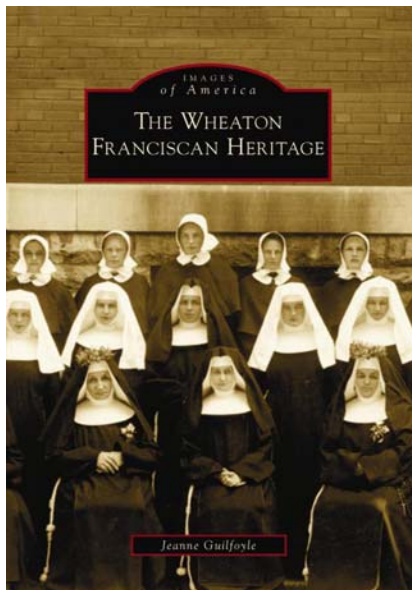


(inner)Views

FALL 2009

150th anniversary of the Wheaton Franciscan Sisters

One hundred and fifty years ago, Mother M. Clara Pfaender made the decision to leave the Sisters of Christian Charity and form her own religious congregation following the rule of St. Francis of Assisi. The mission of this new congregation would be prayer for the church and service to the poor, orphaned, and sick. This was the beginning of the Wheaton Franciscan story.



On September 11 of this year, the Wheaton Franciscans opened the 150th Jubilee year of the founding of their international congregation: Franciscan Sisters, Daughters of the Sacred Hearts of Jesus and Mary.

“The activities surrounding this Jubilee year focus on revisiting and sharing our long and rich legacy within our Wheaton Franciscan community and with our System partners in ministry,” said Jeanne Connolly, Director of Covenant Membership and Outreach for the Wheaton Franciscans.

To help bring that legacy to life, the Sisters recently published a pictorial history book, *The Wheaton Franciscan Heritage*.

“The book was written by Jeanne Guilfoyle, archivist for the Wheaton Franciscans, in collaboration with some of the most knowledgeable Wheaton Franciscan members,” Connolly said.

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System Highlights

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Excellence Framework
gets results
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Healthcare principles for
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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...



Nearly midway through the second quarter of FY10, we are beginning to see signs of an improving economy.

At this point, I am proud to say that regardless of the obstacles we have encountered over the last several months, the physicians, leaders, and associates of Wheaton Franciscan Healthcare have diligently worked to carry out their duties, living out the healing ministry of Jesus in the communities we serve.

In this issue of *innerViews*, we highlight some of the efforts made to achieve our Mission and improve our organization despite challenging times.

On page six you can read how through the implementation of a Clinical Performance Excellence framework, we have shown continued improvement with performance at the 85th percentile based on external benchmarks.

Page 12 highlights our success in achieving a national Well Workplace designation from The Wellness Council of America.

To ensure that all Wheaton sites are prepared to meet the challenges of this year's flu season, an H1N1 task force has been assembled with representation from multiple departments throughout the System. This effort is highlighted on page five.

And in "Around the System" and "Our People," on pages 13 and 15 respectively, you'll see the achievements of sites, departments, and individuals from across the organization.

Dr. Martin Luther King Jr. once said, "The ultimate measure of a man is not where he stands in moments of comfort and convenience, but where he stands at times of challenge and controversy." I think the same can be said for an organization. These challenging times are not over, but at this stage of the journey, Wheaton Franciscan Healthcare is standing strong.

Sincerely,

A handwritten signature in black ink that reads "John D. Oliverio". The signature is fluid and cursive.

John Oliverio
President and Chief Executive Officer

A Word From Our Sponsors



This year we celebrate the 150th anniversary of the founding of the international congregation of the Franciscan Sisters, Daughters of the Sacred Hearts of Jesus and Mary. For the American Province, of which the Wheaton Franciscans are a part, the theme of our anniversary observance is *Rooted in Love, Committed*

to Transformation. You can read more about the activities around this celebration on pages one and four.

The congregation was established in Olpe, Germany in 1860 by Mother Clara Pfaender. The Sisters who joined Mother Clara ministered on the battlefields, cared for orphan children, and tended to the sick and wounded. Their work did not go on unnoticed. Soon other counties were requesting the Sisters' presence. Their reputation carried them beyond Germany to Holland and France. In 1872 they were called to America.

Three Sisters made the journey in response to a request from a St. Louis priest who wanted them to operate a hospital for his parishioners. When the Sisters arrived, the hospital was still under construction. Their first task, then, was to assist with raising funds for the completion of the hospital. They went on the first of many begging tours. Ultimately, they were successful, and in 1873 St. Boniface Hospital was dedicated.

From there the ministry of the Sisters in America expanded from Missouri to Wisconsin, Illinois, Colorado, Iowa, and Brazil. Initially our ministries included health care, teaching, household duties, care of orphan children, and providing residences for young working women. Today, because of the many dedicated people who have joined us, our ministries of health care, shelter, justice and peace, and spiritual development continue to flourish.



Mother M. Clara Pfaender

At this 150 year milestone, with all our partners in ministry, we continue to stand in solidarity with those in need, so they need not stand alone. We affirm the value of the common good, the dignity of all people, and advocate for the poor and marginalized. We continue to make a difference in people's lives by bringing hope, calming concern, and expertise to all of life's moments.

This is work that is without question *rooted in love and committed to transformation*.

Sister Mary Beth Glueckstein

Sister Mary Beth Glueckstein, OSF
Chair, Sponsor Member Board

Published by Arcadia Publishing, *The Wheaton Franciscan Heritage* includes more than 200 vintage images depicting the history of the Wheaton Franciscans and the rich legacy of strong, competent women shaping health care and housing in the United States.

"The pictures tell a story in a way that words cannot. It invites paging through and sharing of personal memories," Connolly explains.

Guilfoyle hopes the work has lasting impact. "My hope is that the book will be part of a larger swell of appreciation for women religious and assist in documenting an underreported aspect of women's history in America," she says. "It's high time women religious are honored and celebrated for their remarkable contributions to American life."

The Wheaton Franciscan Heritage is available at Borders and Barnes & Noble stores in Wheaton, Illinois, and online at Amazon, Barnes & Noble, Borders, and Arcadia Publishing. There are also plans to make the book available at Wheaton hospital gift shops.

Special logo marks Jubilee Year

A special anniversary logo was also designed to mark the Jubilee year. The logo depicts the Sacred Hearts surrounding the Tau cross around which

appear the words, *Rooted in Love, Committed to Transformation*, the theme for this anniversary year.

The theme echoes the words Mother Clara chose in writing the Order's founding constitution: "Let love be the queen, the rule, the spirit and the life of the Congregation...It shall shine forth from their faces, from their eyes, from their lips, in their speech, in their manner, in all places, and in all things..." The theme also calls for creating a future together as instruments of peace, transformation, hope, and healing.



Wheaton Franciscan Sisters
Daughters of the Sacred Hearts of Jesus & Mary
(1860-2010)
150 Years

Additional activities include Ministry Leadership retreats facilitated by Sr. Jane Madejczyk held throughout the year. And Wheaton Franciscan Sisters will be writing and sharing monthly spiritual reflections focusing on chapters from *The Wheaton Franciscan Heritage*, the founding constitution of the Congregation, and current expressions of ministry.

The Jubilee year concludes

October 2010. That will mark the 150th anniversary of the approval and signing of the founding constitution for the Franciscan Sisters, Daughters of the Sacred Hearts of Jesus and Mary by Bishop Conrad Martin on October 30, 1860.

Introduction from *The Wheaton Franciscan Heritage*

The Wheaton Franciscans were among many Catholic Sisters who came to minister in this country in response to the needs of a growing immigrant population. This influx of pioneering women dedicated to serving God and their neighbor was a major factor in the development of health care, education, and other social services in the United States.

This is the story of the Wheaton Franciscan Sisters as they overcame misfortune and poverty in America to establish a variety of ministries, chief among them health care and housing.

Today they constitute the American province of an international congregation founded by Mother Clara Pfaender in Germany in 1860 known as the Franciscan Sisters, Daughters of the Sacred Hearts of Jesus and Mary. The first health care and housing ministries they founded continue to flourish as Wheaton Franciscan Services.

Preparing for the unknown

H1N1 task force aims to keep Wheaton Franciscan Healthcare ahead of the flu

According to the Centers for Disease Control, the 2009 H1N1 influenza viruses will likely be the most common among those circulating this season, particularly among younger age groups.

In order to ensure that all Wheaton Franciscan Healthcare sites are prepared to deal effectively with H1N1, as well as any other surprises this flu season may bring, a special influenza task force has been convened.

This systemwide interdisciplinary team is charged with coordinating WFH's pandemic preparation and facilitating information sharing and communication to associates regarding current guidelines for caregivers.

"Each site had its own H1N1 preparation team already," explains Debbie Bartlett, Director, Associate Health and Wellness, who was asked to lead the task force.

"Leaders knew we needed to coordinate these teams to share information and best practices in an efficient and effective manner."

At present, the task force consists of about 40 individuals representing a



variety of departments including Infection Control, Supply Chain, Pharmacy, Safety, Ethics, Associate Health and Wellness, Human Resources, and Communication and Public Relations. Ad hoc members can be added as needed. The group meets by conference call every Monday with the understanding that meetings may change in frequency

depending on the intensity of the situation.

Among the tools the team has developed is an Influenza Resource Center on system intranets. The Webpage provides links to local, state, and national guidelines and situation updates; a Q&A; HR guidelines for those requiring time off; information on where vaccinations are available; and an educational Power Point presentation updated weekly.

Bartlett also says that from a Supply Chain perspective, this team helps facilitate the migration of supplies to where they are needed most around the System.

"It's important that we bring together people from across the System with expertise in various areas," says Bartlett. "We want to provide open, honest, and accurate communication for all associates."

influenza
resource center

Look for the Influenza Resource Center logo on the left side of your intranet. The site is updated regularly and contains links to other internal and external sources on the seasonal and H1N1 flu. Influenza content has also been launched on public Web sites. As an example, see www.mywheaton.org.

Clinical Performance Excellence Framework

Measurement, accountability, success

In pursuit of our strategic goal of Clinical Excellence, Wheaton Franciscan Healthcare has implemented a Clinical Performance Excellence Framework.

The Clinical Performance Excellence Framework is in actuality an application of universal performance management principles developed by the Malcolm Baldrige National Quality Program. Baldrige defines Performance Excellence as an integrated approach to organizational management that results in:

- Delivery of ever-improving value to patients and other customers, contributing to improved health care quality and organizational sustainability
- Improvement of overall organizational effectiveness and capabilities as a health care provider
- Organizational and personal learning

“Our first priority is patient care and how we can provide the highest quality care to our patients,” says Kathy Hermansen, MBA, Vice President, Clinical Performance Excellence. “If it’s you or a loved one in the hospital, you would expect perfect care. We should expect nothing less for all of our patients. The Performance Excellence Framework is designed to connect all we do back to the patient.”

Wheaton Franciscan Healthcare is using four key leverage points to achieve Clinical Performance Excellence:

1. Alignment
2. Performance measurement and analysis
3. Knowledge management
4. Governance and leadership



Alignment

Key to the achievement of clinical excellence is the establishment of a common understanding of purpose and goals across the organization through the alignment of system plans, processes, information, actions, results, and analysis. To this end, WFH implemented a system level Clinical Excellence goal as well as a Clinical Excellence Index Scorecard in FY 08. These actions help ensure that all

hospitals are working toward the same goals and targets. In addition, the Clinical Excellence Index Scorecard provides transparency of results across markets and helps facilitate the identification and sharing of best practices.

Performance Measurement and Analysis

“We’ve always had a lot of data,” says Hermansen. “The key is to turn it into actionable information so that it can be used to drive process improvement.” Tools to facilitate that process include developing a systematic approach to clinical data management and analysis, forming the WFH Clinical Measurement Team, creating the WFH Clinical Excellence Index, and developing service line clinical quality scorecards to further support improvement activities.

Knowledge Management

Knowledge management involves the systematic gathering, organizing, sharing, and analyzing of knowledge for reuse, awareness, learning, and improvement. Doing so enhances our ability to identify and share internal and external best practices systemwide. Electronic Health Record technology is proving a tremendous asset in this process as it helps build reliable care processes,

Continued on page 7

decreases variation, ensures that care is evidence-based, and provides integration of clinical decision support.

Governance and Leadership

The Clinical Performance Excellence model enhances leadership accountability by embedding key clinical excellence into individuals' LEAD performance reviews. Additionally, an accountability reporting process has been implemented when clinical excellence targets are not met.

Results

Clinical Excellence Index results for Fiscal 09 show continued improvement with performance at the 85th percentile based on external benchmarks. "This is a direct result of the Clinical Performance Excellence model," says Hermansen. "The discipline, focus on data and making it actionable, and making success measurable have all helped to elevate the level of care at all our sites."

FY10 Clinical Excellence Strategy Statement:

Improve clinical outcomes and eliminate preventable harm by optimizing the delivery of patient care through the use of evidence-based practices, a performance excellence framework, and the Electronic Health Record.

Wheaton jackets distributed

To acknowledge all that you do to carry our Mission forward, jackets have been distributed throughout the System.

During jacket distribution, some sizes became unavailable. We would like to ensure that everyone receives a jacket that fits, and we are working diligently to obtain additional sizes. If you were unable to get a jacket for yourself due to lack of availability of all sizes, we will be providing an opportunity for you to receive a jacket.

Please go to the HR office closest to your work site between November 10 and November 20, 2009 to fill out a form. You will need to request a specific size. Please note that the jackets will be distributed in early spring.

We have also received numerous requests from people who wish to buy additional jackets for family members or friends.

We have a supply of women's jackets which will be available at a price of \$15 in the hospital gift shops and in the HR Service Center in the Corporate Services Office in Glendale.

Thank you for your patience and understanding as well as your continued commitment to our Wheaton Franciscan Healthcare Mission.

Single sort recycling - a win-win for Stewardship

Wheaton Franciscan Healthcare is rolling out an effort to promote recycling and save money through the implementation of a single sort recycling program. In Southeast Wisconsin, where the program was initiated, it is expected to produce savings of \$52,000 within the first year. Single sort recycling is slated to roll out in Iowa and Illinois in the coming months.

What is single sort recycling?

According to Waste Management, Inc., single sort recycling allows customers to mix recyclable paper, plastic, and aluminum cans into one container. The materials in the containers are collected, taken to a transfer station, and then delivered to a Materials Recycling Facility where they are sorted.

“All of the technology for Single Sort is new,” says Kelly Hufford, Waste Management Account Manager for Wheaton Franciscan Healthcare. Sorting of recyclables is made possible through the use of various mechanized screens and optical sorting technologies. “Waste Management is in the process of converting numerous customers over to single sort,” Hufford says.

Benefits

The benefits of a single sort system include having one

collection point for recycling, less confusion about what goes in which bin, and the reduced cost of purchasing multiple bins for separation. It makes it easier for people to recycle. Additionally, a systemwide program will offer consistency and familiarity throughout all Wheaton facilities. The simplified process will increase the rate of recycling, which results in less trash going to the landfill.



“Trash costs more than recycling,” says Janet Dalton, a Buyer with Wheaton Supply Chain. “The more we divert trash to recycling, the more money we save.” She explains that trash at our hospitals is placed into compactors. When those compactors reach capacity - approximately eight tons of garbage - they are taken to the landfill by Waste Management. The average cost per load is \$325. “Our goal is to reduce the total number of load deliveries from 39 a month to 25 a month,”

Dalton says. She adds that Wisconsin, Iowa, and Illinois also charge a tax for putting trash into landfills, a fee which has increased significantly over the last few years.

There are costs associated with increased recycling as well. But single sort recycling reduces the number of trips Waste Management needs to make to and from the landfill. “We’re also focused on controlling recycling costs,” says Dalton.

What next?

Single sort recycling is being communicated through newsletters, department meetings, and laminated cards placed on recycling bins. In Southeast Wisconsin, an e-learning module is in development for associates and should be available by the second quarter of FY10. Environmental Services is also working to develop a standardized system for all facilities, making it as easy as possible for everyone to recycle.

MEASURES OF OUR MISSION

Wheaton associate gets up close perspective on Upendo Village

Upendo Village is a project of the Assumption Sisters of Nairobi and the Wheaton Franciscan Sisters, designed to respond to the needs of women, men, and their children living with HIV/AIDS in Naivasha, Kenya. The project is the brainchild of Sister Florence Muia of the Assumption Sisters of Nairobi, a native of Kenya. In 1999 she was studying at Loyola University in Chicago. There she met Sister Margaret Zulaski of the Wheaton Franciscan Sisters. They decided that something had to be done about the HIV/AIDS epidemic that was devastating Kenya. The Upendo Village project was born.

Recently, Bob Umhoefer, Manager, Community Pharmacy, Wheaton Franciscan Healthcare-All Saints, went on a mission trip to Upendo. He shared his experiences via a weblog posted on system intranets.

9/4/09 Upendo Village

"The clinic is in a walled compound measuring 100 by 250 feet complete with seven foot cement block walls topped with an electrical fence for safety. The complex is an oasis in a troubled land and is over half complete. It has a home for Sisters Florence, Agnes, and Francesca, a meeting hall, and clinic building.



The Sisters' Convent at Upendo Village

The master plan includes a non-denominational chapel, guest house, and technical school. Sr. Florence's faith is so strong that she will tell you that not one cent has been raised for the buildings, but she knows they will be built. The current buildings are beautiful by any standard, and clean. You can tell the Sisters are in it for the long haul."

Umhoefer spent most of his time seeing patients at Upendo and at a nearby refugee camp.

9/3/2009 The refugee camp

"The refugee camp numbers 5,000 people who live in tents provided by the government. They have not had access to medical treatment for over a year. When we arrived, there were 50 people waiting. Normally this number would be no problem. The trouble was they were all very sick with malaria, pneumonia, intestinal parasites...and the number kept growing all day. By mid-morning we were overwhelmed and made a call for

more medicine and another doctor. I got so far behind in filling prescriptions that I 'appointed' the Catholic Bishop traveling with us as my pharmacy technician for the afternoon! We finally had to leave because it was getting dark and dangerous. We told the unseen patients that we will be back next week. We have been warned that when the rest of the camp learns we are coming back, it will be even busier."



Mother and child at their "home" at the Kikuyu displacement camp

The worst, however, according to Umhoefer, was the local hospital.

9/7/2009 The hospital

"I have seen hospitals in Central America but this hospital is even worse. It's divided into male, female, and pediatric wards.

Continued on page 10

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.

MEASURES OF OUR MISSION continued

“The wards are then subdivided into severity with the most severe wards closest to the morgue, which makes sense. The morgue is overflowing since families have to pay their bill before the hospital will release the body. The hospital itself is past capacity. I saw two patients to a bed in the women’s ward and parents sleeping with their child in the pediatric ward. I am told they will get three to a bed during busy times. The bedding is not clean and our surgeon’s orders seem to be only advisory to the hospital nursing staff. It serves little purpose to go into more detail, but suffice it to say it is a place you go only if you are poor and desperate.”



Left to right: Umhoefer, Bishop Joseph Imesh, and Sister Florence.



Bob Umhoefer (standing) with a pharmacy technician at the Naivasha Regional Hospital

Umhoefer explains that the majority of the suffering is due to government corruption, inter-tribal warfare, and drought. “Money that needs to get to the people is siphoned off by the government. Much of the political unrest is taking place in Kenya’s bread-basket, disrupting the food supply. And they’re in the middle of a three year drought.” The combination is disastrous.

As depressing as the conditions are, Umhoefer and others found inspiration and hope at Upendo. “The work they’ve done there is pretty inspiring,” Umhoefer relates. “When we arrived, they had local people give testimonials about how Upendo had changed their lives. Sr. Florence definitely has a vision of what she wants. She’s a fantastic person.”

9/10/2009 Going home

“All of the people on the trip are tired and ready to go home,” concluded Umhoefer on his last blog post. *“The work that is left undone here is endless, you feel that what was accomplished was a drop in the bucket, but it was something. For most of the Kenyans we saw, we improved things for only a few days. But for a small few we made a life changing/saving difference. I will have to be satisfied with that.”*

Would he recommend the mission trip to others? Absolutely. “I would encourage people, even if they’re just thinking about doing a mission, to go for it,” says Umhoefer. “It gets you out of your comfort zone and challenges you in all kinds of ways. And all these trips need people of all types, medical and non-medical. There’s plenty of work to be done.”

To learn more about Upendo Village and how you can help, simply enter “Upendo Village” in the search function on the intranet or visit www.upendovillage.org.

Advocacy Overview



The debate over health care reform in the United States continues. The House and the Senate still have work to do in

producing one bill that reconciles differences of opinion on what reform should ultimately look like in this country.

In the House, three committees with jurisdiction over health care issues approved reform bills: the Energy and Commerce Committee, the Education and Labor Committee, and the Ways and Means Committee. Speaker Nancy Pelosi recently merged these three committee products into one bill – The *Affordable Health Care for America Act of 2009* (H.R. 3962). On November 7, the full House approved this bill on a vote of 220-215.

In the Senate, two committees with jurisdiction over health care issues approved reform bills. First to be approved was the Health, Education, Labor, and Pensions (HELP) Committee bill, while the other Senate bill was approved by the Finance Committee. Majority Leader Harry Reid (D-NV) led negotiations to merge these two measures into a single bill to be brought to the floor of the Senate for consideration. It is still unknown if the Democratic caucus will have the 60 votes necessary to prevent a filibuster of the bill. If and when the Senate approves its own version of health care reform, both chambers will have to meet in a Conference Committee to iron out any differences before sending a final product to the President for his signature.

Both the Catholic Health Association (CHA) and the

American Hospital Association (AHA) have published guiding health care reform principles by which they stand as the debate continues. CHA has published “Our Vision for U.S. Health Care - A Vision from Values,” and AHA has published “Health for Life: Better Health. Better Health Care.” Wheaton Franciscan Healthcare supports both CHA and AHA in these principles.

We believe that health care in the U.S. should be:

1. Available and accessible to everyone, paying special attention to the poor and vulnerable

The system should:

- Ensure that each person has a core health benefit package covering services across the life span of care.
- Deliver the same level and quality of care to everyone without limits or variations based on age; race; ethnicity; financial means; or health, immigration, or employment status.

2. Health and prevention oriented, with the goal of enhancing the health status of communities

The system should:

- Make preventive care a core part of health benefits in every community and develop provider and patient incentives that reward prevention.
- Improve health literacy and education to help patients play a greater role in maintaining their own health and wellness.

3. Sufficiently and fairly

financed

The system should:

- Share the responsibility of financing among all stakeholders.
- Care for those who cannot help themselves by having all stakeholders, including government, employers, individuals, charitable organizations, and health care providers, collectively assume responsibility.

4. Transparent and consensus-driven in allocation of resources, and organized for cost-effective care and administration

The system should:

- Manage cost growth to promote affordability and sustainability; efficiently use facilities, equipment, and services; minimize administrative expenses.
- Spend resources on care that is most medically beneficial.

5. Patient-centered and designed to address health needs at all stages of life, from conception to natural death

The system should:

- Ensure that services are coordinated and integrated all along the continuum of care — the system should be truly accountable for health outcomes.
- Design palliative and end-of-life care to ensure the best and most compassionate treatment for persons with serious, complex diseases, and those in the final stages of life.

Continued on page 12

6. Safe, effective, and designed to deliver the greatest possible quality

The system should:

- Standardize and expand the use of information technology to improve clinical coordination, reduce medical errors, and improve the patient experience.
- Use evidence-based medicine to optimize outcomes and quality; prioritize patient safety by minimizing the systemic causes of errors.

There are a number of advocacy tools, resources, and programs available to help get associates across the System directly involved in advocacy efforts. For more information,

please contact Julie Swiderski, Vice President - Strategic Planning & Government Relations, at 414-465-3611 or julie.swiderski@wfhc.org.

Did You Know?



National health care reform was first proposed by Theodore Roosevelt in 1912.

Systemwide Wellness recognition

Wheaton Franciscan Healthcare has successfully met the criteria to achieve a WELCOA national Well Workplace designation – the Silver Well Worksite award. Receiving this award means Wheaton has successfully demonstrated our commitment to protecting and enhancing the health and well being of our associates.

Well Workplace designation is a rigorous process involving reviewers from WELCOA examining our workplace wellness efforts along seven benchmarks:



1. Capturing CEO support
2. Creating cohesive wellness teams
3. Collecting data to drive health efforts
4. Carefully crafting an operating plan
5. Choosing appropriate interventions
6. Creating a supportive environment
7. Carefully evaluating outcomes

In all categories, Wheaton has successfully met the requirements to achieve a Silver Well Worksite award.

“We’re pleased to welcome Wheaton Franciscan Healthcare into an elite cadre of organizations who have achieved this designation,” said David Hunnicutt, Ph.D, President of WELCOA.

WELCOA, otherwise known as The Wellness Council of America, a national not-for-profit organization established in the mid 1980s, has become one of the most respected resources for workplace wellness in America. With a membership in excess of 3,200 organizations, WELCOA is dedicated to improving the health and well being of all working Americans. For more information go to www.welcoa.org.

Around the System

Illinois

Soliant Health, the health care staffing unit of MPS Group, Inc., has **named Marianjoy Rehabilitation Hospital one of the 20 Most Beautiful Hospitals in the United States**. Winners were chosen based on measures such as architectural style, photogenic properties, landscaping, and distinctiveness.



Marianjoy continues its efforts to "go green" by purchasing green products for use throughout the hospital and eliminating products and services that do not support environmental stewardship. As part of its commitment, Marianjoy remains a contributing member of a group called *Clean Air Counts*, which acknowledged the hospital in a recent ad in the latest issue of *Crain's Chicago Business*. In 2009, Marianjoy's recycling efforts resulted in the following: paper and cardboard, 79,020 lbs.; co-mingled waste (plastic, glass, aluminum), 50,400 lbs.; HIPAA waste, 56,147 lbs.; batteries 1,564 lbs.; fluorescent lamps, one 55 gallon drum; computer peripherals, 2,575 lbs.



Rush Oak Park Hospital has been ranked among the top 15 percent of hospitals in the nation for joint replacement care, according to a recent HealthGrades® study. Continuing its streak of top-quality care, Rush Oak Park Hospital received the best rating for total knee replacement for a third year in a row (2008 to 2010). It also was named best in the Chicago West Region for joint replacement in 2010.



Rush Oak Park Hospital is one of only three hospitals in Illinois to earn the U.S. Environmental Protection Agency's prestigious ENERGY STAR®, the national symbol for superior energy efficiency, and environmental protection. The building's energy performance rates in the top 25 percent of facilities nationwide. Rush Oak Park Hospital currently is the only hospital in the state to earn the ENERGY STAR® this year.

Iowa

Jack Dusenbery, President and Chief Executive Officer of Wheaton Franciscan Healthcare-Iowa, took a total of eight pies in the face to give the Cedar Valley United Way a little boost in its campaign efforts. Dusenbery agreed to donate \$100 per pie to the United Way if participants were able to hit him from the waist up. All eight pies successfully hit their target. The event was held in the Covenant Medical Center cafeteria. In addition to money raised from pie throwing, Wheaton Franciscan Healthcare-Iowa associates each contributed five dollars to the United Way to eat in the cafeteria and watch the spectacle.



Dave Rodger (left), Global Director of John Deere Large Tractors and Co-Chair of the United Way Campaign, shows his appreciation of fellow Co-Chair, Jack Dusenbery, President and Chief Executive Officer of Wheaton Franciscan Healthcare-Iowa, after hitting him in the face with a pie.

Continued pg. 14

Wisconsin

Dr. Zenoun Abouzelam at Affinity Health System's St. Elizabeth Hospital Heart, Lung, and Vascular Center; and Dr. Issam Al-Bitar, Mercy Medical Center's Heart and Lung Center, have implanted a new pacemaker equipped with wireless technology that can notify them of changes in their patients' device or condition. The latest technology, developed by St. Jude Medical, improves patient care and makes device follow-up more efficient and convenient for both patients and physicians.

Wheaton Franciscan Medical Group's Non-Invasive Vascular Laboratory was recognized by the Intersocietal Commission for the Accreditation of Vascular Laboratories (ICAVL), making it the only lab in Wisconsin to be ICAVL accredited for four major vascular testing areas in addition to Vascular Disease Screening:

1. Extracranial Cerebrovascular-Carotid Duplex Imaging
2. Peripheral Arterial-Arterial Physiologic Doppler Testing, Lower and Upper Extremity Arterial Duplex Imaging, Iliac Artery Duplex Imaging
3. Peripheral Venous Duplex Imaging
4. Visceral Vascular-Renal Artery/Kidney Duplex Imaging

WFMG's Vascular Lab is one of 17 in the U.S. recognized by the ICAVL for Vascular Disease Screening.



An estimated 13,000 people participated in September's Susan G. Komen Race for the Cure on Milwaukee's lakefront. With more than 300 people, **Wheaton Franciscan Healthcare had one of the largest teams** registered for the event. This year nearly \$1 million was raised for breast cancer research and local programs that educate, screen, and reduce treatment barriers for underserved women. Wheaton currently has four grants from Susan G. Komen at All Saints, Elmbrook Memorial, St. Francis, and St. Joseph.

Wheaton Franciscan-St. Joseph Campus received Cycle II Chest Pain Center Accreditation with PCI from the Society of Chest Pain Centers in August. This accreditation is in effect for three years and means St. Joseph has integrated the best practices and newest strategies in treating patients with chest pain. The term, "With PCI" (Primary Coronary Intervention) is a designation earned by facilities using PCI on-site 24/7 as the first choice for restoring blood flow during a heart attack and performing the minimum recommended number of procedures per year.

Three other Wheaton Franciscan Healthcare hospitals have received Cycle II Chest Pain Center Accreditation: St. Francis, All Saints (with PCI), and The Wisconsin Heart Hospital (with PCI).

Wheaton Franciscan Medical Group Diabetes Care has launched a new Diabetes Management Program designed to help those with diabetes or prediabetes regain and maintain control, independence, and quality-of-life through effective self-management strategies. Offered at All Saints, Elmbrook Memorial, St. Francis, St. Joseph, and Wauwatosa, the program offers a team of diabetes educators, under the direction of a physician, expert in treating, teaching, and caring for individuals with diabetes. Wheaton Franciscan Diabetes Care works in partnership with the International Diabetes Center. Recently Wheaton Franciscan Medical Group received recognition from the National Committee for Quality Assurance (NCQA) for high quality, physician-involved diabetes care. The NCQA recognizes physicians for delivering the highest level of quality ambulatory care to persons with diabetes.

Our People



Richard Canter, Senior Vice President, Strategy and Corporate Affairs, has been appointed

Chairperson of the Wisconsin Health and Educational Facilities Authority (WHEFA) Board by Governor Jim Doyle. Canter has been a board member since 2008. WHEFA assists health care and educational institutions to obtain and maintain access to low cost, private capital market financing.

Mary (Terri) Clarke has been promoted to Supervisor for Histology/Cytology (AP) for Wheaton Franciscan Laboratory. In addition to her current responsibilities as AP Supervisor for the South Market, Terri has assumed leadership for similar functions in the North and Central Markets.

Lori Darr has joined Wheaton Franciscan Healthcare as Vice President of Financial Planning. Lori comes to us from GE Healthcare where she was the Executive for Quality Programs. Before that she was the Chief Financial Officer for Interventional Cardiology and Surgery. She received her Bachelor of Science in Accounting from Elmira College in New York.

Beth Dengel has assumed the role of Director of Revenue Operations Integrity. Formerly Beth was Director of Finance and Revenue Analysis. Beth joined Wheaton Franciscan Healthcare in 2006 as Manager of Revenue Analysis and Senior Financial Analyst.



Andrew Hillig, Director, Operations and Staffing Efficiency, received the 2009 ACHE

Regent's Early Career Healthcare Executive Award. Andy is responsible for supporting improvement initiatives at Wheaton. Through an improvement methodology introduced by Devin McKeever, Vice President, Operations, Andy works with department and senior leadership to advance the culture of excellence, improvement, and stewardship in the workplace.

"Andy is one of Wheaton's brightest up and coming leaders and a pleasure to have as a key leader on my team," says McKeever. "It was my pleasure to nominate him for the award, and I am very proud, though not surprised, that he won."



Mary Jo Kohout, RN, MSN, Administrative Director, has been promoted to Administrator of Patient Care Services for

Wheaton Franciscan - St. Joseph and The Wisconsin Heart Hospital Campuses. In addition to her current responsibilities, Mary Jo has assumed leadership oversight of Inpatient Nursing and Cardiovascular Services for The Wisconsin Heart Hospital Campus.

Pauline Maclean, RN, MSN, has been named Clinical Manager of Inpatient and Partial Hospital Program Services for Mental Health and Addiction Care at Wheaton Franciscan Healthcare-All Saints. Pauline brings a vast knowledge of psychiatric nursing experience to our organization. She received her BSN from Alverno College and her Masters in Nursing from the Medical College of Wisconsin. During her career, she has worked in a variety of nursing leadership roles at Milwaukee County Behavioral Health Division and as a nurse leader within Wheaton Franciscan Healthcare. Pauline continues to be active at Marquette University as a clinical instructor.



Jon Sohn has been promoted to Chief Financial Officer for Wheaton Franciscan Healthcare. Sohn has served as Senior Vice President,

Financial Services, since July 2007. Sohn joined the organization in May 2003 as Regional Vice President, Financial Services. He is currently pursuing his Executive MBA at Northwestern University's Kellogg School of Business and was named one of Milwaukee's Forty under 40 in 2008.



Charles Lanzarotti, MD, FACC, FACP, cardiologist and electro-physiologist, has joined Wheaton

Franciscan Medical Group (WFMG) and has been named Medical Director of the Electro-physiology Laboratory at Wheaton Franciscan Healthcare-St Francis. Dr. Lanzarotti brings more than 12 years experience in serving patients in the greater Milwaukee area. Prior to joining Wheaton, Dr. Lanzarotti was a partner with Arrhythmia Center for Southern Wisconsin, LTD, in Milwaukee and Elkhorn.



Sara Mornar, DO, practices obstetrics and gynecology and is a new member of WFMG's Women's Health Department at

Wheaton Franciscan Healthcare - All Saints. Dr. Mornar is board eligible and recently completed a fellowship program through the University of Chicago Hospitals. She received her medical training from the Chicago College of Osteopathic Medicine and a residency program in obstetrics and gynecology through Banner Good Samaritan Medical Center in Phoenix, Arizona.



Brigg Barsness, MD, has joined WFMG's primary care offices in Union Grove, Wisconsin. He

received his medical degree from the University of New Mexico School of Medicine in Albuquerque, and completed a family medicine residency program through Mercy Health System in Janesville, Wisconsin.



Jesse DeGroat, Jr., MD, leads the new WFMG Family Medicine program in Racine, Wisconsin. He

previously served as Medical Director for the former Racine Family Medicine Residency Program. Dr. DeGroat is board certified in family medicine and received his medical degree from the University of Wisconsin, Madison.



Brenda Nolen, NP, APNP, joins Dr. Jesse DeGroat in serving patients at WFMG's new

Family Medicine Center in Racine. Brenda is a graduate from Concordia University in Mequon, Wisconsin. Her clinical

interests include management of arthritis, asthma, cardiac care, diabetes, pediatric care, preventive medicine, and thyroid disorders.



Jamie DeWitt, APNP, has joined Affinity Medical Home in Kaukauna, Wisconsin. DeWitt has special interest in understanding

how all aspects of patient health and well being work together. DeWitt earned her Master's degree in Nursing from the University of Wisconsin-Oshkosh.



Raju Patil, MD, has joined Covenant Clinic as a new Hospitalist/Internal Medicine physician in Waterloo, Iowa. Dr. Patil

received his medical degree from Bangalore Medical College in India, his Masters in Public Health at the University of Illinois at Springfield, and completed his residency at the University of Illinois at Urbana Champaign. Since then Dr. Patil had been working as a hospitalist at Conway Regional Medical Center in Conway, Arkansas.

(inner)Views

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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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