

Ministry Report

News/Views
From the Franciscan Sisters
of Christian Charity
Sponsored Ministries, Inc.

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MISSION STATEMENT

The mission of the Franciscan Sisters of Christian Charity Sponsored Ministries is to carry out the commitment of the Sponsor to the healing and educational mission of the Catholic Church through the provision of quality health care and educational services.

In a spirit of partnership with dedicated religious and lay leaders, the Franciscan Sisters of Christian Charity Sponsored Ministries will strengthen the Sponsor's commitment by managing change, ensuring stewardship of resources and integrating mission and values.

“Goodness Pays” is Theme at Leadership Enrichment Program

More than 50 leaders from throughout the FSCCM system gathered in Kaukauna, Wis., in March to learn about and discuss effective leadership skills, network with colleagues, and get a closer look at St. Paul Elder Services, our host for the event.

The Leadership Enrichment Program (LEP), held March 16-17, brought together executive teams and senior leaders from each of the system's five ministry sites, executives and directors from the system office, leaders from St. Rita's Health Center and Motherhouse clinic, and the General Administration of our sponsor, the Franciscan Sisters of Christian Charity.

Featured speaker for the program was Paul Batz, CEO and founder of Minneapolis-based Good Leadership Enterprises. Batz guided attendees through discussions and exercises that explored how our personal leadership increases financial consistency and creates better relationships. The program focused on how leaders set the tone for good leadership based on the cornerstones of goodness: excellence, generosity, fairness, and positivity.

Program participants toured the St. Paul Elder Services campus and

enjoyed one another's company during a reception and award banquet. In lieu of gifts for LEP attendees, a donation of \$1,500 was made in their name to the Loaves and Fishes Food Pantry located in nearby Little Chute, Wis. Recipient of the newly named Sister Martin Flavin Franciscan Ministry Award this year was Dr. Steve Driggers, senior medical advisor and chief information officer at Holy Family Memorial in Manitowoc, Wis. See page 2 for more on this award.



Speaker Paul Batz at the Leadership Enrichment Program.



Message from the President



Dan McGinty

Friends,

He is risen indeed! As I write this message, we just celebrated a beautiful Easter Sunday — for

Lynn and me, it was extra special to celebrate with our new grandson, Benjamin. These have been busy and productive days across the system. As you can see on our cover story, we gathered the senior leadership teams from our Sponsored Ministries for

a Leadership Enrichment Program which was a very engaging two days. Our finance teams put the finishing touches on our annual audit. And, we began the process of creating a new system strategic plan with significant stakeholder input. Many of our organizations also held their annual meetings, so we have been on the move!

On a more somber note, we learned last week of the passing of FSCC Sponsored Ministries Board Member Bill Frazier. Bill was a dedicated and excellent member of the board since

2005, also serving on the investment committee. Bill will be dearly missed. We extend our sincere condolences to Bill's wife, Anne, and the entire family.

God's blessings to each of you and thank you for your continued support of our ministries.

Best Regards,

Dan

Dr. Steve Driggers Receives Newly Named Ministry Award

The newly named Sister Martin Flavin Franciscan Ministry Award, a system-wide recognition that honors a senior-level employee for loyalty, dedication, and commitment to the mission of our sponsored ministries, was bestowed March 16 at the system's Leadership Enrichment Program. This year, Sister Natalie Binversie, community director of the Franciscan Sisters of Christian Charity, presented the award to Dr.

Steven Driggers, senior medical advisor and chief information officer at Holy Family Memorial in Manitowoc, Wis.

In presenting the award, Sister Natalie said Dr. Driggers "has worked tirelessly to develop relationships with colleagues throughout the organization and to create clinical relationships, tools, and expectations that allow them to grow in their own mission and to serve their patients with outstanding care and compassion." She added that Dr. Driggers has served the Manitowoc community for more than 40 years "with humility, humanity, and hard work."

Prior to Sister Natalie's presentation of the award, FSCCM President

Dan McGinty explained to attendees why it was renamed. "The Franciscan Ministry Award was the brainchild of a leader whose commitment, talent, and integrity has had

a permanent effect on all who knew and worked with her. Sister Martin Flavin, who died last October, embodied in her life and work everything that we encourage all of you to become. She was committed to the mission, not only in her head, but in her heart as well and most importantly in her actions."

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Please help us maintain our mailing list. Send additions and deletions to: kstenzel@fscm.org

Editor: Karen Stenzel



Sister Martin Flavin



Dr. Steven Driggers, center, was presented the Sister Martin Flavin Franciscan Ministry Award by Sister Natalie Binversie, at right, and Dan McGinty.



Silver Lake College Kicks Off SLC Works

Silver Lake College observed a milestone in its history when it launched SLC Works, its Work College model, in fall 2016. That's when its students found themselves headed to classes and to their campus jobs. SLC Works incorporates jobs into students' schedules, allowing them to gain real-world work experience while they earn a four-year degree.

Manitowoc County's only four-year institution of higher learning became the first Catholic college in the nation — and the first college in the state — to adopt the Work College model. "This is transformational for the college. It sets us apart from every other institution of higher learning," said Dr. Chris E. Domes, Silver Lake College president. "I'm very excited about how this will help our students with their professional and personal development."

Freshman Tasha Rabe of Kiel has enjoyed working at the college's on-campus coffee shop, where she learned how to communicate with customers and co-workers. "I also learned how to manage my time between classes, basketball, and work," she said.

Victoria Bond of Manitowoc, also a freshman, has been working as a library assistant, where she has learned how to catalog books, work as part of a team, and make sure tasks get done.

The initiative helps students obtain practical on-the-job training and allows them to build their résumés. It equips students with skills for the workforce and helps reduce

their student debt by applying their earnings toward their education costs.

SLC Works not only gives students comprehensive work experience, it also instills in them the importance of a strong work ethic and core moral principles, which align with the college's Franciscan values.

Silver Lake College focused primarily on the freshman class in the program's first year and will be expanding to upper classes until all of the college's full-time residential students are taking part. The concept of the program is to guarantee employment to 100 percent of Silver Lake College's full-time residential students, who are required to work as a condition of their enrollment.

Freshmen and sophomores are given on-campus positions that help them



Students flocked to Silver Lake College's first on-campus job fair as they sought work positions for the next academic year. The fair was part of SLC Works, the college's newly introduced Work College model.

concentrate on improving their liberal arts skills, such as communication and critical thinking. Juniors and seniors will focus on moving up the ranks to supervisory positions on and off campus, including internships in their field of study so they can apply their management skills.



Freshman Leo Soto of Chicago works at the light and sound board in Silver Lake College's Franciscan Center for Music Education and Performance. His job is part of the college's SLC Works initiative.



By Emma Stokely, Communications Coordinator

Franciscan Care Services Partners with the Knights of Columbus

Franciscan Care Services is always excited to welcome the newest, littlest, and cutest members of our community. We look forward to seeing the look on parents' faces as they welcome the newest members of their families.

In an effort to extend the excitement of adding sweet new babies to our community, we have partnered with our local Knights of Columbus chapter to gift each newborn born in our facility a pro-life onesie.

"It's exciting to see our OB Department embrace our pro-life mission and work with the Knights of Columbus to share this mission every day," Jerry Wordekemper, president/CEO said. "It's nice to have the support of the Knights of Columbus to make these onesies happen."

The Knights of Columbus continually supports pro-life issues. Their efforts

are seen in pro-life messages in the community, helping local teens attend March for Life in Washington, DC, and supporting other pro-life ministries, including our own.

"We wanted to give the new parents and babies in our care a little something, not only to thank them for trusting their care to us, but to thank them for choosing life," Jami Brester, OB manager, said.

"Having a baby is already so special," Melissa Redding, OB manager, added. "We're just happy to be able to share in these special moments with our patients."

Jami and Melissa have recently moved into the OB manager position. They work together to



Everly Cech, daughter of Ashley (RN) and Lance Cech, models the pro-life onesie for the Franciscan Care Services Facebook page.

make sure families are receiving the best care while they are with us. The pro-life onesies were one of the first projects they worked on since becoming managers.

"I can't think of a better way to start in the OB manager position than celebrating life," Melissa said.



Chris Strehle and Justin Steffensmeier of the Knights of Columbus present a check to fund Franciscan Care Services pro-life onesie. From left to right Chris Strehle (Knights of Columbus), Lauren Ortmeier (RN), Jami Brester (OB manager), Melissa Redding (OB manager), and Justin Steffensmeier (Knights of Columbus).

2016 ANNUAL REPORT

The Franciscan Sisters of Christian Charity Sponsored Ministries, Inc., is again presenting its Annual Report online. After viewing the report, please click on Contact Us and let us know what you think. To view our 2016 Annual Report, visit www.fsccm.org and click "News and Publications."



HFM Offers App to Help Ease Surgery Wait Time Worries

When a loved one is in surgery, one of the most stressful times family members may experience is in the waiting room. Minutes often feel like hours, as family members anxiously wait to hear from the medical team.

Now, HFM has an app to improve the communication between families in the waiting room and the team of caregivers inside the operating room. As the first healthcare provider in Wisconsin to offer the EASE app, an HFM doctor or staff member in the operating room is able to send secure text messages, pictures, or even videos via a smart phone or device to designated family members and friends during key points of the surgery.

The messages are one-way, and like Snapchat, disappear after 60-seconds to protect patient information. Since piloting the app, HFM has received overwhelming positive feedback from patients and family members, saying that the app has enhanced the care and communication they needed during their loved one's surgery.

Ninety-seven percent of patients or family members who were surveyed said that their experience with EASE showed a level of commitment to transparency and better communication by the hospital.



The EASE app used as a communication tool from the operating room.

“Getting the updates about my mom’s surgery as it was happening helped keep me up-to-date and calm about the whole procedure,” noted a patient’s family member.

Getting a mammogram: **smart**

Getting a more accurate one: **genius**

3D Mammography



3D Mammography Now Offered at HFM

Holy Family Memorial announces the addition of 3D mammography to improve the early detection of breast cancer.

“Holy Family Memorial is committed to the fight against breast cancer. In offering 3D mammograms, HFM provides a more accurate tool for breast cancer screening which will make

a difference in the lives of women in Manitowoc County,” said Dawn Krueger, RT(R)(M), Core Specialist with HFM Women’s Imaging Center.

Though the exam takes only a few seconds longer than a traditional mammogram, the three-dimensional images are proven to detect more invasive breast cancers than traditional mammograms.



The HFM Women’s Imaging staff and radiologists of Lakeshore Radiology Associates.

Genesis Reaches Out to Fill a Need by Providing Access to Care

Genesis is reaching out to improve access to care in an underserved area in Southeastern Ohio. Perry County does not have a hospital, urgent care facility, or Emergency Department (ED) and is one of the poorest counties in Ohio. In February, Genesis announced plans to construct the Genesis Perry County Medical Center (GPCMC).

The initiative to build an Emergency Department in the area was a grassroots partnership between government officials, local universities, and state and local agencies. Constructing the Emergency Department in Perry County is a great example of Genesis being true to their mission — which is to provide high quality health care services to the local areas in need.

Genesis is committed to improving access to care for the residents of Perry County in an effort to help save lives. Local Emergency Medical Services (EMS) have to transport patients out of the county resulting

in critical delays in care. In trauma, heart attack, or stroke cases, arriving at definitive care within 60 minutes of symptoms increases the chances of survival.

The Emergency Department will be constructed on the Genesis campus in Somerset because it's within 12 minutes of 75 percent of the county's residents. The plans include renovating the existing 10,250 square foot outpatient facility and constructing a 7,500 square foot Emergency Department addition to creating the Genesis Perry County Medical Center.

The Emergency Department will be a full-service facility, with board-certified emergency physicians and specially trained registered nurses, emergency medical technicians, and other critical support staff. It will have eight emergency examination



A rendering of the Genesis Perry County Medical Center.

and treatment rooms, a trauma/major medical bay, a triage area, laboratory, X-ray, CT scanning, blood bank, pharmacy, and ultrasound.

The GPCMC will also employ a minimum of 40 full-time equivalent (FTE) employees, many of them in allied health professions in programs available at Hocking College and Ohio University. Construction on the project is expected to begin in June 2017. Genesis is reaching out to provide potentially life-saving care for those in need.

Genesis Rated by *U.S. News & World Report* High-performing Hospital in Two Conditions

Genesis is reaching out to the community and providing high-quality care, and as a result was recently recognized for its achievements.

Genesis has earned the highest rating possible in two adult conditions, according to *U.S. News & World Report*. It has been rated as a high-performing hospital for both heart failure and chronic obstructive pulmonary disease (COPD). High-performing means Genesis is significantly better than the national average for both of these

conditions. This recognition signifies the compassionate, high-quality care Genesis is providing in the region.

The *U.S. News & World Report* scores are based on data including patient safety, survival rate, nursing staff, and number of patients treated. In 2016, *U.S. News & World Report* evaluated more than 4,500 hospitals. For more information on the quality care Genesis is providing to the community, go to genesishcs.org.



Representatives from left: Emily Brawner, DO, FCCP, Pulmonary Critical Care; Brandi Sharrer, RN, Heart & Vascular Services; James Adamo, MD, Pulmonary Critical Care; Mari Varhola, manager, Genesis Lung Clinic and pulmonary nurse navigators; and Tisha Babcock, director, Pulmonary Critical Care.



Good News at SPES

2016 was a uniquely outstanding year due to the significant achievements involved with opening St. Paul Manor and the Hoffman Memory Care Resource Center. It took a ton of teamwork to make that dream work, and the excellent outcomes we have seen already from these operations have proven the investment and the efforts to have been more than worthwhile.

Beyond that huge accomplishment, we once again had outstanding quality results throughout the organization in 2016. Those quality results are highlighted by St. Paul Home continuing to be rated as 5-Stars for overall quality and for quality measures. We were also recognized for the third year in a row as a Best Nursing Home by *U.S. News & World Report*, and were a finalist in the Best in the Valley ratings for senior living. Our in-home support services program, “St. Paul At Home,” also had a deficiency-free survey. Customer satisfaction results showed that 96 percent of those we serve said they were overall satisfied with their experiences.

2016 was the year of the associate, with a strong focus on our first strategic directive of being the employer of choice for those with a passion for service to others. To improve recruitment and retention, we started doing “stay interviews,” with 61 percent of our staff having had a stay interview by the end of the year. We initiated a new associate recognition campaign called “Be The One.” We provided extensive training to every staff person to develop their dementia caregiving skills. We addressed our



The bishop blessing the history wall.

recruitment challenges by partnering with local high schools for Youth Apprenticeship programs, and we contracted with Quality CNA Training LLC to begin holding CNA training classes right on site. We were nominated for and received the Compassionate Employer Award for the compassion we show to our employees in times of need. Our leadership team met 74 percent of their stretch goals, many of which were focused on improving



efficiencies for our associates, providing them with opportunities, and getting them involved in quality improvement. Our efforts paid off, as we came in at 26.6 percent employee turnover for the year, which is the lowest turnover rate we have had in over seven years, and 86 percent overall employee satisfaction.

The 2016 Annual Appeal yielded over \$91,000, surpassing our goal of \$65,000, with those donations supporting our Care Assurance Endowment Fund. Additionally, we further revised our endowment fund purpose and policy, finding new ways to fund care for those without adequate resources.

Other noteworthy 2016 accomplishments included receiving the Business of the Year award from the Kaukauna Rotary Club, creating a new SPES history wall, becoming a charter member of the LeadingChoice Network (quality improvement and managed care), developing a new website and a strong social media presence, receiving a \$50,000 grant to support dementia capability training, expanding our much-needed transportation service, contracting with RecoverHealth to provide in-home therapy services post-discharge, and partnering with Holy Family Memorial to share hospice resources.



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Introducing Our New HFM Board Chair: Jeffrey Dunn

Jeff Dunn, who became chair of Holy Family Memorial’s Board of Directors March 22, said he is proud to be part of an organization that plays such a vital role in the community. “I take pride in knowing that HFM provides care and promotes wellness not only for patients’ and stakeholders’ physical well-being, but their spiritual well-being also. This community would be profoundly different without HFM,” he said.

Dunn grew up in Madison, Wis. His mother and stepfather live in McFarland, Wis.; his sister and her husband live in Alameda, Calif. He and his wife, Carrie, were married at Holy Innocents Church in Manitowoc 25 years ago. They have three daughters, Hannah (24), Madeline (22) and Claudia (18), and six-year-old son Padraic. Dunn and his family have lived in Manitowoc—Carrie’s hometown—since 2002. Their three daughters attended Roncalli High School and their son is now in kindergarten at St. Francis

of Assisi School, the same elementary school his grandmother, mother, and sisters attended.

Dunn graduated from UW-Madison in 1990 with a bachelor’s degree in political science and worked in retail sales and banking before going to law school. His middle daughter was just four months old when he began law school at UW-Madison and his youngest daughter was born shortly before graduation. In 1999, he joined Liebman Conway Olejniczak & Jerry law firm in Green Bay. In 2002, he joined Michael Best & Friedrich in Manitowoc. Dunn said he enjoys outdoor activities with his family including camping, hiking, skiing, and biking. He also enjoys reading and photography. He has served on the Board of Directors for the Manitowoc-Two Rivers YMCA and has coached many of his daughters’ sports teams including basketball, volleyball, and soccer.

Prior to joining the HFM Board of Directors in 2013, Dunn served on

several HFM committees. In 2016, he and his wife participated in the FSCCM pilgrimage to Assisi and Rome, an experience he said continues to be a blessing in their lives. “I believe strongly in the mission of Holy Family Memorial and I feel blessed to be part of it and the Franciscan Sisters of Christian Charity Sponsored Ministries,” he said, adding that he likes being on the board because it gives him an opportunity to connect with and serve the community. When it comes to the future, Dunn said “My hope is that we can find ways to meet today’s health care challenges and thrive as an independent hospital system; one which serves our various communities and stays grounded in the healing ministry of Jesus Christ.”



Jeffrey Dunn