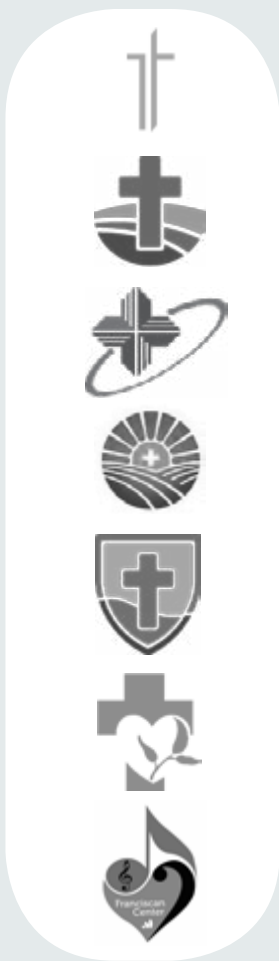


# Ministry Report

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

VOLUME 32 NUMBER 3 SUMMER 2024



## 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 leading change, ensuring stewardship of resources and integrating mission and values.

## Embrace Bold

By Sister Kay Klackner, OSF, Vice President of Mission

**T**wenty-one participants from our sponsored ministries attended the 2024 Catholic Health Association (CHA) Assembly in San Diego from June 9-11.

The theme, *Embrace Bold*, both inspired and challenged us. Keynote speakers addressed a variety of topics: solutions to fixing our health care system; Catholic health care and synodality; AI and reimaging health care; and a panel on Catholic health care and American culture. Additionally, thirteen breakout sessions immersed participants in current healthcare issues.

Keynote speaker Robert Cardinal McElroy shared Pope Francis' call to renewal of the church through the synodal discernment process by engaging people in interpersonal dialogue and consultation around topics affecting the life of everyone in the church. After global consultation in local dioceses, elected bishops, religious, lay men and women were called to Rome for the Synod in 2023. The cardinal shared his experience of Synod and the various topics raised by initial consultation. McElroy spoke of areas of agreement and areas of deep division. He further challenged leaders to engage in dialogue around specific concerns in healthcare.

Following the cardinal's presentation, participants formed into groups to

experience the synodal discernment process. With a guiding leader and an input question from CHA, we practiced the three rounds of discernment. With a time of reflection before each round, each member succinctly stated his/her thoughts on the question with no intervention from others in the first round. In the second round, each member stated an insight she/he heard from other members, again with no intervention. In the third round, insights received from intense listening to the group and discernment of the Holy Spirit were shared to answer the input question for CHA.



Highlighting our time in San Diego, there were two opportunities to celebrate Sam Prokopec, executive director of St. Joseph's Elder Services, on his award in the *Tomorrow's Leaders Program: Honoring Young Professionals Who Will Guide Our Ministry in the Future*. Prokopec was honored with his colleagues at the Assembly's Award Banquet, and

(**Embrace** - continued on page 2)



## Message from the President

### Friends,

This past June, as we do every year, Tim, Sister Kay, and I had an opportunity to attend the Franciscan Sisters of Christian Charity annual community meeting to update them on their Sponsored Ministries. We informed the community—around 160 Sisters gathered in the Motherhouse chapel—about how things are going operationally and financially at Franciscan Healthcare, Genesis, Froedtert-Holy Family, St. Joseph's, St. Paul's, Clement Manor, and the Franciscan Music Center. We discussed our organizations' challenges and successes and were happy to report that their mission and ministry is alive and well throughout the system. You'll certainly find proof of that on the following pages.



Scott McConaha

I always use the opportunity of the sisters' annual community meeting to express our ongoing commitment to operating these ministry organizations in a way that honors their legacy and promotes their charisms in a world that needs such witness now more than ever. This year marks our 39th anniversary as a system, and while lots has happened over these nearly four decades, our goal remains constant: to instill the sisters' charisms of joyful acceptance of poverty, love for the church, simplicity, and selfless dedication to the service of others throughout this system.

The articles herein are a testament to the unwavering devotion that our leaders, employees, and volunteers demonstrate every day to the Franciscan Sponsored Ministries organizations. Whether it be through community outreach, funding the education of future healthcare professionals, expanding services to new areas, or numerous other activities that bring much needed care and support to people in need, our colleagues through the system continue to make us so proud. I've said this before, but it bears repeating: when I think about the countless examples of good being done in the name of the Franciscan Sisters, I can't help but think that Saint Francis's prophetic words "I have done what was mine to do, may Christ teach you yours," continue to have meaning today.

We do what we do for reasons bigger than ourselves. It's not easy work and the challenges can sometimes overshadow the rewards. But please know that we in the system office and the sisters who pray for and support you every day, see the good that you do and are most grateful for the example you set in showing all of us what it means to follow one's calling in the service of others. Thank you for this marvelous gift!

(Embrace - continued from page 1)

Sponsored Ministries honored him at a dinner for all the participants from our system.

## SAVE THE DATES



### Leadership Enrichment Program

October 10, 2024

### New Board Member System Orientation

October 24, 2024

Details coming soon.

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Please help us maintain our mailing list. Send additions and deletions to: [kstenzel@fscm.org](mailto:kstenzel@fscm.org)

**Editor:** Karen Stenzel



## Embracing Lifelong Learning at Clement Manor's Center for Enrichment

Clement Manor's Center for Enrichment Lifelong Learning program (CFE) is more than just a center; it serves as a nurturing ground for the mind, body, and spirit, welcoming our residents and seniors from the surrounding community to embark on a journey of continuous growth and discovery, no matter their age.

At Clement Manor, lifelong learning is a way of life. The program is a testament to the belief that education has no age limit and every individual has the potential to expand their knowledge and skills. The Center for Enrichment offers a wide array of courses and activities, from art and music to fitness and technology, catering to its participants' diverse needs and interests while promoting physical health, emotional wellness, and spiritual growth. Classes are taught by members, residents, retired and active faculty from local colleges and universities, and other experts in their fields, ensuring a supportive and inclusive learning environment.

Its mission aims to improve brain health, lengthen lifespan, and overall mental health. Social connections with other students foster a strong sense of community, togetherness, and friendship.

What sets Clement Manor's program apart is its strong emphasis on inclusivity and accessibility. It's more than just a place to learn; it's

a community that fosters a sense of belonging and friendship among its members and residents. Stepping into the CFE is like stepping into a supportive and vibrant community united by a shared passion for lifelong learning and a desire to grow together.

The program extends its reach beyond physical boundaries, actively engaging with the broader community through outreach initiatives, partnerships with local organizations, and collaborative events. By fostering connections and collaborations, the CFE enriches the lives of all community members.

Clement Manor's commitment to lifelong learning is not just about acquiring information but cultivating curiosity, nurturing creativity, and fostering personal growth. We believe every individual has the potential to grow and discover continuously, and our program is designed to inspire and motivate our members on their learning journey.

The Center for Enrichment serves as a vital sanctuary for the soul. Our residents and members are fulfilled by continuously pursuing wisdom, wellness, and wonder.

Pursuing knowledge knows no age limits, and the path to personal enrichment is always open to those seeking to embark upon it at the Center for Enrichment. To learn

more about the CFE and the classes it has to offer, check out the most recent catalog at [www.clementmanor.com/CFE](http://www.clementmanor.com/CFE).



*The residents and seniors from the surrounding community are offered a wide array of activities and learning opportunities at Clement Manor.*



## Serving the People in a Thriving Community

Small-town Nebraska. You have your post office, bank, coffee shop, gas station, and a handful of family-owned businesses. If you're lucky, you have a small-town grocery store as well. If you're REALLY fortunate, you have a pharmacy. Oakland, Nebraska, is lucky like that. Well, let's face it, it is NOT luck, but hard work and determination on the part of those who believe in their community enough to stay and make it work. That is not an easy task in 2024. Rural pharmacies struggle to generate an acceptable profit to remain viable in today's economy. But it is not always about money. It is about serving the people and being part of a thriving community.

Pharmacist Rick Mulder and his wife Susan have been operating the Corner Drug Store in Oakland for 29 years. They understand the importance of having a pharmacy and access to necessary medications for the local community. When Franciscan Pharmacy approached them to maintain the same level of service, it was a win-win situation.

On July 1st, Franciscan Pharmacy opened at the Corner Drug Store's current location. With minimal downtime (only two-and-a-half days), Corner Drug seamlessly transitioned to Franciscan Healthcare. This acquisition ensures that Oakland residents will continue to have their pharmaceutical needs met. The familiar faces from Corner Drug have joined the Franciscan Healthcare team, so customers can expect to see the same friendly staff along with a few new additions at the pharmacy counter and within the retail drug store.

But wait, there's more!

In the near future, the pharmacy will relocate to adjoin the current Franciscan Healthcare Oakland Clinic, as the building expansion will add new space. The pharmacy will offer a drive-through service for convenience and free prescription delivery within the city limits. Franciscan Healthcare is excited to offer these valuable services, which align with our vision of being



*Franciscan Healthcare Director of Pharmacy Michelle Borgmann, Corner Drug Store's Susan Mulder and Pharmacist Rick Mulder opens the Franciscan Pharmacy in the former Corner Drug Store location in downtown Oakland, Nebraska.*



*Architect's rendering of completed clinic/pharmacy in Oakland.*

the leader in providing quality healthcare, promoting health and wellness in the communities we serve, and being the employer of choice.



## Supporting the Next Generation of Health Care Professionals

**F**or nearly 125 years, Froedtert Holy Family Memorial has been committed to supporting the growing needs of our community. In 1899, Mother Alexia Fullmer and the Franciscan Sisters of Christian Charity opened Holy Family Hospital, to meet the health care demands of a growing Manitowoc community. Today, FHFH continues to respond to the needs of our communities. This time, to support the growing demand for health care professions.

In April 2022, leaders from Froedtert Holy Family Memorial Hospital, Froedtert & the Medical College of Wisconsin health network, and Franciscan Sisters of Christian Charity made a \$1 million donation to Lakeshore Technical College (LTC) in Cleveland, Wis. The donation was for a new Center for Health Care Excellence on the college campus.

The new center will be a 16,000-square-foot addition and remodel to the Cleveland campus. It will benefit 1,500 health care and

emergency services students and professionals who will train annually in the new facility. This will meet the growing demand for graduates from LTC’s nursing, emergency medical technician (EMT), radiology, medical assistant, paramedic, fire medic, and other health care and public safety programs.

“We cannot overstate the transformational impact this million-dollar gift will have on our college and our community,” said LTC president Dr. Paul Carlsen. “All of us are consumers of health care at various points in our lives. Through this new partnership we will be able to modernize our facilities and significantly increase the number of healthcare students we graduate annually.”

“The Froedtert & the Medical College of Wisconsin health network has a long history of partnering with educational institutions with a strong local presence that are committed to providing educational opportunities to those who live and work in the diverse communities we serve,” said



*FHFMH partners with LTC throughout the year. We hosted a gently used scrubs drive and 500 items were donated to LTC students to use in clinical work.*

Eric Humphrey, senior vice president and chief human resources officer for Froedtert Health. “The Center for Health Care Excellence will help educate the region’s future health care workforce, reduce workforce shortages, and help create a new pipeline of health care professionals – both in quality and quantity.”

The Lakeshore Technical College Center for Health Care Excellence will open fall of 2024. There will be a ribbon cutting event on Friday, Sept. 6.



*The new Center for Health Care Excellence on the Lakeshore Technical College campus.*



## Celebrating Excellence in Community Care

Genesis HealthCare System has been named a Fortune Magazine and PINC AI Top 100 Hospital for the third consecutive year. To receive this honor even once requires everyone to perform at a high level of excellence. This includes our team members who care for patients in our six-county service area, from those who disinfect rooms and schedule appointments to nurses and doctors who provide superior patient care.

### What does a Top 100 Hospital mean?

According to Fortune Magazine and PINC AI, when compared to peer hospitals, the top performers had:



- 39% fewer inpatient deaths.
- 26.6% fewer patients with complications.
- 30.6% fewer healthcare-associated infections.
- 21.2% lower inpatient expense per discharge.
- 0.5-day shorter average length of stay.
- Better reported patient experience scores, with a top-box Hospital Consumer Assessment of Healthcare Providers and

Systems (HCAHPS) score of 73% versus 67% for peer hospitals.

### A Top 50 Heart Hospital for the second year

In addition to rating hospitals, Fortune Magazine and PINC AI rank the Top 50 Heart Hospitals.



Heart disease is the deadliest issue facing adults in the United States. According to the Centers for Disease Control and Prevention (CDC), someone has a heart attack every 40 seconds.

Between the hundreds of team members who support our Heart & Vascular Institute and the thousands of community members who trust us with their health, we have the honor of being a Top 50 Heart Hospital for the second year in a row.

The seriousness of heart disease is also why Genesis, with our community support, established the Heart & Vascular Institute. We continually adopt proven new procedures and offer several minimally invasive options for common heart-related ailments.

### What does a Top 50 Heart Hospital mean?

- 28% fewer acute myocardial infarction (AMI) deaths and 50% fewer coronary artery bypass grafting (CABG) deaths.

- 32% fewer percutaneous coronary interventions (PCI) and 38% fewer CABG patients with complications.
- Higher 30-day survival rates for acute myocardial infarction (AMI), heart failure (HF) and CABG patients (0.3 to 0.7% higher).
- Higher 30-day survival rates for AMI, HF and CABG patients (0.3 to 0.7% higher).
- Lower 30-day readmission rates for AMI, HF and CABG patients (0.4 to 0.8% points lower).
- Shorter average lengths of stay between patient groups – 0.3 for AMI, 0.6 for HF, 0.3 for PCI and one full day for CABG.
- \$2,503 to \$9,931 less in total costs per patient case.
- Patients had better experiences at top-performing hospitals compared to the remaining peer hospitals, with a top-box Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) score of 71% versus 67%.

To learn more about our Fortune Magazine and PINC AI Top 100 rankings, visit [genesishcs.org/Top100](http://genesishcs.org/Top100) and [genesishcs.org/Top50](http://genesishcs.org/Top50).



## Volunteering is a Benefit to All

As part of National Volunteer Appreciation Week in April, St. Paul Elder Services (SPES) hosted its annual Volunteer Appreciation Banquet on Monday, April 22nd. As has been tradition, we honored a special volunteer with the Volunteer of the Year recognition, given annually to a volunteer who goes above and beyond in giving their time and talents to help us and those we serve. Director of Volunteer Services Josie Troullier prepared the following remarks in announcing Mike Miller as this year's Volunteer of the Year:

“This volunteer started volunteering in 2022 in hospice and shortly after, began showing interest in volunteering outside of hospice as well. Staff describe this volunteer as “compassionate, dedicated, attentive, peaceful, and loving.” I know I can count on this person with just about anything: spending 1:1 time with a resident who needs extra TLC, setting up and assisting with large events, assisting on community outings, or just being at SPES and creating friendships with those we serve. A



Volunteer of the Year Mike Miller.



The Volunteer Appreciation Banquet for St. Paul Elder Services.

veteran himself, for Veterans Day 2023, he asked to hold a special veteran social at happy hour, where he recognized each veteran individually with what branch of military they served, what years they served, and what job they had during their service. He then provided each of them with a gift. I knew then I wanted to make him our volunteer of the year.”

To our delightful surprise, Miller in turn wrote this letter to the editor about SPES, which was published in the *Kaukauna Times Villager* on June 12th:

“I’m writing this letter not because I just received a volunteer award. I’ve been meaning to write the letter for a long time, but never got around to it. I don’t know how many people in the area have ever heard of St. Paul Elder Services, Inc., but I highly recommend it for anyone that needs that kind of care. It has everything a person

needs when they get to that stage in their life, from small apartments, to physical therapy, memory care, outpatient therapy, hospice program, and nursing home services. I have been hospice volunteer first, and I also do other volunteer services at St. Paul. No one is perfect, but in my opinion, St. Paul comes close to it. I have volunteered and worked in other nursing homes in the Eagle River and Land O Lakes, Wisconsin area and by far, St. Paul is the best. Not only that all the people live. They are treated with the utmost respect, but all the staff that worked there, from the department managers, nurses, CNA, kitchen, staff, maintenance, people, and any other staff, I may have forgotten, they are all the best. They are truly caring and kind. I’m sure if anyone would like to know more about St. Paul, you can go there and someone will take you on a tour of the facility. I highly encourage you to do this.”



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## Bragging About Us!

By Sister Joellen Kohlmann, OSF, Mission Leader

The Franciscan Center Inc. is very proud of the uptick in use of our venues. Our events coordinator and administration has been hard at work and the results are visible. Besides our on-going music lessons and activities, The Franciscan Center has been privileged to host many others including baby shower parties, Bank First, birthday parties, Board of Realtors, CASA, Celebration of Life services, Chamber of Manitowoc, Christian Charities, Clipper City Chordsmen, Daddy Daughter Dance, Diocese of Green Bay, Froedtert Earth Day Event, FSCC Sponsored Ministries, graduation parties, Housing Coalition of Manty, Kaysun Corporation, KMEA

Piano Auditions, Lakeside Foods, Lifelong Learners UW Green Bay, Manitowoc Marine Band, Manitowoc Symphony Orchestra, Manty Dance, Merit Financial Group, Milwaukee Ballet II, NOAA, private weddings, Pro Arte Quartet, Sharon S. Richards Memorial, St. John's Players, St. Thomas the Apostle Wine and Cheese Auction, Super Mom and Son Event, The Haven, Treehouse Theater, Warped Studio Ballet, Women's Spirituality Group, wedding showers and wedding receptions, Women's Summit ... and many more to come!

Stop by and see what we offer whenever you are near. We'd love to show off!

