

SPONSORED BY THE SISTERS OF THE DIVINE SAVIOR



Dear Friends,

In St. Anne's 135th year, we celebrate the strength, integrity and service of our ministry to the Milwaukee community. Our longevity is a credit to the investment of many people, past and present, who believed in their hearts that care for seniors can be and should be an act of faith. One of those people is long-time volunteer Eileen Rossi, whom we honored with our Heart of the Home Award on St. Anne's Feast Day in July.

When you read about Eileen on Page 3, you'll see how her gift of love, kindness and support serves to inspire, comfort and encourage our entire St. Anne's family.

Each year, we recognize another form of service equally vital to sustaining St. Anne's mission. Dan Kolb, profiled on Page 2, will be presented with our St. Anne Award at the 4th annual HeartStrings dinner and auction on September 27. For the last eight years, Dan has been a trusted steward of St. Anne's financial resources.

There are so many opportunities for people of faith to offer their time, talent and treasure to our ministry! One is not more important than another—they go hand in hand.

God's Blessings!

Lynn M. Vogt, Administrator

Technology Enhances Resident Care

Residents, regulations and reimbursements. Director of Nursing Kathy Mertz admits juggling those priorities for St. Anne's Salvatorian Campus "is like walking a balance beam." But she is optimistic about how technology can help make the balancing act more manageable.

St. Anne's is in the process of transitioning to electronic record keeping for residents' medical information and must be in compliance with new federal requirements by 2013. Kathy estimates that right now charting is half paper, half electronic and she has high hopes for what a fully integrated system could bring campus wide.

"Our hope is to get back some of that precious time that we've lost to required documentation and put it back into one-on-one time with our residents," says Kathy. While the time savings is a great benefit, she says it's just a piece of the big picture. Providing easier access through electronic record keeping will also ensure *higher quality* documentation through greater accuracy and completeness of data.

"Imagine one program filling in from many sources throughout our campus. Personal interests, medical history, daily routines and life history—all information that can help our staff better relate to our residents. We can go very far with this, but we need a variety of things to help us get there."

Kathy says a key component is the expertise to develop electronic processes that are tailored to St. Anne's needs. Kathy has seen a customized system save time and money at other facilities and she is confident it can happen here.

Assistant Director of Nursing Kathy Hoeser shares her opti-

mism. She says currently lab results, pharmacy instructions, physician orders, and so many other critical pieces of information are called or faxed in, written down on a piece of paper, and later transferred to a resident's chart.

"Instead of five steps," says Kathy Hoeser, "we could reduce it to one. We do heavy-duty documentation so we need to streamline our system. We also have a number of residents whose needs change over time. Someone might enter St. Anne's for rehabilitation and upon discharge, might need our assisted living services. Transfers between levels of care need to become transparent so that all vital information transfers along with residents." Kathy Hoeser says spending less time on documentation would also enhance staff morale because it can free them up to do what they do best.

Kathy Mertz describes St. Anne's technology conversion as a building process. Likewise, Health Systems Manager Brittney Stroven explains that rather than making sweeping changes, the shift to a paperless system is moving along at a moderate pace to accommodate the varying skill sets among St. Anne's staff.

"No matter how you look at," says Brittney, "a fully electronic system with appropriate staff training will give St. Anne's staff more one-on-one time with residents." She says it's not unusual for

activities, dietetics and nursing personnel to spend 45 minutes of a shift charting information. Brittney sees it as precious time that could be spent reading or playing a card game with a resident.

"We're talking about technology but it's all about quality of life," says Brittney. ♥

"There are a lot of people here who have a lot of love to give, and enhanced technology will give them more time to share it with our residents."

— Brittney Stroven, Medical Records

2011 St. Anne Award

Service Comes Naturally to Dan Kolb

Dan Kolb first became acquainted with St. Anne's Salvatorian Campus through his father Bob Kolb, who helped to establish a board-restricted fund for St. Anne's with Salvatorian Sisters' sponsorship coordinator Frank Probst. Frank entrusted Dan with investing monies for the fund, and later asked if he would accept a nomination to serve on St. Anne's board of directors. Dan graciously agreed and began serving the first of two three-year terms back in 2003.

Dan's demonstrated commitment in sharing his expertise as an investment advisor and senior vice president for RBC Wealth Management has made him a valued addition to St. Anne's cadre of volunteers. Now co-chair of St. Anne's Development Committee, Dan will be recognized for his contributions with the 2011 St. Anne Award at the HeartStrings annual dinner and auction on September 27.

Dan graduated from Marquette University High School (MUHS) and went on to get a degree in business administration from Marquette University, specializing in finance. One class in investing was all it took to convince Dan it's what he wanted to do for a living. He considers himself very fortunate to have landed a job with Paine Webber right out of college. After five years he moved on to RBC Wealth Management in Brookfield, where he has worked for the last 21 years. Without hesitation, Dan says, "I love what I do for a living and can't imagine doing anything else."

Dan and his wife Liz live in Brookfield, where they have raised four

children, now ranging in age from 24 to 14. They are members of St. John Vianney, where Dan previously served on the parish council and co-chaired the Catholic Stewardship Appeal.

Service has been a part of Dan's life at least as far back as his days at MUHS. He says commitment to service was a key reason he and Liz chose to send their daughter Ali to Divine Savior Holy Angels High School and sons Jeff, Matt and Peter to his alma mater. For Dan, the charitable organizations closest to his heart are Journey House in

Dan's generous spirit as a faithful donor, former board member, and co-chair of our Development Committee embodies the intent of this award, and Dan is genuinely deserving of the honor. His example of our Lord's call to service is a testament to the difference one person can make in sharing the gifts of time, talent and treasure with others.

— Lynn Vogt, Administrator



Milwaukee, where he currently serves as chairman of the board, and St. Anne's Salvatorian Campus.

What ties Dan to St. Anne's is our mission to provide compassionate care for the elderly that honors the dignity of each individual. He has high praise for Lynn Vogt for embracing that mission in her day-to-day administration of St. Anne's, and wishes he had the time to get to know everyone who works to enhance quality of life for St. Anne's residents.

"Working with Lynn, I can see very clearly her passion and it makes me want to work for St. Anne's. I know making wise financial decisions is a piece of the big picture. Lynn's commitment keeps us (the board and committee members) committed to St. Anne's.

No ifs, ands or buts, the people and mission are what make St. Anne's stand out," says Dan, and he believes sharing the day-to-day stories of people who live the mission is the best way to convey that message to the Milwaukee community. ♥

— SAVE THE DATE —

Woman of Faith: Kathie Daily

October 20, 2011 • 7 p.m.

*Sisters of the Divine Savior Community House
4311 N. 100th Street, Milwaukee*

Please join us in posthumously honoring Kathie Daily, long-time public relations director for the Sisters of the Divine Savior. Kathie's daughter Katie Pickart will accept the 2011 Woman of Faith Award on behalf of her mom who passed away last March. The event is complimentary but reservations are requested. Please call 414-466-7414.



THE ST. ANNE AWARD

The St. Anne Award recognizes distinguished service and extraordinary commitment to the ministry of St. Anne's Salvatorian Campus and their lasting impact on the integrity of care and service to our residents—past, present and future.

The recipient understands and upholds the values of our ministry and underlying faith shown through acts that improve the quality of care, promote justice, foster collaborative relationships and are mindful of the responsibility of stewardship.

Twenty-year Volunteer Counts Her Gifts

Eileen Rossi wonders if it's proper to accept an award for something that has already rewarded her many times over.

Recipient of the 2011 Heart of the Home Award, Eileen began volunteering at St. Anne's Salvatorian Campus shortly before religious sponsorship was transferred from Little Sisters of the Poor to Sisters of the Divine Savior in 1992. She describes a Tuesday almost 20 years ago when she visited with St. Anne's residents as usual. The nursing staff was especially busy and knowing Eileen's nursing background, asked if she could lend a hand taking blood pressures. From that day on, Eileen found even greater joy in her weekly visits to St. Anne's.

As simple as it sounds, doing blood pressure checks helped Eileen relate to residents on another level. She explains that if a reading was favorable, delivering the good news was a bright spot in a resident's day. If a reading was too high, Eileen felt completely at ease talking to a resident and giving reassurance. Her greatest reward has been getting to know residents.

"It fills me up," says Eileen. "I love the residents and it has allowed me to keep a hand in nursing.

"I got lots of hugs from staff and residents—those hugs were great for me." She says another reward is knowing she could help make the days for St. Anne's staff a bit easier. Reporting for volunteer service every Tuesday for 20 years gave Eileen many opportunities to see the St. Anne's staff in action.

"I have so much admiration for the nursing staff and their commitment to St. Anne's residents. They always go the extra mile. I told my daughter if I ever need nursing care, I want to be at St. Anne's."

Eileen's decision to study nursing came out of a high school career day assembly back in her Iowa hometown of Defiance, population 350. She was impressed with the nurses in uniform, complete with cape and cap. Eileen's dad was all for education beyond high

school, but he had the notion that nursing wasn't good enough for his daughter, so her mom had to smooth the way for her future career.

Eileen started out with a nursing diploma and eventually went on to earn a Bachelor's degree in nursing from Marquette University. Encouraged by colleagues to continue her studies, Eileen earned a Master's degree in clinical practice from Case Western Reserve, then one of few schools with a master's program in clinical nursing. Eileen explains, "It was really important to me to remain directly in touch with patients, which is only possible in clinical practice."

While in clinical practice, Eileen would receive referrals to meet with cancer patients--both recently diagnosed and many approaching the end of life. She recalls many times when patients would confide their greatest fears and failings.

"I got very close to patients," says Eileen, "and that was the tough part. My friends kept dying."

One of those friends was Betty Rossi. Because of their friendship,

Eileen would occasionally reconnect with widower Bud Rossi after Betty's passing. Eventually, they fell in love and married. When Eileen became Bud's wife in her late forties, she gained a son and daughter, 19-year-old Bill and 21-year-old Barbara. Eileen exudes such joy as she talks about Bud, Bill and Barbara, two grandchildren and one great grandchild, whom she calls her most precious gifts.

"Coming from a large family, I always wanted to marry and have lots of children, but I'd never met the right man."

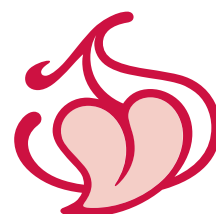
As she shares her life story, Eileen recalls her childhood nickname "Happy." Today she rejoices in her happy life and calls it "pure gift." Eileen credits her parents, nine siblings, and God with always making her feel safe and accepted as a child. Those same feelings are what she tried to impart as a practicing nurse and more recently as a volunteer at St. Anne's.

"That's my gift," says Eileen, "accepting people wherever they are. I can't take credit for it—it's been given to me." ♥

"The bible says 'From everyone who's been given much, much will be demanded.' How will I ever give back for all that I've been given?"



— Eileen Rossi,
2011 Heart of
the Home
Award recipient





2011 HeartStrings

TUESDAY, SEPTEMBER 27, 5:30 P.M.

Davians Banquet & Conference Center, Menomonee Falls

St. Anne's Salvatorian Campus will host the fourth annual HeartStrings dinner and auction on **Tuesday, September 27**, at **Davians Banquet & Conference Center** in Menomonee Falls. Proceeds from the event will be designated to our memory care program benefiting residents with Alzheimer's disease and other forms of dementia. The evening will include presentation of the St. Anne Award to Dan Kolb for his friendship and dedicated service to St. Anne's Salvatorian Campus.

Individual tickets for HeartStrings are \$150 each. To purchase tickets, or for more information about sponsorship opportunities, auction donations or the Rome Raffle, contact Amy Lanphear at 414-466-7414 or lanpheara@salvatoriansisters.org.

SILENT AUCTION PREVIEW

- Green Bay Packers tickets
- Milwaukee Brewers tickets
- Marquette University tickets
- Wisconsin Badger tickets
- Condo at Mission Hills Resort in California
- Golf packages
- Fishing charter on Lake Michigan
- Gift certificates and much, much more...

Interested in bidding on auction items before HeartStrings?

A full auction list and bidding instructions will be available September 20 at www.stannessc.org.

ST. ANNE'S SALVATORIAN CAMPUS

3800 N. 92nd Street, Milwaukee, WI 53222
414-463-7570 • www.stannessc.org

Lynn Vogt
Administrator

Lora Rosenbaum
Director of Development

Jan Penlesky
Director of Public Relations & Marketing

Amy Lanphear
Director of Communications & Special Events

St. Anne's publishes this newsletter two times a year. If you receive a duplicate or wish to be removed from our mailing list, please call 414-466-7414.

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ST. ANNE'S MISSION

St. Anne's mission is to provide residents with care and compassion in a respectful, home-like environment that honors individual dignity. Following the mission and philosophy of the Sisters of the Divine Savior and the beliefs of the Catholic faith, we strive to improve quality of life, promote justice, collaborate with our partners in service and be responsible stewards of our resources.

2011 HeartStrings Raffle

WIN A TRIP TO ROME, ITALY!

7 nights in Rome, Italy at the beautiful Villa Maria **for two (2)**
Includes \$2,000 cash towards airfare (expires 12/31/2012)

TO PURCHASE TICKETS:

Tickets are \$50 each; 3 for \$125

Stop by St. Anne's –

3800 N. 92nd Street, Milwaukee, WI 53222
(Check, Visa, Mastercard and Discover accepted)

Give us a call – 414-466-7414

Monday – Friday 8 a.m. – 4 p.m.

(Visa, Mastercard and Discover accepted)

Return coupon at right —>

Complete the order form and return with payment. Checks payable to St. Anne's Salvatorian Campus.

RAFFLE DRAWING:

Tuesday, September 27, 2011 at 8:30 p.m.
Davians Banquet & Conference Center
16300 W. Silver Spring Drive, Menomonee Falls, WI
Need not be present to win

Name _____

Address _____

City _____ State _____ Zip _____

Phone _____ # of Tickets _____

Raffle license no. R0015716A-02231

By completing this coupon with payment, you hereby authorize St. Anne's to fill in your name and other information onto your ticket(s) and drop them in the raffle bin.

A receipt of purchase will be returned to you.

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