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McDonough District Hospital
Employee Newsletter

Making Rounds



April 21, 2015 • www.mdh.org

National Hospital Week
May 10-16, 2015



*Where Miracles
Happen Every Day*

This week celebrates the many people who support the health of our communities and recognize the miracles they make happen, daily. We are extremely proud of these dedicated individuals, and we recognize the important role they play in extending compassionate care and a sense of trust to our patients and our communities.

We are excited about the facility upgrades at MDH and would like to thank everyone for your continued patience and support as we complete these projects to better serve our patients and communities.



MDH Core Values

Honesty and Integrity • Respect • Exceptional Service • Commitment to Excellence • Teamwork

MDH Hotline

Do you have a compliance concern you need to share confidentially? Remember the MDH Hotline is available at (309) 836-1630.

Next Deadline

The next *Making Rounds* deadline is NOON on **Tuesday, May 12, 2015**. Please submit your information, articles, thank-you notes, recipes, achievements, etc., to Public Relations.

2015 Mask Fit Testing

Information regarding annual disposable respirator (N95 mask) fit testing and how to sign up is on the intranet. Individuals participating in the mandatory skills fair will complete their mask fit testing during the fair. All other individuals will need to sign up for an appointment in the CBL system. More dates/times will be added each month. Please fill out form ahead of time or come early to appointment.

- For questions about mask fit testing, please contact Infection Control at extension 13313.
- For problems signing up in the CBL system, please contact Staff Development at extension 13454.

Job Opportunities



<u>POSITIONS</u>	<u>DEPARTMENT</u>	<u>SHIFT</u>	<u>STATUS</u>
Outpatient Coder (CERT)	Health Info. Mgmt.	Days	Full-time
Unit Secretary	Senior Behavioral Health	Evening	24 hrs/wk
Unit Secretary	Senior Behavioral Health	Evening	Full-time
RN	Intensive Care Unit	7a-7:30p	Full-time
Nurse Practitioner	Hospitalist		Full-time
Nurse Practitioner	MMG	Days	Full-time
RN	Senior Behavioral Health	7a-7:30p	Full-time
RN	Senior Behavioral Health	7p-7:30a	Full-time
RN	Acute Care	7p-7:30a	Full-time
RN	Emergency Services	7p-7:30a	Full-time
RN	Emergency Services	7p-7:30a	24 hrs/wk
RN	Home Health	Days	32 hrs/wk
RN	Home Health	Days	24 hrs/wk
RN	Obstetrics	7p-7:30a	Full-time
CNA	Senior Behavioral Health	7a-7:30p	Full-time
CNA	Senior Behavioral Health	7p-7:30a	Full-time
CNA	Acute Care	7a-7:30p	Full-time
EMT	Ambulance	7p-7:30a	Full-time
Paramedic	Ambulance	7p-7:30a	Full-time
Paramedic	Ambulance	7p-7:30a	Full-time
PBX Operator	Communications	Variable	Registry
Athletic Trainer	Rehabilitation Services	Variable	24 hrs/wk
Clinic Coder	MMG	Days	Full-time
Equipment/Systems Tech	Information Systems	Days	Full-time
LAN Administrator	Information Systems	Days	Full-time
Physical Therapist	Rehabilitation Services	Days	Full-time
Physician Assistant	Hospitalist		Full-time
Physician Assistant	MMG	Days	Full-time

List also available online at www.mdh.org

As of April 14, 2015

Information Systems Help Desk

When calling Help Desk for assistance, not all issues can be resolved immediately or on the phone. Be prepared to give the following information to the person who answers your request for assistance:



1. Your name and user ID
2. The computer name. If the issue involves a printer-know the name of the printer.
3. A phone number
4. The exact nature of the issue or problem. The more detailed information or examples you give, the better the tech can help you. **Help us, help you!**

New Faces at MDH

MDH Welcomes New Employees



Jennifer Byers

Jennifer is a Specialist in Public Relations. She is originally from Macomb. She is married to Erik Byers.

In her spare time, Jennifer enjoys fitness, cooking and her pets.



Jamie McCann

Jamie is a Food Service Aide for Morrison.



Iesha Polk

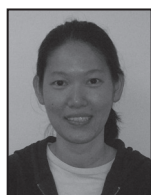
Iesha is an Environmental Services Aide for Crothall.

MDH Welcomes New Volunteers



Nathan Bevan

Nathan is a movie buff. He is a missionary who loves to help others.



Lin Chan

Lin is from Malaysia. She has been in Macomb since August 2014. Lin decided to volunteer at MDH to

explore new things and to learn more about US people and culture.



Pat Denton

Pat loves helping people and God. She is also a very compassionate person.



Connor Phelps

Connor is from Stockton, California and is on a mission trip for the Church of Jesus Christ of

Latter-day Saints. He enjoys being outdoors and feels at home on a trail with a backpack.

Moving Around

Kathy Caraway is a Convenient Care Secretary. Prior to transferring, Kathy was an ER Registration Clerk.

MDH Says Goodbye

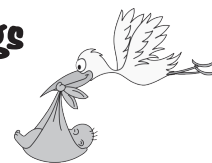
Sujata Karkare, Physician, Internal Medicine, 3/31/15

Katie Kerr, BHS Specialist II, Behavioral Health, 3/19/15

Jasmine Norton, Secretary/ Receptionist, ENT, 3/23/15

Neal Rodeffer, Equip/Systems Tech, Information Systems, 4/15/15

Stork Landings



Daniel and Molly McKee are the proud parents of Kash Walker. Kash was born on March 22, 2015. Molly is an Administrative Assistant in Outreach Services.

Out and About

Becky Derry, MS Ed, LCPC attended the *Checkpoint McDonough County* community support group for Veterans April 6 on behalf of MDH Behavioral Health Services. The program began in February and was developed by Veterans for Veterans. Becky spoke with the program organizer, Jason Riley, about the services our outpatient clinic is offering Veterans, including the ability to now use their VA benefits. Jason plans for Becky to speak at a future meeting about the topic of PTSD treatment and possibly suicide prevention.

Employees Recognized for Donations to McDonough County United Way

Meagan Wohlfeil, Human Resources (left), accepted the McDonough County United Way Platinum Award on behalf of McDonough District Hospital for donations by MDH employees to the 2014 campaign. Making the presentation at the Awards Luncheon was United Way Board of Directors President, Ashley Riggins (right). More than 200 hospital employees made an annual contribution, totaling almost \$7,000, to the McDonough County United Way. **Tobie Richey**, Human Resources, coordinated the United Way appeal to MDH.





New Cardiopulmonary Leader

Donna Myers was named Leader of Cardiopulmonary effective April 1. She has held cardiopulmonary leadership roles in a variety of

settings, most recently serving as the cardiopulmonary director at Keokuk Area Hospital for the past 19 years. Donna is a Registered Respiratory Therapist, a Registered Polysomnography Technician and holds a Bachelor of Science in Management. In this capacity, she has developed and implemented several programs including the Sleep Center which is accredited with the AASM. Donna also has a strong background in worksite pulmonary function screenings and community involvement.

Donna comes from a large family and loves spending time with her siblings. She is married with one son and three step-children. She is very involved in her church and works a lot with the children in quizzing and children's church. She loves photography and reading when she can find the time.



New Senior Behavior Health Unit Leader

Laurie Steinbrecher began her role as Department Leader of the new Senior Behavior Health Unit.

Laurie has 26 years of experience in the mental health setting, most recently serving as patient care supervisor/nursing director for a 54 bed behavioral health unit. Laurie holds a BSN from Blessing-Rieman College of Nursing/Quincy University, and a MSN/MBA in Healthcare Management from the University of Phoenix.

Additionally, Laurie holds national certifications as a Nurse Executive and as a Psychiatric-Mental Health Nurse. She is currently sharing office space with the Quality & Innovation staff, in the lower level of MDH, until our Senior Behavioral Health Unit opens later this spring.

Laurie is a native of this area, having grown up on a farm in Augusta, IL. She is married with three sons and seven step-children. In her spare time she enjoys spending time with her family, camping, flower gardening and attending MIZZOU football games in the fall.

A+ Achievements

Jolyn Utter, RN and **Megan Clemens**, RN in the ICU, recently passed the certification examination to become a CCRN by the American Association of Critical-Care Nurses (AACN). CCRN denotes certification in acute/critical care nursing.

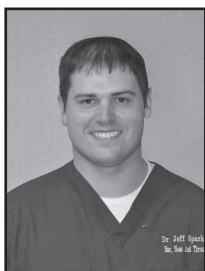
The **MDH Hospice** has reached Level 2 in the *We Honor Veterans* program. The MDH Hospice works in conjunction with the VA to better assist our veterans and their families. The MDH Hospice links our veterans and their families to VA benefits, grief support, as well as many other programs the VA has to offer. The MDH Hospice also connects our hospice veterans with a veteran from our volunteer team which allows them to share their experience.

Lori Fox, PTA recently attended *The Female Athlete* in Kenosha, WI. The two-day course discussed the specific needs of female athletes and the unique physiological and psychological differences between men and women. Other important health issues discussed were body image, nutrition, pregnancy, bone health and how injuries differ between men and women.

Lori Fox, PTA and **Amy Fansler**, PTA attended a daylong seminar in Peoria on March 13 for *Healthways SilverSneakers* group exercise program. This program focused on low-impact choreography and on improving agility, balance, coordination, flexibility, posture, breathing techniques and activities for daily living by increasing muscular strength and range of motion.

MDH Sport Medicine and Rehab participates in *Healthways SilverSneakers*. Contact **Lori Fox**, PTA or **Amy Fansler**, PTA at 836-1616 for more information.

APPLE Winner March 2015



Dr. Jeffrey Sparks

Please join me in congratulating **Dr. Jeffrey Sparks, Physician at MMG Ear, Nose & Throat Clinic**, on being named the recipient of the MDH APPLE Award for March 2015. APPLE stands for “Achieving outstanding Performance in Patient care, Leadership, Loyalty and Enthusiasm for MDH.”

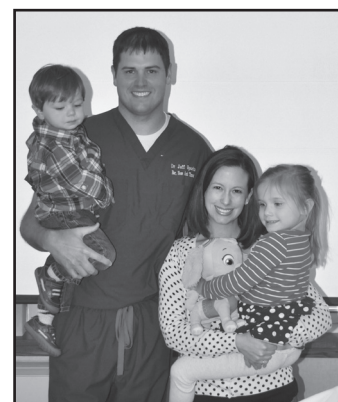
Dr. Sparks received his Bachelor of Science degree in Biology from Truman State University in Kirksville, Missouri. He went on to receive his Doctor of Osteopathic Medicine from Kirksville College of Osteopathic Medicine in June 2008. Dr. Sparks completed a surgical internship and finished his Otolaryngology Head and Neck Surgery residency at Northeast Regional Medical Center in Kirksville, Missouri in June 2013. He began his employment at MDH on August 1, 2013.

Dr. Sparks has been a tremendous addition to the MDH medical staff. He has brought with him not just a great wealth of medical knowledge and the keen skill to use that knowledge to improve patients’ lives, but also a great personality. He respects others and is always considerate. Dr. Sparks is an excellent, skilled physician who is compassionate, kind and caring.

Dr. Sparks always makes the patient feel like they are his only patient and provides them with ample time to ask questions. He provides very thorough explanation of procedures and explains them in a manner that is understood and comprehended. Dr. Sparks’ communication skills are top notch. He is excellent with pediatric patients and makes them feel very comfortable and at ease.

His nominator remarks, “Patients constantly comment about how nice and approachable he is, and I personally have seen how well he interacts with staff, patients, and families. He is a model for how the rest of us should treat each other. On top of this, he has a tremendous work ethic and most importantly always has the patient’s needs at the forefront of everything he does.”

Dr. Sparks and his wife, Tisha, have two children, Violet and Evan. In his spare time, Dr. Sparks enjoys hunting, fishing and playing sports.



MVP Awards

Has someone done something special for you? Has this person gone above and beyond his or her normal duties to help you? Consider completing an MVP Thank You to show your appreciation.

MVP Award - \$50

Matt Thompson
Medical Technologist, Lab

MVP Thank You - \$25

Nicole Wetterling
Secretary, Registration

Cathy Borst (Not Pictured)
Occupational Therapist, Rehab



Matt Thompson (left)



Nicole Wetterling (right)

We've Moved

In anticipation of the renovation of the west wing of the hospital Service Excellence, Infection Control and Quality and Innovation have moved!

Administration Leader of Quality & Innovation
third floor north wing

- Maggie Goettsche

NEW LOCATION: The former "film file storage room" located in the basement adjacent to the side dining room through the back door of the cafeteria or from the west or north stair tower.

The following people are in this location:

Service Excellence

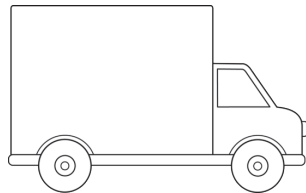
- Terri McHugh

Infection Control

- Carol Rowland-Maguire
- Courtenay Ring

Quality and Innovation

- Terry Hostert
- Ashley Frederick



My Dear Hospice Team,

I can never thank you enough for the wonderful, gentle care you gave my mother. The compassion and love you extended in the final months of her journey was truly a gift. You and God looked over her and brought her great comfort. I will be eternally grateful to you. I am also appreciative for the kindness you extended to my sister and me.

Thank you again for everything.

MDH Hospice Patient
Family Member



Cafeteria Renovation

The cafeteria renovation project is set to begin on Tuesday, April 28. This remodel is estimated to take 3-4 weeks and will include new flooring, serving line, salad bar and reorganization of the flow of the cafeteria. The cafeteria will close at 1:30PM on Monday, April 27 to allow us to move equipment to Auditoriums A&B where we will have our temporary cafeteria service during the renovation. We will reopen in Auditoriums A&B for breakfast on Tuesday, April 28 at 6AM. Our menu selections during this time will be limited, but we will do our best to meet the needs of our employees and visitors. Thank you for your patience and we are excited for our new cafeteria grand opening in May!



April is Occupational Therapy Month!

MDH Occupational Therapists treat inpatient, outpatient, and Home Health/Hospice patients of all ages. Therapists treat many conditions including pediatric/developmental disabilities, lymphedema, orthopedic conditions (such as fractures, nerve injuries, and tendon repairs) and neurological disorders including CVA, multiple sclerosis, spinal cord injuries and traumatic brain injuries. Specialized treatments include hand therapy, lymphedema, sensory integration and ergonomics assessments. The goal of Occupational Therapy is to help patients achieve their maximum abilities in order to complete their home, work, school and leisure goals.

Please contact Rehabilitation Services at (309) 836-1601 for more information regarding Occupational Therapy.



Recognition for Outstanding Customer Service – March

For the month of March, the Service Excellence Department at McDonough District Hospital would like to recognize and say thank you to 44 employees and physicians for their outstanding customer service to patients.

The Press Ganey surveys call attention to employees who demonstrate excellent customer service, according to Administrative Leader of Quality and Innovation Maggie Goettsche. Individuals recognized receive a customer service Thank You Certificate and are nominated for the MVP award for their outstanding hard work.

Recognition for outstanding customer service goes to the following professionals:

Acute Care: **Dr. David Miller; Dr. Kenechukwu Nwafo; Dr. Jack McPherson; Kendra Livingston, RN; Susan Gilliam, RN; Elizabeth Smith, LPN; Elizabeth Tefera, CNA; Katie Stewart, CNA; Kim Flanagan, Nurse Assistant; Patty Gutting, LPN; Heather Martin, RN, Rhonda Briney, RN; Jessica Thorman, RN; Lori Ackman, RN; Mary Osborn, LPN; Donna Stoppleswerth, Unit Secretary; Karen Griffeth, Unit Secretary**

Cardiopulmonary: **Jerry Raby, LRCP; Darlene Zeh, RRT; Janelle Reihm, CRT**

Emergency Services: **Dr. Ravi Masih**

Home Health: **Darlene Row, RN; Etta McHone, CNA; Cara Sanderson, CNA; Andrea Sears, CNA**

McDonough Medical Group: **Dr. Yousaf Jalil; Dr. Liberty Balbort; Dr. John Arnold; Dr. Scott Wright; Tammy Schmalshof, Medical Assistant; Amy Jones, LPN; Jennifer Jensen, RN; Dixie Bisby, Reception; Tiffany Bentz, RN**

Obstetrics: **Sara Jones, RN; Sandy Heckwine, RN; Kristen Jackson, RN; June Sapp, RN**

Rehabilitation Services: **Jen Wagoner, PT**

Surgical Services: **Julie Justice, RN; Dr. Timothy Biagini; Steve Rogers, RN; Dr. Jill Brody; Dr. James Gonzales**

Congratulations to those recognized in this article and thank you for your ongoing commitment to providing an exceptional patient experience!

May Meetings Calendar

Monday, May 4

Ethics Committee, 12:00 PM, Side Dining Room

Friday, May 8

Executive Committee, 12:00 PM, Side Dining Room

Wednesday, May 13

PHO Office Managers, 12:00 PM, Auxiliary Workroom

Thursday, May 14

Dept. of Medicine, 12:00 PM, Side Dining Room

Friday, May 15

Finance Committee, 7:00 AM, TFBR

Monday, May 18

Board of Directors, 5:30 PM, TFBR

Tuesday, May 19

MMG Governance Council, 5:30 PM, TFBR

Wednesday, May 27

- PHO Physicians, 12:00 PM, Auxiliary Workroom
- Quality Council, 1:30 PM, TFBR

Friday, May 29

Medical Staff Quality Improvement, 12:00 PM, TFBR

Community Support



A \$4,000 donation was made to Linda's Fund from the WIU *Think Pink* Basketball game held on January 31. This year's event was in memory of WIU employee Becky Schluter.

May Calendar of Events



Divorcing Parents Education Program

Friday, May 1

1:00 - 5:00 PM, HSB 1 Auditorium

Cost: \$50.00 payable at session, Pre-registration required.

Contact MDH Behavioral Health Services (309) 836-1582.

Bereavement Support Group-New Horizons

Mondays, May 4 & 18

3:00-4:30 PM, Medical Arts Building, Conference room

For more information, call Hospice at (309) 836-1543.

Breast Cancer Support Group

Monday, May 4

5:30 PM, Auxiliary workroom

Contact Outreach Services at (309) 836-1584.

Community First Aid

Tuesday, May 5

6:00 PM, Auxiliary workroom

Cost: \$30.00, Pre-registration required.

Contact Outreach Services at (309) 836-1584.

Life Course: Challenges for the Older Adult

Wednesdays, May 6 & 13

4:30-6:00 PM, SRC Community Outreach Center

First Session: Making the Plunge, Picking a New Place to Live

Speakers: Marcia Moulden and Mary Warnock

Second Session: Remarkable Resources in Macomb

Speakers: Angela Gibbs from Home Health/Hospice;

Kathy Wyatt from Day Health; Marisa Visel from Rehab

Services; Kelly Shiraki from Outreach Services

Free; Pre-registration recommended. Visit: wiu.edu/life

Seniors' Day at Citizens

Thursday, May 7

8:30 AM-3:00 PM, Citizens Bank, Downtown Macomb

Topic: Sun Damage Screening and Education, 8:30-10:30 AM

For more information, call Home Health at (309) 836-1544.

Community CPR Class

Wednesday, May 13

6:00 PM, Auditorium A, Auxiliary Workroom &

Conference Room, MDH and Day Health Services HSB1.

Fee: \$30. Pre-registration required.

Contact MDH Outreach Services at (309) 836-1584.

Childbirth and Infant Care: Sibling Class

Saturday, May 16

10:00-11:00 AM, MDH Auxiliary Workroom

Pre-registration required.

Contact MDH Obstetrics at (309) 836-1570.

Look Good Feel Better

Monday, May 18

4:00-6:00 PM, Auxiliary Workroom

Pre-registration required.

To register contact Outreach Services at (309) 836-1584.

Cesarean Section Class

Thursday, May 28

7:00-9:00 PM, Auditorium B

Pre-registration required. Call OB at (309) 836-1570.

Saturday "L.A.T.E." Childbirth Instruction Class

Saturday, May 30

8:00 AM-4:30 PM, Auditorium A & B

Pre-registration required, call OB at (309) 836-1570.

Save the Dates

Tevar 5K Run/Walk

May 2

**Memory Matters Ladies Caddie Auction/
Cocktail Party & Golf Classic**

June 4 & 5

PROS Summer Block Party

June 10

MDH Foundation Golf Tournament

September 12

Teddy Bear T

November 30

Festival of Trees Gala

December 3

Festival of Trees

December 4-7

Reminder

Don't Forget...

Please pick up your paycheck or direct deposit stub EACH pay period.

Thanks for your cooperation.

Looking for Advice?

Dear Lucy,

I'm trying to decide if it's time to end a relationship with my best friend from grade school. After college we went our separate ways, but when Heather's marriage ended, she returned to our hometown. I helped her get a job at my place of employment and we started spending much of our spare time together. But in the past few months Heather has been spending more time with other co-workers. I haven't been invited and a colleague shared with me that Heather has made some less than flattering comments about me and my boring lifestyle. My husband tells me it's time to end the friendship, but I'm so sad at the thought of doing so. Do you have a suggestion on whether I should say something to her or get over her?

Sincerely,

Losing My BFF

Dear Losing,

We often hold on to the belief that being best friends truly is supposed to be forever. However, circumstances change throughout our lives; what's important to us and what values we hold don't remain static. People move, they get married, have children, take jobs and find new passions. A friendship that worked when you were teens might not fit as well in middle age. Before you decide to call it quits, you may first consider taking a break from the friendship, to see if you truly miss her company and feedback. Another way to help you consider if it's time to "break up" is to list both the pros and cons of continuing with the friendship. You might ask yourself if there was a balance of giving and receiving between you and your friend. Did it feel like you were the only one investing in the relationship? Was she actually being supportive of you?

Of course, you can't force a person to remain your friend. This doesn't mean the times you had together weren't important or valuable. If the relationship ends, there will be a mourning period as with any loss that you may experience. You may feel sad, disappointed or angry. People don't necessarily think to offer support or condolences for this type of break up, so you may need to ask for support from the people who are closest to you. Getting over a friendship requires a willingness to let go and be open to new relationships. Engage in activities that you find soothing, or perhaps even challenging, so you aren't ruminating about what you think could have been. Carrying around resentments and bitterness will create an obstacle to connecting with new people and experiences. If negative emotions are getting the best of you, you might want to consider writing your old friend a letter, letting her know your thoughts and feelings. The letter won't ever be sent so it can be used as an opportunity for catharsis or simply to vent. Hopefully it can provide you closure as well.

If you find you aren't able to make peace with what has happened, you may want to consider seeking out a counselor to discuss your experiences further. If you would like more information about this topic or any other mental health or substance abuse concern, please contact Behavioral Health Services at 836-1582.

Best regards,

Lucy

Employee Partnership/ Satisfaction Survey Data Collection Schedule

Mailed from Press Ganey on:
04/20/15 05/11/15 06/01/15

VIS-‘U’-ALIZE

[How YOU view our organization matters]

Do you have ideas about how we could do things better?
Please complete the Employee Partnership Survey and
let us know how things look from your perspective.

Employees are offered two options for survey completion: 1) complete a paper survey and return in the pre-addressed envelope directly to Press Ganey; 2) using the assigned PIN number, follow the instructions to complete on the internet.

Your feedback is important to us! To be successful, we need to build strong partnerships with each and every employee. Soon you will receive a confidential survey asking for your perspective on many aspects of working here. This is your opportunity to let us know what we’re doing well and what we could do better. We will listen and we will make improvements based on your confidential responses.

As we proceed with data collection, many employees have concerns regarding the issue of confidentiality. Some aspects of the survey process can, quite understandably, make employees nervous that the process is not a confidential one. Please be assured that leadership at MDH and Press Ganey hold confidentiality as an essential part of this survey process. Please consider the following:

1. No one at MDH ever sees a completed electronic or hard copy of any survey.
2. No one at MDH ever sees handwriting on the surveys. Press Ganey transcribes comments and no scanned images of the surveys are ever provided to MDH.
3. Bar codes are included on surveys to ensure that there is only one survey turned in per person and to compute who needs a reminder letter if they haven’t turned one in.
4. The tracking process is not monitored by any

person at Press Ganey, but by a computer. No one is looking at names.

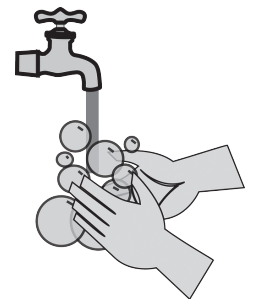
5. The demographic questions asked are only presented in the report on an overall level. The demographic data is never broken down by department.
6. Demographic data is not cross-referenced. For example, the report will not show the satisfaction level of part-time RNs born before 1960.
7. Comments are presented in the report on an overall level. Comments are never broken down by department.
8. If any work group has fewer than three respondents, there will be no breakout report at all on that work group.
9. There is no requirement to answer all questions; therefore, if a question does not apply or you do not feel comfortable answering a question, please pass over that question and go to the next one.

If you have any questions or concerns regarding the Employee Partnership/Satisfaction Survey, please contact your department leader or Terri McHugh at extension 13397.

Thank you for taking the time and effort to give us your valuable feedback!

It Takes Two for Hand Hygiene

The Hand Hygiene Team has developed an “It Takes Two” initiative to promote hand hygiene. The goal is to achieve at least 80% compliance. The program focuses on the impact that hospital acquired infections have and the role hand hygiene plays. The message has 3 simple elements; your 2 eyes, you and another and finally your 2 hands. Your 2 eyes support our culture of patient safety. Not doing hand hygiene before we enter and as we leave our patient’s room places our patients at risk. You and another have the chance to prevent missed hand hygiene before it happens. From me to you, the simple phrase of “It takes two”, reminds us that we need to do hand hygiene. Your two clean hands then support patient safety. You may see the presentation at staff meetings this month. The “It Takes Two” initiative is also the focus of the PI Boards this month.



Meet



Michelle Schlieper, NP-C

Michelle Schlieper is a Family Nurse Practitioner with McDonough Medical Group at the MDH Convenient Care Clinic.

Schlieper received her Master of Science in Nursing, Family Nurse Practitioner from Frontier Nursing University in Hyden, Kentucky. She previously earned her Bachelor of Science in Nursing from Iowa Wesleyan College in Mt. Pleasant, Iowa.

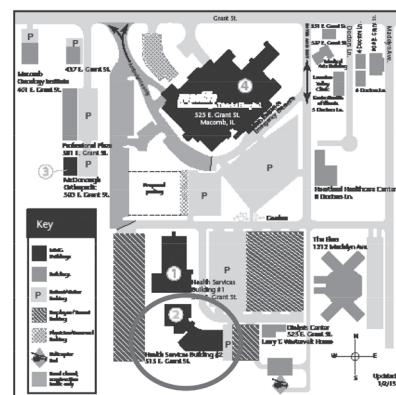
Prior to joining MMG she worked as a Family Nurse Practitioner for two years in a primary care clinic with Blessing Physician Services in Quincy, Illinois. She is a member of the Association for Women's Health along with Obstetric and Neonatal Nurses.

New Location!

MMG Obstetrics and Gynecology Clinic is happy to announce that we have moved into a new permanent location in Health Services Building 2, Suite 112 on the MDH Campus. We opened our doors in our new clinic on April 20. Dr. Smith is currently accepting new patients and as with all of the MMG clinics, we accept most insurances including Health Alliance.

Our new address is:

515 East Grant Street, Suite 112 | Macomb, IL



Teddy Bear Clinic

Dr. Libby Balbort and **Dr. Heather Harrison**, MMG pediatricians from the Family and Pediatric Clinic, participated in the Kiddie Carnival at the YMCA on Saturday, April 11. The MMG clinic hosted a Teddy Bear Clinic where kids could bring their teddy bear for a "check-up" with the doctor. The goal of the clinic was to give kids an opportunity to interact with clinic staff and pediatricians to help put them at ease when visiting the doctor. Thank you to MDH PROS who graciously donated 250 small MDH teddy bears for kids to take something home from the event.



President's Report

The MDH Board of Directors met April 20, 2015. Here is Mr. Boyd's report to the Board for the accounting period of March 24 through April 20, 2015.



Quality and Innovation

Service Excellence

Preliminary project details are complete for the 2015 Employee Partnership/Satisfaction Survey. Press Ganey will mail the first wave of surveys on April 20, 2015, with final data collection ending mid-June. Employees will be provided three opportunities to complete a survey, which is mailed to employee homes and may be completed on paper or via the internet with an assigned PIN.

The Employee Partnership/Satisfaction Survey is a valuable tool designed to measure employee satisfaction and engagement through a series of questions in each category. Results allow leadership to focus on the greatest opportunities for improvement, both at the department and organization levels, to create stronger employee partnerships, thereby, improving the organization's overall performance.

Based upon the current schedule of data collection and processing, results will be available to the leadership team by early August.

Projects

CHARGE ENTRY FOR MMG REVENUE CYCLE

The team goal is 100% of all MMG visits billed by MMG Patient Financial Services (MMG-PFS). In March, 92% of the 4,256 MMG visits were billed by MMG-PFS. The surgeon group, WISA, is scheduled to start its billing by MMG-PFS on May 1, 2015, which will add approximately 360 visits each month.

PATIENT PORTAL

As of March, the portal was functioning well with 93% of inpatient health records online within 36 hours; our goal is 50% or more. Inpatient use of the portal by viewing, downloading or transmitting their health record was at 8%; which barely meets our goal of 5% or more. The second quarterly drawing for a \$50 chamber of commerce gift certificate was completed and the certificate will be sent to the winning inpatient in April.

HOME TO STAY

The reduction of 30 day readmissions is the business problem our team is working on. The team is documenting compliance to discharge instructions for CHF patients. The readmission diagnosis for a sample of patients with knee or hip replacement is under evaluation.

Patient Safety

The in person workshop for the Agency for Healthcare Research and Quality (AHRQ) Fall Prevention Program is scheduled for April 17th, 2015. In preparation for the workshop, ongoing conference calls have been conducted and MDH has completed several quality improvement tools including a resource needs assessment, an interdisciplinary team assessment and a quality improvement process mapping. The members of the falls team have been invited as well as a representative from the Illinois hospital Association.

Infection Control

The Hand Hygiene Team has developed an "It Takes Two" initiative to promote hand hygiene. The goal is to achieve at least 80% compliance. This presentation focuses on the impact that hospital acquired infections have and the role hand hygiene plays. The message has 3 simple elements; Your 2 eyes, You and another and finally Your 2 hands. The program is currently targeting staff meetings, Making Rounds and the PI Boards this month.

Physician Recruitment/Retention

Physician, Advance Practice Provider Recruitment & Outreach Services – Update:

Outpatient Primary Care

Our primary care search efforts are fully underway. A second phone interview was completed with a Family Medicine candidate that will complete her residency in the summer of 2016. She has agreed to visit Macomb in June 2015 with her family and we are working out the details for the visit at this time. This candidate's husband will complete his Internal Medicine residency training within the summer of 2017 and desires a Hospitalist position. The Medicus Firm has completed the first round of marketing to Internal Medicine and Family Medicine physicians that either are practicing or completing residency training programs within a 250 mile radius of Macomb. Adrian MacGregor is assisting our representative with the Medicus Firm in making further adjustments to the initial presentation of our opportunities to candidates.

Hospitalist Medicine

Dr. Karingada, Wanda Foster, Adrian MacGregor, and Jane Myers recently interviewed a Nurse Practitioner candidate for the second, full-time opportunity within the Hospitalist Service. We are also evaluating a second, Nurse Practitioner candidate for the Hospitalist position. Our desire is to complete this search within the next 30-45 days. We are continuing to seek support from Eagle regarding the Hospitalist Medical Director search.

Medical Student

Kenny Boyd, Adrian MacGregor, and Dr. Jerome Anderson met with a WIU pre-medical student, originally from the community, that was recently accepted to two Illinois medical schools. This individual has expressed interest in returning to Macomb upon completion of his training program.

Advanced Practice Provider

Emergency Medicine: We have begun the search for two, full-time Physician Assistants for the Emergency Department. There are two, recent expressions of interest and we are evaluating both candidates at this time.

ENT: A Nurse Practitioner candidate that will complete her training program within the summer of 2016 with ties to the region has expressed interest in interviewing with Dr. Sparks. An initial meeting is being coordinated at this time.

Psychiatry: Our work continues with Horizon Health for the recruitment of a Nurse Practitioner to assist with Psychiatry services.

Outreach Services

Outreach Programming

MDH Outreach Services is coordinating a partnership with the McDonough County YMCA to provide laboratory services and health education for their Dynamic Duo – 12 week weight-loss challenge. The Colorectal Screening “Kit” program continues until April 24, 2015. For more information, please contact Outreach Services at 309/836-1584. Outreach Services Health Educators, Nicole Schaub and Diane Tate will be representing MDH at the Pella Corporation employee wellness fair on April 15, 2015.

Physician Outreach

Kelly Shiraki, Health Educator and Dr. Tammi Smith, OB/GYN recently met with representatives from WIU – Beu Health Center and Community Medical Clinic in Astoria, IL to discuss Memory Support and Women’s Health Services. Adrian MacGregor, Chris Dace, and Dr. Tammi Smith recently met with Culbertson Memorial Hospital to discuss women’s health services.

Occupational Health

The employee wellness partnership with Macomb Schools is progressing well.

The initial on-site, bio-metric screening program has been completed and both parties are pleased with the amount of participation for this initiative, thus far. MDH is developing an Occupational Health Proposal for NTN Bower Corporation with support and team work from the McDonough Medical Group, Outreach Services, Laboratory Services, Emergency Services, and Cardiopulmonary Services. The draft proposal will be finalized in April and forwarded to representatives from NTN Bower for their initial review.

Information Systems

Construction Update

Additional network equipment has been ordered for the new addition and the renovation areas of the hospital. The new areas will have new workstation equipment as we relocate services into their new spaces.

Digital Signage Update

We completed the connections to the Hy-Vee Clinic for extending a digital signage system. Public Relations has provided the content for the TV based system that is mount facing the patient waiting space. This will allow for communication about services and providers. We will be working to bring this into the Hospital campus in the next few months.

Financial Performance

March 2015

We had a good month in terms of activity -- above budget by 8.6% --with Year-to-Date above budget by 2.0% overall. Total admissions rebounded and were above budget by 13.7% (or 23 admissions) and patient days responded as well at 24.0% above budget (or 110 days). This goes a long way in helping our YTD numbers though we are still below both budget and last year’s numbers.

Total Patient Revenue did end the month above both fixed and flex budget with positive numbers in all areas except

Home Health/Hospice. YTD patient revenue is also above budget compared to both fixed and flex. Bad Debt and Charity Care continue to be positive to budget. Contractual Adjustments caused Total Deductions from Revenue to be negative – 6.5% above budget with OP Medicaid making up again the bulk of the variance. However, this is improved from last month when Total Deductions from Revenue were 13.6% over budget. We are starting to see some payment from Medicaid for other services besides the lowest reimbursed services which is influencing the Medicaid contractual percentage. Operating Expenses were above budget by 3.1%.

We ended the month with a positive bottom line of \$694,295 – above the monthly budget based on our activity by \$87,885 and well above our fixed budget by \$398,189. Our year-to-date net income is \$2,768,157 – above our fixed target Net Income by \$869,888 – but still below our flex budget based on our activity.

Facility Planning

ER Addition

Work continues to progress nicely with flooring, casework, and door hardware installation on 2nd floor. Painting and taping continue on 1st and third floors. Parking lot and drive work has resumed with the warmer weather. As soon as we complete the tie in of our medical gas system for the addition to the existing building we should be in a position to submit the data to IDPH that will start the clock ticking on their inspection of the 2nd floor of the addition required for permission to occupy. The med gas tie is scheduled for Monday April 13th.

Acute Care Renovation

Work in this area is progressing well but has fallen a bit behind schedule as revisions to the nurse call system have slowed things up a bit. The East wings are planned for completion the week of April 20th. Completion of the nurse call installation is required to

complete the paperwork IDPH will be required to come and inspect these areas for occupancy. The construction barrier should be removed by the end of April, prior to IDPH inspection and occupancy.

Public Relations Report

Public Relations Report for Activities in March 2015

Website and Social Media

During March there were 20,475 home page visit (+5,801 from February), 3,969 career views and 3,926 calendar views. The hospital selected a new responsive design for the website and will begin the process of moving things into the new design layout, which will allow website visitors the ability to view the site from any platform. The site was originally launched with In10sity in 2012.

The MDH Facebook page is growing to more than 965 likes, while Twitter has increased to 185 followers. Information promoted in March on Social Media was: First Aid/CPR Classes, Doctor's Day, Apple Award, MMG Teddy Bear Clinic, Convenient Care closure, Job of the week, Ag Week Baby, Tevar registration, Colorectal Cancer test kits & program, and Macomb Legislative day in Springfield.

News media

March news included the launch of Online Bill Pay, Leader of Patient Financial Services, Liz Knowles did an interview with KHQA informing viewers of the new feature. Other news included offering free colorectal cancer test kits, applications being accepted for health career loans and scholarships, childbirth classes, and CPR/First Aid classes.

Advertising/Marketing

The emergency services expansion project television commercial was broadcast on local television stations. Other March advertising including ads promoting the colorectal cancer educational program and Dr. Day ads encouraging patients to thank

their provider. Billboards continue with surgeons, Card, Gonzales, Ruiz and Whitley. Advertising continued to promote orthopedic and sports medicine services by Drs. Wheeler and Urch, home health care, and Tevar.

Other

A total of 22 thank you cards were submitted online through mdh.org in honor of Doctor's Day. Thank you cards were printed, put together and delivered to 13 providers. Staff coordinated with Outreach for participation in Senior's Day at Citizen's Bank March 5.

Foundation Report

This report reflects activity held within the month of March 2015

Annual Support

A total of \$12,283.86 was received; 171 gifts and 15 memorials were processed. Some of the areas receiving support include: Linda's Fund, Hospice, and PROS.

PROS

PROS and MDH voted to co-sponsor the e-Cycle day on April 18 at Pella. All MDH employees, physicians, and volunteers can recycle their electronics at no charge. Due to Cafeteria construction, the sub-committees for Summer Blast and National Hospital Week/Membership Drive have decided to combine the two events for this year. PROS will host a "Summer Block Party" to be held on the MDH campus under the big tent on Tuesday, June 10. Details coming soon...

Golden Apple Society

The next meeting is scheduled for April 9. The committee continues to meet with potential members.

Business Relations

Invitations were mailed for the CEO Roundtable discussions scheduled on April 27 and May 1, at the SRC Outreach Center. MDH CEO Kenny Boyd will share current developments such as medical staff, renovation

updates, new equipment, facility planning, financial status and the Dolores Kator Switzer (DKS) Women's Center capital campaign.

Planned Gifts

The Heritage Circle brochure was designed, printed and distributed. The brochure is used to inspire planned gifts to MDH.

Tevar 5K Run/Walk Saturday, May 2

The event is scheduled for Saturday, May 2, at The Old Dairy. Fliers/brochures were designed, printed, posted and mailed to past participants, sponsors and potential supporters. An e-blast went out to MDH employees, physicians and Chamber members. Ads were placed in the Choice, Voice and Daily Brief. The Tevar Family is the Race Sponsor. Other sponsorships have been secured. Funds raised will go to Cancer Education & Screening and Linda's Fund. Registration continues...

Century Club (CC) Drive

A CC Drive committee was formed and an orientation is set for April 14. Funds raised will be designated to the future DKS Women's Center.

MDH Golf Tournament

A kick-off meeting is scheduled for May 4 to begin plans for the September 12 event at Gold Hills. Funds raised will be designated to the future DKS Women's Center.

Capital Campaign

Work continues to prepare for the DKS Women's Center capital campaign materials...women's services statistics at MDH, square footage of project, naming and grant opportunities, architectural renderings, prospect lists, etc.

Community Support

A \$4,000 donation was made to Linda's Fund from the WIU Think Pink Basketball game held on January 31. This year's event was in memory of WIU employee Becky Schluter.

...Benefit Break...

Take a minute to learn more about your benefits and other HR issues.

Updating Your Personal Information

Please remember to notify Human Resources of any changes to your address, marital status, tax information, beneficiaries, etc. Don't forget to change your phone number if you have replaced your land telephone number with a cellular telephone number. All of your demographic information needs to remain up-to-date in the Human Resources Department.

Also, please review your direct deposit stub and paycheck every pay period to make sure everything is accurate. Your direct deposit stub or paycheck should be picked up each pay period and should be kept for your records in case you need them in the future.

If you have questions concerning this topic or any suggestions for future Benefit Breaks, please contact Human Resources at extension 13492.

Creating a Cyber Secure Home - Securing Your Accounts / Passwords

Background

Passwords are one of the primary ways we prove who we are. It is how you access your email, bank online, purchase goods and access devices such as your laptop or smartphone. In many ways, passwords are the keys to your kingdom. As a result, if someone has your password, they can steal your identity, transfer your money or access all of your personal information. Strong passwords are essential to protecting your identity and information. Let's learn what makes a strong password and how to use them securely.

Strong Passwords: Passphrases

The problem is cyber criminals have developed sophisticated programs that can guess, or "brute force," your passwords and they are constantly getting better at it. This means they can steal your passwords if they are weak or easy to guess. Never use common information for your passwords, such as your birth date, your pet's name or anything else that can be easily determined from your social networking posts or Google. Instead, the best way to create a strong password is to use a long password. The more characters you have, the better. In fact, instead of using a single word, use multiple words -- or even a complete sentence. This type of password is called a

passphrase and it is one of the strongest you can use. Here is an example of one:

time for my coffee

That is it; that is all you need. If required, you can make your password even stronger by adding symbols, capital letters or numbers, such as those you see in the example below. This is especially important if you are using a website that does not allow multiple words or a complete sentence for your password:

Time f0r my coffee!

Notice how this example uses a capital letter. You can also replace letters with numbers or symbols, such as replacing the letter 'a' with the '@' symbol and the letter 'o' with the number zero, or use common punctuation marks such as a question mark, period or even spaces. If a website or program limits the number of characters you can use in a password, use the maximum number of characters allowed.



For more information on this subject, go to the intranet page and look for the link, Creating a Cyber Secure Home.

Register TODAY online at www.mdh.org
or stop by the Foundation Office
Registration is \$25

**9TH ANNUAL 5K RUN
& 1.2 MILE WALK
MAY 2, 2015**



**IN MEMORY OF
DR. DINESH P. TEVAR**

Race sponsored by:
The Tevar Family

**Other sponsorship
opportunities:**

Finish Line Sponsor - \$1,000

Medal Sponsor - \$250

Bib Sponsor - \$100

Contact the MDH Foundation
at 309-836-1757 to become a sponsor
or email keharris@mdh.org.