

# 2019 Annual Report

## Partnering for Health and Hope





# Committed to Doing Jesus' Work

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Brett Norell, FACHE  
President & CEO



Jeff Dunn, Chair  
HFM Board of Directors

Dear Friends,

This was a milestone year for Holy Family Memorial. In September, we celebrated 120 years of caring for our community—mind, body and spirit. Our founding Sisters had great courage when they made the decision to build this hospital. While the need for healthcare was great, so was the need for funds to support the build. They put their faith in God and his divine providence.

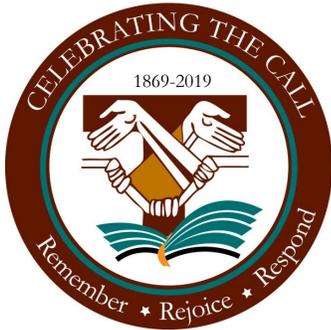
As a Catholic hospital, HFM remains committed to doing Jesus' work. Change in healthcare—and our environment—is constant, and the need in our community continues to be great. Through it all, HFM remains committed to being an active part of our community and to providing the best quality care close to home. Positive outcomes and positive patient experiences are our focus—every time.

In these pages you will find some of the ways we are doing that for our patients and our community. We look forward to a successful, healthy 2020!

Sincerely,

Brett Norell, FACHE  
President & CEO

Jeff Dunn, Chair  
HFM Board of Directors



## A Year of Celebration

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2019 marked two very important anniversaries for HFM and its sponsors, the Franciscan Sisters of Christian Charity. On September 28, HFM celebrated 120 years serving the community, and on November 9, the Sisters observed their 150<sup>th</sup> Jubilee.

In 1869, a small group of Sisters settled in the frontier-like area around Silver Lake in Manitowoc County. Manitowoc, itself, was not yet officially a city. The Sisters trusted God to provide and suffered many hardships while they served the poor and disadvantaged in the surrounding area. Today, the Sisters serve in healthcare, schools and parishes throughout Wisconsin, Arizona, Michigan, Mississippi, Missouri, Nebraska and Ohio.

In the late 1890s, the Sisters answered a call to build a hospital. Lacking the funds, the Sisters decided to “trust in Divine Providence” and proceed. The new facility was the most modern hospital in Wisconsin at the time, with 45 beds, ventilation, electricity, an elevator and other modern conveniences. The price tag—\$75,000.

A new era of healthcare began, with Sisters accepting everyone in need of care, regardless of age, religion or finances. They sought healing of body, mind and spirit, a tradition of caring that continues to this day. The anniversary was celebrated September 28, 2019, with a reception in the hospital atrium and gardens and Mass in the hospital Chapel.





“For 120 years from day one of Holy Family Memorial to the present, the Franciscan Sisters of Christian Charity have committed their hearts and their resources to take care of the sick and injured of Manitowoc County and beyond, while always looking for new ways to improve community health. Looking back to our trust in Divine Providence, while looking forward to the challenges and opportunities ahead, I have faith in the words of St. Francis of Assisi, ‘Have confidence in the Lord. He will be your help and provide whatever is necessary for His work.’”

– Sister Natalie Binversie, Community Director, Franciscan Sisters of Christian Charity

## 120<sup>th</sup> Anniversary Prayer by Sister Kay Klackner

*Gracious God,*

*We thank you for the rich 120-year history of Holy Family Memorial, rejoice in our present, and look forward with faith and trust to the future. Give us zeal for the mission of your compassion and healing. Make us a beacon of love and hope for all persons who come to our doors. Grateful for our Franciscan legacy, we look forward to your continued great work through us for the people of our local community.*

*Amen.*



Sister Kay Klackner

# Driven to Innovate

## Access to comprehensive eye care

HFM expanded access to comprehensive medical and surgical eye care to the community through a partnership with Tower Clock Eye Center. Dr. Tyson Schwiesow, MD (ophthalmologist) and Dr. Michael Servi (optometrist) of Tower Clock Eye Center see patients in a satellite office at HFM. They offer comprehensive eye care and treat conditions such as cataracts, glaucoma, dry eye and can provide specialty contact lenses. Tower Clock Eye Center providers will work with a patient's optometrist or preferred optician. If needed, patients have seamless access to additional services at Tower Clock's Green Bay office.

## Opening of Lakeshore Memory Clinic

Memory changes have many causes. But with more than 110,000 individuals in Wisconsin living with Alzheimer's or another form of dementia, HFM and Felician Village knew more help was needed locally. In May 2019, we collaborated to open the Lakeshore Memory Clinic for patients with memory loss.

Located Felician Village, the Clinic has a treatment team comprised of Cameron Goetz, HFM licensed psychologist; Melissa Koss, FNP, APNP-BC, HFM family nurse practitioner; Connie Thimmig, CDP, Felician Village certified dementia practitioner; and Jeffrey Corrigan, MD, HFM family practice physician. It is affiliated with the Wisconsin Alzheimer's Institute Dementia Diagnostic Clinic. Since opening, the Lakeshore Memory Clinic has already expanded to serve more memory patients and their families.



Dr. Matthew Campbell  
with the LINX device

## LINX procedure

Acid reflux is a 'mechanical' problem affecting many people. Things that belong in the stomach—acid, bile, digestive enzymes—get pushed into the esophagus and cause heartburn, inflammation and ulceration. It makes it difficult to swallow and can lead to precancerous changes of the esophagus. Most of the time people treat this with antacids, but that only fixes small problems and does not address the mechanics of the condition.

HFM's new LINX procedure, performed by HFM General and Vascular surgeon Matthew Campbell, MD, offers that mechanical solution for significant reflux disease.

With LINX, a ring of interconnected magnets is surgically implanted around the esophagus to keep stomach contents in the stomach and restore the esophagus its normal strength and physiology. After a short, outpatient procedure, patients can return to their lives and resume normal activities in a few days.

## HFM Meds to Beds program

Getting your medications and understanding when to take them is important to a successful return to home after a hospital stay. Now, thanks to the new Meds to Beds program, HFM patients get their medications before they leave the hospital. A pharmacy team member visits the patient shortly after admission to begin the insurance process for prescription drug coverage. Then any necessary medications are delivered and reviewed with the patient just prior to discharge. This free program saves patients time and enhances understanding of medication use—which gets patients on the road to recovery faster.



## HFM launches enhanced recovery after surgery (ERAS) program

HFM is dedicated to offering the latest and most advanced treatments and procedures to help patients live their best life. In 2019, HFM launched a new surgery approach called Enhanced Recovery After Surgery—commonly referred to as ERAS.

ERAS relies on a patient-centered, evidence-based, multidisciplinary team approach to surgeries in order to improve surgical outcomes while speeding patient recovery times. In its simplest form, ERAS is an acronym for a three-phase, total care approach for a patient undergoing surgery—an approach that gets everyone involved and on the same page, using research-proven practices to make sure patients have the best surgical experience possible and recover quicker.

### ERAS protocols are broken into three phases:

- 1 Preoperative:** The first phase includes educational elements like setting expectations, explaining the surgery to the patient, discussing pain management and nutrition for before and after surgery and getting medications and any other prep items needed.
- 2 Day of surgery:** This is everything that happens the day of the surgery, from the anesthesiologist using blocks to minimize the need for narcotics during surgery, to the surgeon and nursing staff limiting the amount of fluids and interventions to improve and enhance recovery.
- 3 Postoperative:** The third phase requires adhering to and following specific goals, like getting patients up and moving and off IV fluids sooner, eating and drinking normally quicker, chewing gum to stimulate digestion and using less medication.

The benefits of ERAS protocols are research-proven. Anesthesiologist Dr. Jonathan Klatt, Medical Director of Surgical Services and founder of the HFM ERAS implementation team, sheds light on the many benefits. “When we utilize ERAS, patients use less pain medication during and after surgery and experience fewer complications. They also go home sooner and back to ‘normal’ life quicker.”



## Building a Healthy Community

### HFM Move Manitowoc County

In honor of May Global Health & Fitness Month 2019, HFM challenged Manitowoc County organizations to HFM Move Manitowoc County—a new step challenge designed to invest in employee health and healthy workplace behaviors that could create lasting improvements in the community’s health.

Eleven organizations from Manitowoc County accepted the challenge and competed to achieve the highest average daily number of steps and earn money for their charity of choice. In total, 283 participants walked 82,755,709 steps—approximately 41,377 miles!

KDC/ONE Northern Labs was the winner of HFM Move Manitowoc County and chose the Ronald McDonald House Charities of Eastern Wisconsin, Inc. as the recipient of competition proceed—\$2,750. This challenge was a collaboration between HFM, Forsite and Motion Connected.

### Honoring our veterans

Every day, our veterans and active duty personnel give so much to ensure our freedoms. There is not enough we can do to thank them, but HFM is proud to offer a few programs to ensure how much we care. “First Friday for Veterans” is an opportunity for veterans to gather in HFM’s Espresso Connection with a representative from the Veterans Services Office for conversation, camaraderie and free coffee. HFM staff and patients who are veterans and active duty personnel were honored in pinning ceremonies on Veterans Day. And the annual HFM Love Light Tree Celebration was begun to recognize veterans, and we continue that tradition today.



## CORE Treatment Services to serve community AODA needs

All around us we see stories of drug and alcohol abuse and the devastation it leaves in its wake. In fact, very few of us can say we are untouched by it. Unfortunately, there is a shortage of residential treatment facilities for those afflicted by alcohol and other drug abuse (AODA). Which is why HFM committed to support the new CORE Treatment Services Residential Rehabilitation Center.



A nonprofit, 16-bed residential and day-treatment AODA facility, CORE will open in the former Franciscan Sisters of Christian Charity convent building next to Holy Family Memorial in early 2020. CORE is a licensed Community Based Residential Facility (CBRF) and Comprehensive Community Services (CCS) organization. As such it is only the state's fifth CCS-certified ADOA residential treatment center.

Pastor Chris Gilbert of Connection Church, and behavioral health supervisor Carmen Persaud are CORE's co-founders and co-executive directors. HFM CEO Brett Norell serves on the Board of Directors. Dr. Dean Pollnow, HFM's Chief Medical Officer, serves as CORE's medical director. HFM also will provide food service and other support to help this very important service take root in our community.



### HFM expands access to safe and convenient drug disposal

According to the Centers for Disease Control and Prevention, nearly half of American adults take at least one medication and 25 percent take three or more. While medications can provide many benefits, misusing them can be detrimental to an individual's health and pose a negative impact on the health and safety of a community. Proper medication disposal is crucial for protecting community members and the environment.

In 2019, HFM Pharmacy gave Manitowoc County an additional location to drop off extra or expired prescription medications year-round. HFM Pharmacy installed a MedSafe kiosk, a secure prescription medication drop box, inside the pharmacy. The kiosk is accessible during the pharmacy's business hours. Drop off is anonymous and free.

"Leftover prescriptions and over-the-counter medications can pose a serious risk in the home," said Holly Dewane, managing pharmacist at HFM Pharmacy. "With the MedSafe kiosk, community members can safely dispose of medications, which helps decrease the risk of accidental exposure, overdose or intentional misuse."

Acceptable medications for disposal include prescription and over-the-counter pills, tablets, capsules, ointments, creams, lotions, powders, inhalers, nebulizer solutions and liquid medications.

**In 2019, HFM Pharmacy collected nearly 400 pounds of unwanted medications.**

# Committed to Our Mission



## DAISY Awards

Three times a year, Holy Family Memorial recognizes nurses with the DAISY Award for excellence in nursing. DAISY is an acronym for Disease Attacking the Immune System. The DAISY Foundation was established in 1999 by the family of J. Patrick Barnes to honor the exceptional nurses who cared for him during his final days. It has expanded nationwide. Nurses can be nominated by patients, families and their colleagues throughout the year.

### **The 2019 DAISY Award recipients included:**

**Sara Jetton, RN, HFM Home Health Care** – A patient’s family member nominated Sara for the care she provided for her grandmother writing, “I truly believed that no one could care for Grandma the way I thought she deserved to be cared for and loved, but Sara proved me wrong in the best possible way...I got to spend the final week of my Grandma’s life just being her granddaughter and getting to sit there and hold her hand.”

**Charity Romero, RN, Women’s & Children’s** – Charity’s nomination from a patient reads, “I am beyond grateful for my nurse who held me while I cried and helped me try to accept that not all things [labor and delivery] go as planned but it doesn’t have to be bad, though at the time it felt like the end of the world. HFM is lucky to have her and if she didn’t help so quickly as she did, I am not sure where my life or family’s life would be.”

**Lois Schroeder, LPN, HFM Pediatrics** – Lois was a licensed practical nurse at HFM Pediatrics. She worked at HFM for 32 years and retired in April 2019. A parent submitted a nomination for Lois and expressed gratitude for her care and compassion. “It’s clear that Lois is amazing at what she does because she cares about the children she works with,” noted the parent. “I don’t have enough time to describe all the times she has shown calm understanding when I spoke with her over the phone in her role as triage nurse, or the times I had to leave a message but still received a call back in a timely courteous manner even if one wasn’t required.”

**Nikki Spindler, RN, HFM Emergency Department** – Nikki was nominated by an individual for the compassion and caring she provided for a family member. “The night my fiancé passed away; our entire family was distraught. My daughter was heartbroken. Nikki had so much compassion for her, she took my daughter by the hand, comforted her and even gave a stuffed bunny for my daughter to keep,” the nominator wrote. “Even though it was the hardest night my daughter ever faced, Nikki made it more comforting and was very compassionate. For that I am forever grateful.”

**Rebecca Staudt, RN, Medical/Surgical Unit** – A patient’s spouse nominated Rebecca and shared how she comforted and cared for the individual’s husband during his hospital stay. “On the fifth day of his hospitalization, the strain of his treatments, as well as the fear his diagnosis created in him, overwhelmed my husband emotionally. He broke down while I was not at the hospital,” wrote the nominator. “...Becky came in for her regular assessment. She saw him and immediately came over to sit next to him, put her arm around him and soothe him with words of comfort and assurance. He told me later that her action felt to him like divine intervention to uplift his spirit and give him a foothold of hope in place of despair. By the time I arrived at the hospital, he once again felt he had the strength to continue his battle.”

### A focus on faith

HFM is proud of its Catholic heritage. To recognize our rich history, HFM has put a focus on faith to share that heritage with staff and the public. HFM celebrates Feast Days, recognizing St. Clare, St. Francis, All Saints and the Holy Family with special treats and prayer cards for staff. Prayer cards are also placed on patient trays. In addition, descriptions of the Feast Days and other holy days are shared in the employee newsletter and social media. Mass is celebrated daily, and all are welcome to use the Chapel for prayer and reflection.



## Award-Winning Care Close to Home

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In 2019, Holy Family Memorial earned numerous awards and recognitions, and was ranked among the top in the nation for the safe, high-quality care provided to patients.

- Manitowoc County residents can be proud to say they have one of the nation’s top community hospitals in their own backyard. HFM was named one of the **100 Great Community Hospitals for 2019 by Becker’s Hospital Review®**. Hospitals featured on this list are recognized for their quality, patient satisfaction, and overall service excellence. This is the fourth year in a row that HFM has earned this distinguished honor!
- HFM’s cardiac care continues to be recognized by the nation’s leading heart experts. In 2019, HFM received the **American College of Cardiology’s NCDR Chest Pain—MI Registry Platinum Performance Achievement Award**. This is the fifth consecutive year that HFM has received the recognition for heart attack care. HFM was one of only 225 hospitals nationwide to receive the honor.
- HFM received the **Perioperative Surgical Home (PSH) Innovator Award** at the American Society of Anesthesiologists PSH Learning Collaborative’s national meeting for its Meds to Beds program (see page 7). PSH is a patient-centered, physician-led, team-based model of care that helps patients navigate through the entire surgical experience, starting with the decision to have surgery and prepare to have surgery through discharge from the hospital and beyond. The PSH Learning Collaborative 2020 brings together leading organizations and subject matter experts from across the country.

## Notice of Nondiscrimination

Holy Family Memorial complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. Holy Family Memorial does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

Holy Family Memorial:

- Provides free aids and services to people with disabilities to communicate effectively with us, such as:
  - Qualified sign language interpreters
  - Written information in other formats (large print, audio, accessible electronic formats, other formats)
- Provides free language services to people whose primary language is not English, such as:
  - Qualified interpreters
  - Information written in other languages

If you need these services, contact Noelle Gentile at (920) 320-4014 or email [ngentile@hfmhealth.org](mailto:ngentile@hfmhealth.org).

If you believe that Holy Family Memorial has failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with:

Noelle Gentile  
RAC Coordinator  
2300 Western Avenue,  
P.O. Box 1450, Manitowoc, WI 54221-1450  
telephone: (920) 320-4014  
fax: (920) 320-5109  
email: [ngentile@hfmhealth.org](mailto:ngentile@hfmhealth.org).

You can file a grievance in person or by mail, fax, or email. If you need help filing a grievance, Noelle Gentile is available to help you.

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at:

U.S. Department of Health and Human Services  
200 Independence Avenue, SW  
Room 509F, HHH Building  
Washington, D.C. 20201  
1-800-368-1019, 800-537-7697 (TDD)  
Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

