

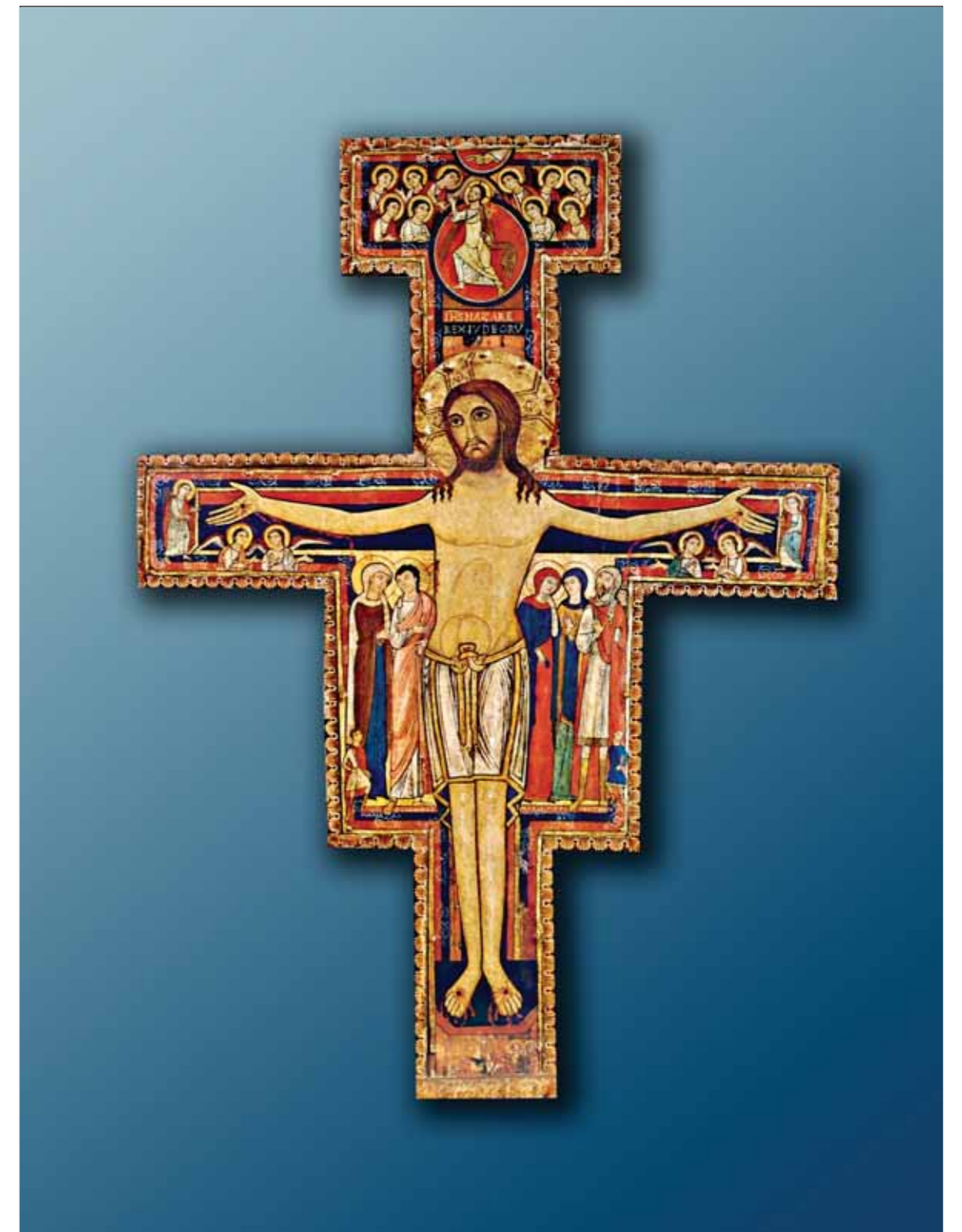


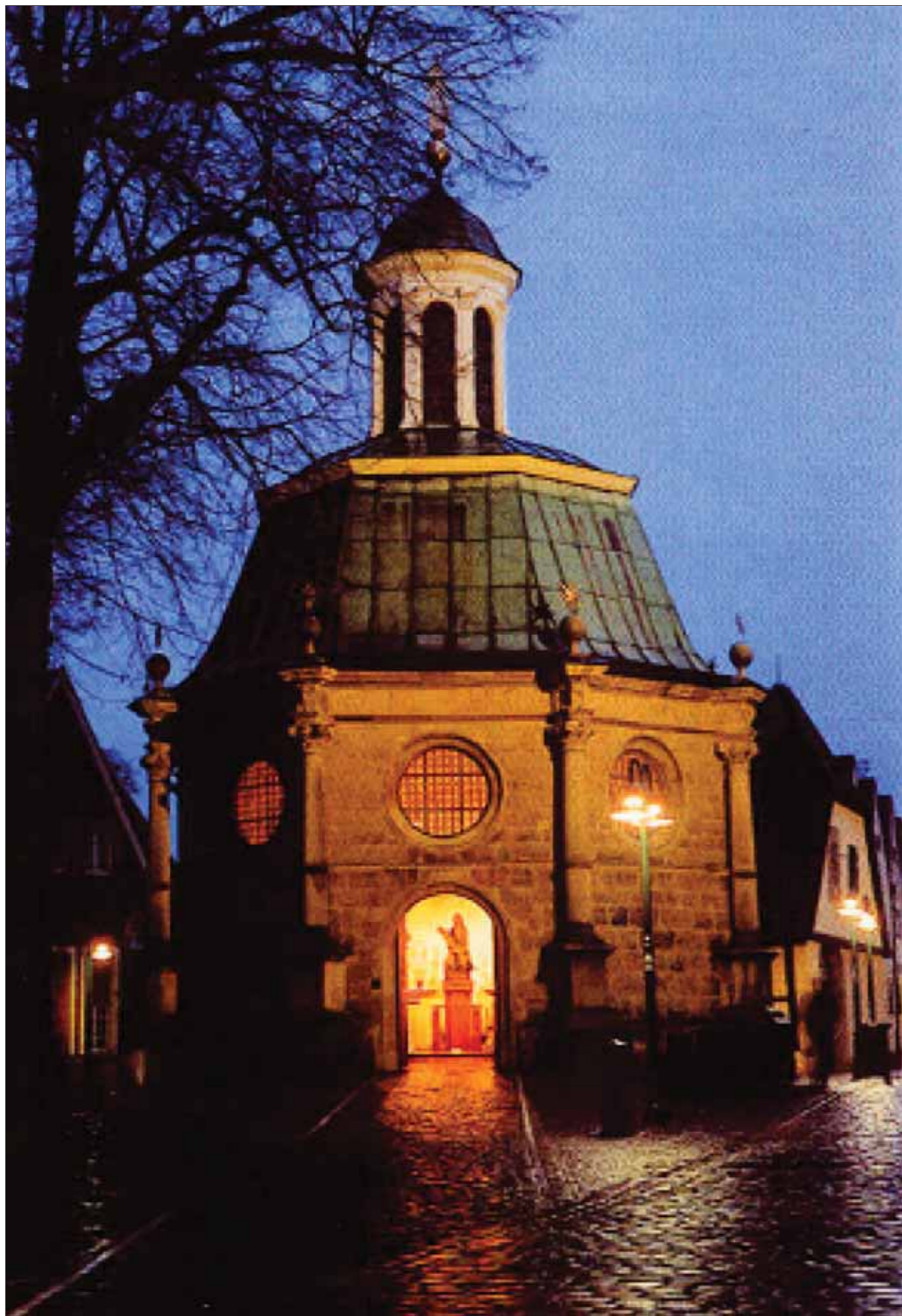
a foundation of hope & healing

St. Francis' life and ministry began in the small Italian village of Assisi. Born in 1182 to a life of wealth and luxury, Francis spent much of his youth seeking pleasure and enjoying popularity.

However, when Francis began to question the meaning of his life, he went to the chapel of San Damiano, a church in disrepair a mile below Assisi. While praying before the Cross, he heard Christ say, "Go, Francis, and repair my house which is falling into ruin." This call was not just to repair crumbling walls, but to renew the foundation of faith throughout the world. Turning his back on his former life, Francis embraced God's invitation to live a life of poverty and service. Soon, Francis had many followers who also dedicated their lives to selfless giving to others. Over the centuries, Franciscan communities grew in number as new orders and ministries were established worldwide to serve the poor and disadvantaged.

Sacred Heart Hospital is sponsored by the Hospital Sisters of the Third Order of St. Francis, a multicultural congregation with Provinces and Regions throughout the world. They are committed to living the Gospel in the spirit of St. Francis, dedicated to the mission of bringing Christ's healing presence to the sick, poor and marginalized.



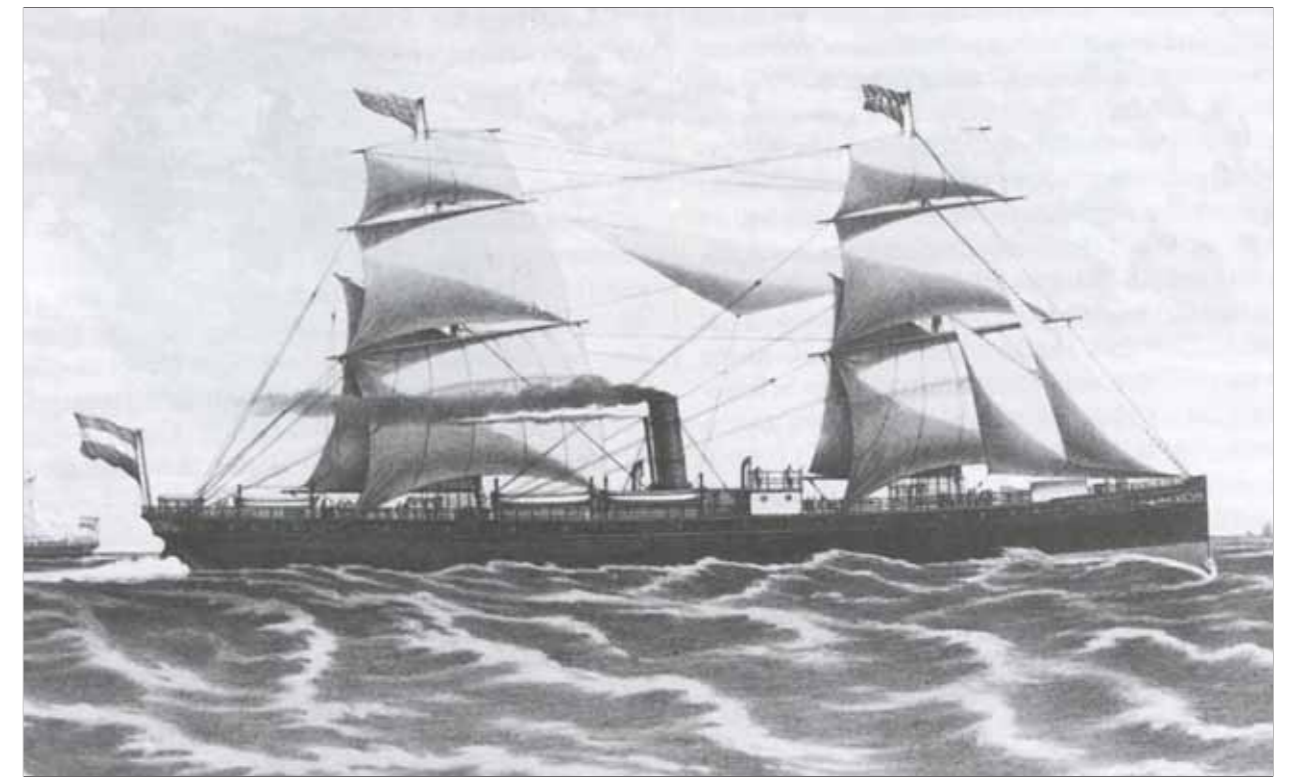


a cornerstone laid

The Sisters' nursing ministry began in Germany in the 1800s under Father Christopher Bernsmeyer, OFM, a devout priest devoted to Franciscan spirituality. He visited and cared for the poor and the sick in surrounding farms in the small village of Telgte (Pronounced: "TELG - te"). In the 40 years of his ministry, young women helped him nurse the sick and dying. Father Bernsmeyer asked five of his most outstanding helpers to become Sisters dedicated to nursing. Those five women took vows and dedicated themselves to serving the poor and sick in homes, hospitals and on battlefields.

Known today as the Hospital Sisters of St. Francis, their congregation was formally founded in 1844 at the Shrine of the Sorrowful Mother in Telgte. The congregation grew and the Sisters became widely known for their compassionate nursing skills. Word even reached across the Atlantic Ocean to America. One day, in 1875, a letter arrived in the German Motherhouse from a Bishop in Alton, Illinois. He wrote that nursing Sisters were badly needed to start a hospital. Sisters were selected to be sent to help.

On October 15, 1875 twenty Sisters boarded the *S.S. Mass* in Rotterdam and sailed to America. It was no pleasure cruise. They encountered dreadful storms. Sister Crispina kept a journal during the journey and wrote: "The wind howled, the waves were mountain high and our ship seemed to disappear between them. We thought at any moment we would go under. The water came over the deck and into our cabins." Sister Henrietta also recorded the unforgettable journey in her journal: "I cannot explain what fear and misery I went through the whole trip. The ship went from side to side due to the stormy sea and I thought at any minute we would be buried in the ocean. The Captain himself admitted afterwards that he had never come across such fury before." These women risked their lives because they were dedicated to their *charism* to care for the poor, the sick and the vulnerable. After nearly a month of overland travel, the Sisters arrived in Illinois. Springfield became the future home of their American Province and headquarters.





following in the footsteps of St. Francis

White pine forests were plentiful and demand for lumber was great. Eau Claire's rivers created an ideal location for several major sawmills. Unfortunately, there was little health care available in the boom town, trained doctors were scarce and logging accidents were frequent and often serious.



Because of the great need, community leaders wrote to the Sisters in Springfield requesting that they establish a hospital. Their plea was answered and on October 7, 1889, the first Hospital Sisters arrived in Eau Claire to found Sacred Heart Hospital.

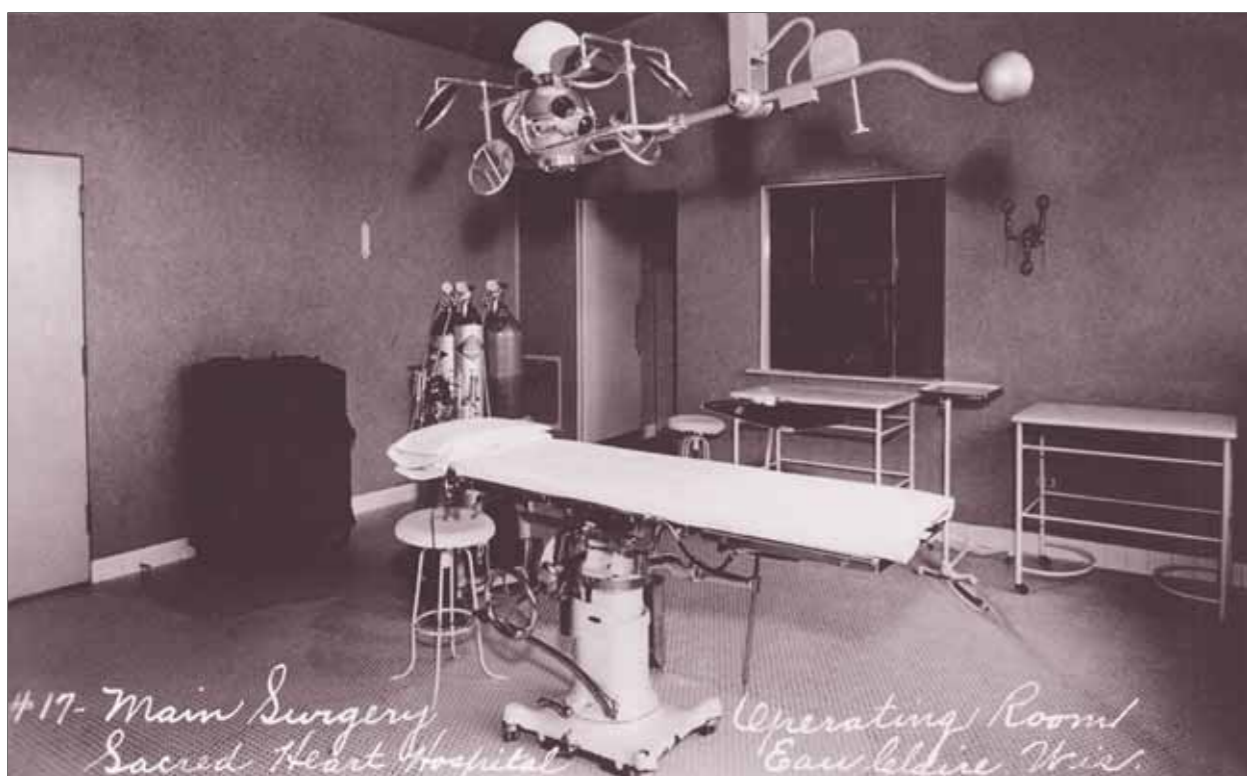
Father Boehm, a local priest, met Sisters Facunda Wallmeyer, Ositha Kramer and Melania Rune at the train station and brought them to their temporary home, a cottage at 526 North Putnam Avenue (then known as Dewey Street). The cottage belonged to a young benefactress and homemaker named Mrs. Ann Fitzpatrick. For a year, the Sisters used the second floor as their staging area for caring for the sick and to store supplies for the new hospital being constructed nearby.

The Sisters financed and supported the hospital through the sale of tickets (a forerunner of hospital insurance) to men of lumber camps. For \$5, a person could be insured for a whole year. The Sisters were able to watch the construction of their \$25,000 hospital through an upstairs window during the spring and summer of 1890.



a gift to the community that grew & grew

Built on the northeast hill of Eau Claire, above the Chippewa River, the three story 17-bed hospital was placed under the charge of six Sisters. The Articles of Incorporation were sent to Madison with the name, "Hospital of the Sacred Heart of Jesus of the Sisters of St. Francis," and were approved August 1, 1890. The name was a reminder of Christ's love and concern for all people no matter their station or circumstance. Until 1904, most of the Sisters' nursing care also continued to take place in patient homes because hospital beds were always in short supply.



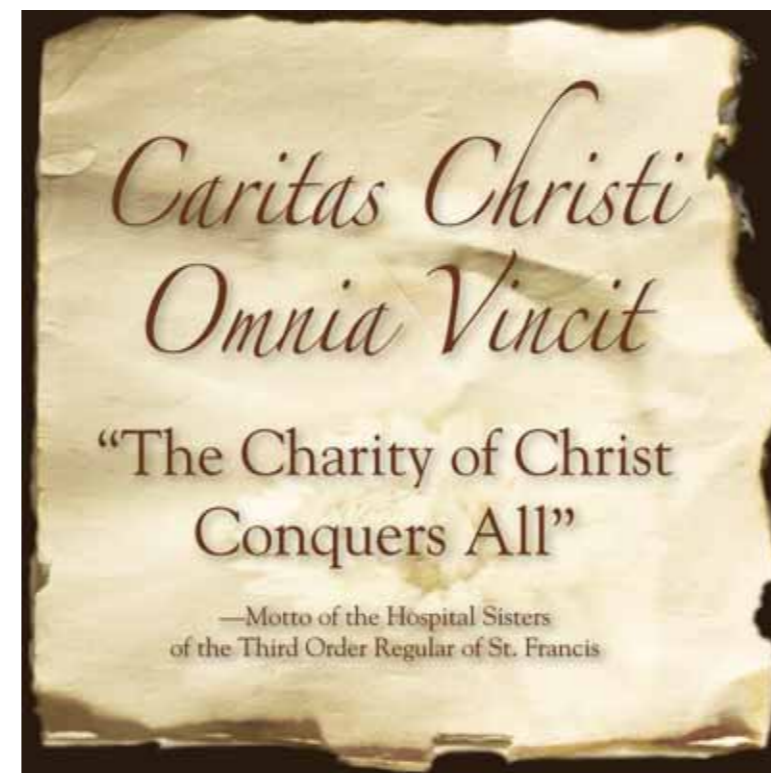
In its first full year of operation, the hospital cared for 275 patients (hospitalized for 5,857 nursing days) placing the small hospital at an average of 95% occupancy.

As local industry prospered, the fledgling hospital kept pace with the community's needs. By 1901, the Sisters cared for over 600 patients each year and an addition was added. As the Chippewa Valley's population grew and new physicians arrived, more hospital beds were needed. An addition was built in 1912 to expand Sacred Heart Hospital to 160 patient beds. New innovations included an entrance designed for patients to arrive by horse-drawn ambulance, a new surgery facility with equipment for administering ether and nitrous oxide anesthetics, and sun parlors. As Franciscans, the Sisters never wanted to promote themselves or their acts of charity. Not even photographs of their members were permitted. Taken in 1914, and known as the "forbidden picture," this is the earliest known photograph of the Hospital Sisters stationed at Sacred Heart Hospital. It was later published in celebration of the hospital's 50th Jubilee anniversary in 1939 when the ban was lifted.

equipping & training nurses

As care for patients expanded with the number of rooms, the need for trained nurses grew. In August, 1917, the Sisters opened the Sacred Heart School of Nursing. The first class of seven students graduated in August, 1920. Patient needs continued to grow along with the city's population and a \$100,000 gift from benefactress Mrs. Mary Delaney allowed construction of 36 new hospital rooms with private bathrooms. The Great Depression of the 1930s devastated America's economy. One out of every four workers were unemployed. People everywhere were poor, hungry, and desperate. There was much indignity and little hope for the future. The Sisters continued to provide care for anyone who came to their Hospital's door. Often payment would be made with chickens, vegetables, lumber, or physical labor.

The Hospital Sisters' motto, *Caritas Christi Omnia Vincit*, meaning "The Charity of Christ Conquers All," illustrates their determination to pursue their Mission to care for the sick, the poor and vulnerable despite obstacles and difficulties. Even in hard economic times, the Hospital grew to meet the community's expanding needs. Additional gifts from Mrs. Delaney in the early 1930's made it possible for the Sisters to remodel the original building, complete the maternity and children's section and provide needed jobs to the local economy. Sometimes growth and progress eclipsed other worthy programs. In order to concentrate scarce resources to areas of greatest need, the twenty-year-old School of Nursing was discontinued in 1937 to provide room for the latest advances in radiology, pathology and bacteriology.





visionary investments in the future of patient care

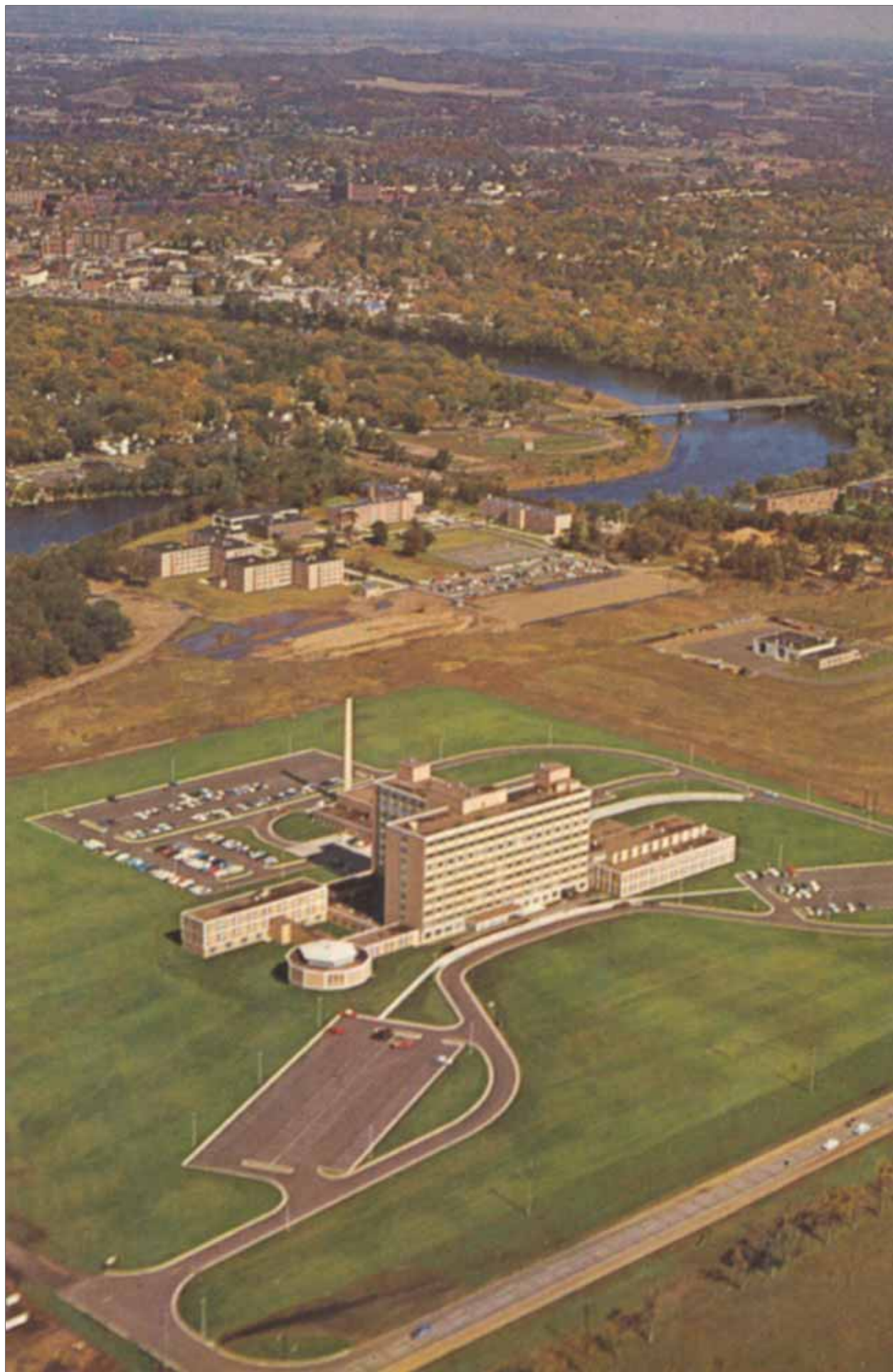
The 1940s brought a new era of employer paid medical insurance. A hospital medical bill from that time shows that a four-day stay cost only \$97. Rapidly expanding medical progress, medical innovations and technology were making great advances in saving lives, reducing suffering and improving health. The new laboratory science of preserving and storing donor blood in 1937 led to the establishment of blood banks across the United States. Always vigilant stewards of their resources, the Sisters made modernized equipment a priority.

When technology and progress in physiotherapy strained existing resources, Hospital Administrator Sister Clarine Schmidt realized that overcrowded conditions made the building of an entirely new Hospital essential. In 1959, Sister Clarine organized a hospital Advisory Board of community members (today known as the Advisory Council) to provide counsel on civic and community needs to help Sacred Heart Hospital with its next generation planning to provide for the sick and care for people with traumatic injuries.

In 1961, a community fundraising campaign for a new hospital raised over \$806,000 in less than four months. It was a token of overwhelming public confidence. Twenty-eight acres were purchased in Putnam Heights, today the site of the spacious hospital campus and healing gardens. Excitement grew when a federal grant accelerated plans and an architect was hired to begin drawings of a new facility. One cool, starry summer night in 1962, Hospital Administrator Sister Patrice Vickers walked outside the 72-year-old hospital building with a newly arrived Sister and commented, "See that hill over there? That's where our new hospital is going to be." Finalized drawings soon became a skeleton of steel girders and reinforced concrete in 1963. The Sisters' new hospital was a carefully planned and visionary investment in patient care and service to the community.



Sacred Heart Hospital Blood Bank



a new beginning

Sacred Heart Hospital began a new era of advanced care for patients on June 29, 1962. Reverend Mother M. Odilia, O.S.F., Mother General of the Hospital Sisters of Saint Francis, came from Munich, Germany, to turn the first spade for the ground-breaking of the new \$12 million hospital.

At its completion, an open house was held in November 1964, which also marked the 75th anniversary of the Sisters' arrival in Eau Claire. An astonishing crowd of 22,000—more than half the population of the city—attended the dedication and open house. The new facility had the latest technology. Predating fax machines and email, it was equipped with a pneumatic tube system that allowed departments to send and receive messages. Modern lounges for family members and loved ones provided the comforts of home. A chapel and auditorium were also constructed, and were followed by a centralized system for Medical Records, an Occupational Therapy department, and electronic data processing. By 1969, when the interiors of the 8th and 9th floors were complete, the hospital could accommodate 390 patients and 22 newborns.

From their beginning, Sacred Heart's Sisters remained committed to education, both in developing and partnering in nurses training. For over a half century the hospital partnered with nursing programs at the University of Wisconsin and the Chippewa Valley Technical College. In 1969, Sister Francis Regis established and served as director for the Clinical Laboratory Technician program at the Technical College, which has trained generations of technicians and continues today.



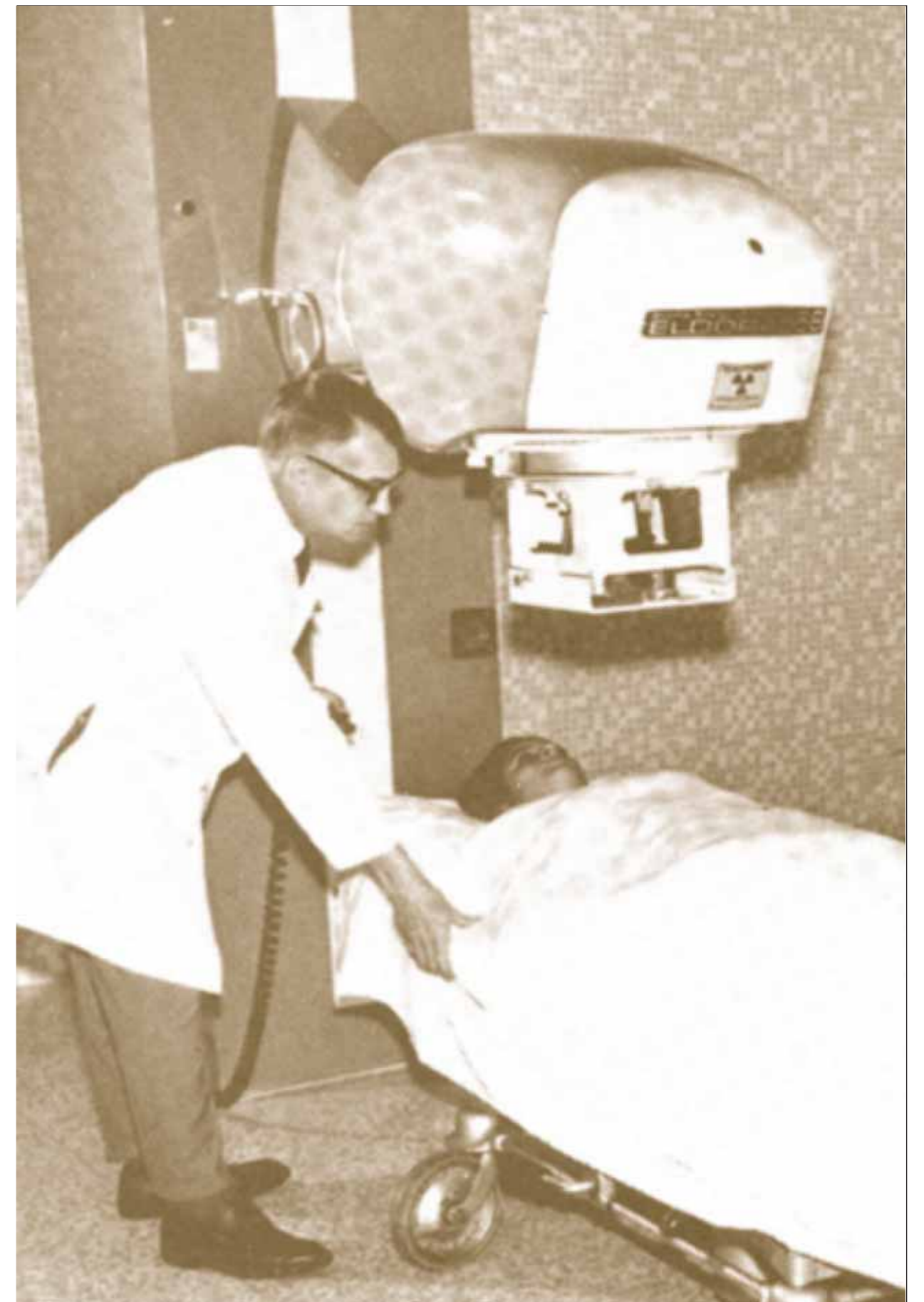


innovations & training

The heritage and Mission of the original Sacred Heart Hospital flourished in the new facility. Between 1920 and 1970, Eau Claire's population doubled and continued its steep incline. With a new facility, Sacred Heart was prepared for both a growing community and the technological advances that required space for new departments like nuclear medicine. When radiation oncology was revolutionized by innovations in nuclear medicine, the hospital provided cobalt therapy to significantly increase the cure rate for certain types of cancers. The Sisters worked closely with physicians to establish the hospital as a center of education and training in new technologies.

In 1959, the hospital began a school of X-ray technology. The department was ideal for training specialized technologists because it offered advanced diagnostic capabilities, scanning with radioactive isotopes and an automatic magnascanner. The Nuclear Medicine Department was considerably enhanced in 1971 by the installation of a \$60,000 Pho Gamma Camera, an instrument that enabled physicians to detect tumors and make medical diagnoses from particle ray images.

The 1960s and 1970s resulted in major medical advances in rehabilitation and trauma care. A gift from the L.E. Phillips Charities in 1973 provided a physical rehabilitation facility. Five years later, this facility became one of only nine hospital-based programs in Wisconsin to receive full accreditation from the Commission on Accreditation of Rehabilitation Facilities. Another major expansion at Sacred Heart came with the opening of the Hospital's neuro-diagnostic and neuro-surgical centers. In 1975, a Special Procedures section was established in radiology. In the following year, the L.E. Phillips Charities made possible a Radiology Center with the region's first Computerized Tomography (CT) Scanner. Critical Care was expanded in 1975. Today, Mark Phillips and his parents, Louis L. and Arlene Phillips, represent two generations of support. With over \$900,000 in gifts to the hospital, they have touched the lives of many generations.





there is hope here

Hope has always been an important part of the Sisters' Mission: to give light to those who are in darkness—no matter if the darkness is due to illness or despair. Ours is a collaborative healing ministry that brings together people of diverse faiths and backgrounds, rooted in the belief that every person is a treasure and every life a sacred gift. Through many projects and initiatives, the Hospital Sisters and staff also reach beyond the walls of the institution into the community by feeding the hungry, clothing the poor, and encouraging health and wellness.



The hospital's mission is carried out in a holistic fashion which acknowledges physical, emotional, social and spiritual needs. The hospital's healing ministry includes pastoral and spiritual care, provided not only to patients, but to their families and loved ones. Nearing his 40th year of pastoral care service at the hospital, Monsignor Edmund Klimek commented, "It's all about meeting needs of patients and families, being a pastoral presence, and providing spiritual and emotional support. Our job is to help people through some of the most difficult experiences of their lives. It's a privilege and we often feel we are on holy ground."

The hospital's Father Christopher Chapel provides a sacred space for people of all faiths to come and experience God's healing presence. The hospital's Center for Spiritual Care broke new ground in 2006 with an expanded concept in care that serves as a model to other hospitals. Building on the rich tradition of providing pastoral care to patients and families, the Center also supports area clergy and churches in ministering to hospitalized members of their congregation. In addition, the Center also provides educational opportunities for employees and the community with a special emphasis on ethics and spirituality related to healthcare. In ministering to the sick and suffering, our staff are committed to carrying on the mission of pastoral presence and prayerful support to all who are in need of hope.



high touch with high tech

It has always been the task of Sacred Heart Hospital to bring the healing peace and hope of Jesus Christ to the sick, aged, poor and the terminally ill without regard to race, creed or ability to pay. Steve Ronstrom, hospital CEO, is fond of saying, "We have never turned away anyone who needed our care when we had the capability to meet that need."

A regional pioneer in healthcare accessibility, the hospital is the only healthcare provider in the community to have always provided care for patients covered by Badger Care (the State of Wisconsin's program for the uninsured) and continues today as the largest BadgerCare provider in the region. Even after decades of Medicare and Medicaid reimbursements below the actual cost of services, the hospital continued to invest in lifesaving breakthroughs in diagnosis and treatment. Many major investments were made possible by generous donors to the hospital's foundation, Friends of Sacred Heart Hospital. The hospital brought the first Computerized Tomography (CT) scanner and the first Magnetic Resonance Imaging (MRI) magnet to northern Wisconsin. Advanced technology and innovation are strong indicators of quality and excellence that enhance the Sisters' healing mission. Advances are important because introducing state-of-the-art, minimally invasive surgical techniques and robotic technology play a significant role in improving patient outcomes. Sacred Heart Hospital believes innovation, advanced technology and quality attract highly skilled professionals in order to serve patients better. This synergy of technology with the best and brightest provides comprehensive services for excellent care close to home.





twenty-first century care

Sacred Heart Hospital continues to carry forth the legacy of the Sister's Mission, Values and Standards. This legacy, which includes a commitment to the highest standards of medical excellence and modern technology, has resulted in national recognitions and honors for patient satisfaction. For nine consecutive quarters, the hospital ranked at the top 1% in the nation for inpatient satisfaction, according to Press Ganey, the largest body of hospital patient data.

Today, the hospital offers the latest in medical care in a wide range of medical specialties including neurosurgery (the Brain & Spine Institute), cardiovascular services, women's health, cancer, trauma and critical care.

Primary health services include intensive care, obstetrics, a Level II special care nursery, behavioral health, medical, oncology, pediatric, neurology, orthopedic, surgical and inpatient physical rehabilitation. The facility is designated a Level III Trauma Center and is recognized as a Primary Stroke Center. Outpatient services include diagnostic and therapeutic services, ambulatory surgery, radiation oncology, dialysis, and rehabilitation.

In 2008, a new neurosurgery suite and intraoperative MRI will provide sophisticated intraoperative imaging and computer assisted surgical navigation. These innovations offer heightened precision, effectiveness, safety and improved outcomes for patients undergoing complex neurosurgical procedures. In 2007, a da Vinci surgical system incorporated the latest advances in robotic assisted technology. A multipurpose Center for Imaging was also opened, a \$25 million investment to produce the largest and most comprehensive facility between Minneapolis and Madison.

With all of the development of medical technology, Sacred Heart Hospital's commitment to the poor, the hungry, and the marginalized of the local community remains a primary focus of our ministry. In the 1980s, Sister Joel Jacobi, OSF and Sister Francis Regis Dobiesz, OSF, began to feed the poor with leftover hospital food. Initially they served 10-15 families each week. The program grew into the St. Francis Food Pantry, and two decades later it became its own nonprofit organization serving over 400 families each week.





stewards of a heritage

In 2004, the new Center for Advanced Medicine and Surgery provided a 100,000 square foot addition to the hospital with state-of-the-art facilities for surgical care, critical care, registration, a cardiac cath lab, and a new atrium lobby. To serve growing community needs, the hospital also expanded the Emergency Medical & Trauma Center and regional Center for Cancer Treatment and Prevention.



New cutting edge diagnostic and treatment technologies were added, such as the PET/CT, the first in the region, and a new Linear Accelerator with IMRT (Intensity Modulated Radiation Therapy), hailed the greatest advance in 20 years to pinpoint and destroy cancer cells. Two years later, other construction was completed, including the Center for Surgical Intensive Care, Center for Medical Excellence and the Community Auditorium.

Sacred Heart Hospital enjoyed over a century of healing ministry with the physical presence of the Sisters. As the day approached when there would be no more Hospital Sisters working in our hospital, physicians, employees and volunteers were being prepared to carry on their healing ministry. Programs like St. Francis Renewal Days, Franciscan Connections, RISEN, and Franciscan Leadership Formation helped employees live out the Sisters' Mission, Values, service excellence standards and Core Values and practice the highest ethical standards.

When St. Francis was blind and on his deathbed, he encouraged a close friend, "I have done my part...May Christ teach you to do yours." Thus was laid a foundation for a rich healing tradition that continues today. Long is the list of Sisters, administrators, physicians, nurses, technologists, aides, workers, volunteers, and generous donors that helped lay Sacred Heart Hospital's foundation of care and hope.