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McDonough District Hospital  
Employee Newsletter

# Making Rounds

April 18, 2017 • [www.mdh.org](http://www.mdh.org)



## *The Healing Heart of Healthcare*

National Hospital Week — May 7-13, 2017

Here at McDonough District Hospital we are more than a place where people go to heal, it is a part of the community that fosters health and represents hope. From providing treatment and comfort to the sick, to welcoming new life into the world, hospitals are central to a healthy and optimistic community.



Tuesday  
May 2  
5:30 PM

## *Let's Chat*

A personal conversation with your  
MDH Women's Health Providers

Spoon River College  
Community Outreach Center

MidAmerica National Bank  
Conference Hall 2500 East Jackson St.



Please RSVP by April 27 to (309) 836-1584

## 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 16**. Please submit your information, articles, thank-you notes, recipes, achievements, etc., to Public Relations.

## MDH Says Goodbye

**Maimoona Batul**, Pharmacist, Pharmacy, 3/26/17

**Jennifer Byers**, Specialist, Public Relations and Marketing, 4/14/17

**Sue James**, Secretary/Receptionist, Convenient Care, 3/28/17

**Jacob Kemp**, Parking Attendant, Valet Parking, 3/24/17

**Patty Parkins**, LPN, Day Health, 3/31/17

**Scarlett Plate**, Van Driver/Assistant, Day Health, 3/31/17

**Taylor Reeves**, Certified Medical Assistant, Family Clinic, 3/24/17

**Eun Stidd**, MT(ASCP), Laboratory, 4/7/17

**Haley VanDyke**, Accounting Assistant, Fiscal Services, 3/17/17

**Chanda Vawter**, CNA, Senior Behavioral Health, 4/7/17

**Mary Voss**, Clinic Biller, MMG Financial, 4/6/17

## Job Opportunities



<u>POSITIONS</u>	<u>DEPARTMENT</u>	<u>SHIFT</u>	<u>STATUS</u>
Admin Secretary	Clinical Services	Days	24 hrs/wk
Specialist	Public Relations & Marketing	Days	Full-time
Unit Secretary	Acute Care	7p-7:30a	Full-time
Department Leader	Emergency Department	Days	Full-time
Department Leader	Laboratory	Days	Full-time
Clinic RN	Internal Medicine	Days	Full-time
House Supervisor Nonex	Nursing Support	7p-7:30a	Registry
RN	Intensive Care Unit	7a-7:30p	Full-time
RN	Intensive Care Unit	7p-7:30a	Full-time
Nurse Practitioner	Psychiatry Clinic	Days	Full-time
RN	Senior Behavioral Health	7p-7:30a	24 hrs/wk
RN	Senior Behavioral Health	7p-7:30a	Full-time
RN	Obstetrics	Variable	24 hrs/wk
RN	Utilization Review	7a-4:30p	Full-time
RN	Utilization Review	Days	Registry
CNA	Acute Care	Variable	Registry
Paramedic	Ambulance	Variable	Registry
Paramedic	Ambulance	Variable	Full-time
Phlebotomist	Laboratory	10a-6:30p	Full-time
Parking Attendant	Valet Parking Services	Days	24 hrs/wk
340B Technician	Pharmacy	Variable	Full-time
Clinic Supervisor	McDonough Med Group	8a-5p	Full-time
Cost Accountant	Fiscal Services	Days	Full-time
Histologist	Laboratory	Days	Full-time
Hospitalist	Hospitalist		Full-time
MT(ASCP)	Laboratory	Variable	Full-time
Technician I	Pharmacy	10:30a-7p	Full-time
Physician-Family Practice	Pediatric Clinic	Days	Full-time
Speech Pathologist Nonex	Sports Medicine and Rehabilitation Services	Days	Full-time

Full list also available online at [www.mdh.org](http://www.mdh.org)

As of April 12, 2017

## Out and About

**Diabetes Education Center Staff** were out in March, providing diabetes related presentations for two WIU classes, in the athletics' (March 1) & special education (March 6) departments. The staff also attended a meeting held by the IHA (Illinois Hospital Association), Navigating Reimbursement for Diabetes Self-Management Programs on March 15. They also did blood glucose screenings at the end of the month (March 26) for the Soup & More community meal at the Presbyterian Church. The National Diabetes Alert day was March 28.

**Mary Thompson**, CNM went to the 24<sup>th</sup> Annual Spring Conference on Women's Health, March 8-11. Topics included were Anxiety Disorders, Diabetes, Breast and Ovarian Cancers, Contraception, Chronic Pelvic Pain and more!

## Just Married



**Kory Nichols and Tracie Fross** were married on March 22. Kory is a Paramedic in Ambulance Services and Tracie is an EMT in Ambulance Services.



## New Faces at MDH

### MDH Welcomes New Employees



#### **Jennifer Carey**

Jennifer is a Registered Nurse in Acute Care. She is originally from Macomb and has two children, Braden and Ava.



#### **Mackenzie White**

Mackenzie is a Pharmacist in Pharmacy. She is originally from Carthage and is married

to Landon. In her spare time, she enjoys spending time with family and friends, playing volleyball and bags and canoeing.

### MDH Welcomes New Intern



#### **Presley Kinkad**

Presley is an Intern in Sports Medicine and Rehabilitation Services. She is originally from Pekin and in her spare

time, she enjoys volleyball.

## Loan & Scholarship Applications

The Auxiliary to McDonough District Hospital is now accepting applications for health career loans and scholarships for the 2017-2018 school year.

MDH and the Auxiliary to MDH have established funds for students to help financially fulfill their academic goal in a healthcare field. The Auxiliary Scholarship Fund offers assistance to students enrolled in a curriculum leading to a career in a health-related field or to McDonough District Hospital employees who wish to expand their skills through additional course work, job-related seminars, or professional certification programs.

Scholarships available are; the Ruby Teel Health Career Scholarship, the Gabbert Nursing Scholarship, the Gayle and Ron Peterson Nursing Scholarship, the Donna M. Twomey Nursing Scholarship, the Maxine Simeral Scholarship, the Helen Meek Scholarship, the Haldon and Hazel Curless Nursing Scholarship, the Carolyn J. Baumann Nursing Scholarship, and the Ruth Dexter Scholarship in Nursing. Applications for these scholarships may be made in conjunction with the Auxiliary scholarships.

Interested persons may also apply for additional funding through the MDH and Auxiliary loan program. Upon completion of the education, loan recipients may repay their loan in full or if employed by MDH in the newly qualified position may apply a portion of their salary or hourly wage (typically \$1 per hour worked) toward repayment of the loan.

For more information, call (309) 836-1577, or pick up an application in the Human Resources Department. You may also download an application from our website at [www.mdh.org](http://www.mdh.org). Completed applications must be submitted before June 1, 2017.

## Stories from the Heart

### *Above and Beyond*

MDH Hospice CNA's provide exceptional care to Hospice patients every day. There are many times they go above and beyond their assigned duties to do something extra special for their patients to pamper them, bring a moment of joy or to just make them feel good. Recently on a bright, sunny day, one of the Hospice CNA's, **Cara**, treated a patient to a few minutes out in the sunshine. During her regularly scheduled visit to a patient at one of the nursing facilities, she arrived to find her patient at lunch. She assisted the gentleman with his lunch, providing conversation and an unhurried approach. Before proceeding with his personal care, she offered to take him outside in his wheelchair, which of course he smiled and agreed to. Cara sat with him out in the warm sunshine for several minutes, until he seemed too tired to enjoy it. Then she transferred him back to his room and tucked him into bed where she gave him a bed bath. He passed away the next morning. Most definitely Cara made a difference in his last hours on this earth, allowing him the opportunity to soak up a few rays of sunshine on such a beautiful day! Cara went the extra mile for her patient and don't we all want someone like that providing care for someone special to us? Congratulations, Cara, on doing your job in an exemplary way inspiring all of us to put patients first every day.



## A "Peek" at PROS!

### Employee Giving Club

PROS Meeting Minutes: April 5, 2017 12:00PM

**Present:** Gary Anspach, Jill Cook, Linda Cremer, Mel Dorethy, Connie Duffy, Lynn Durso, Carolyn Grove, Vicky Kipling, Tracey Mowen, Connie Purdy and Vicki Reimolds

**Review & Approve Financial Report:** The financial report was presented by Linda C. - Current PROS fund balance \$42,070.63. Motion to approve the financial report by Connie D. and seconded by Gary A. – Approved.

**Big Game Recap:** Positive comments were shared relating to food, attendance and shirt sales.

**Progressive Farm Safety Day:** 300 First Aid Kits have been received. Event will be held on April 25. All McDonough County fourth graders participate in this event at the 4-H center.

**Foundation Office Store:** To date \$2,625 has been sold. Jill C. will research items to expand the inventory. Some inventory will be used for Summer Block raffle prizes. Committee was reminded that the goal of the merchandise availability is to promote MDH. Display and promotion options were discussed.

**DKSWC:** Vicky K. reported that we are currently at \$4.4M of the \$5.5M goal. Groundbreaking is tentatively set for July 2017 with a 1 year completion deadline. PROS pledge of \$40,000 and possible naming opportunities were discussed. A motion was made by Lynn D. to pay \$20,000 of the pledge now and \$20,000 in July 2018. Seconded by Gary A. –Approved.

**E-cycle Day:** There was discussion regarding co-sponsorship with MDH (MDH \$250 and PROS \$250). Committee tabled the decision and asked Jill C. to contact Pella for 2017 event plans. Jill will email committee regarding details and a voting.

**Teddy Bears:** Yearly expenditure of \$10,000 for bears discussed. Future discussion with leaders to reiterate the intended use of the bears.

**Adjournment of regular meeting:** 12:45PM - Motion to adjourn by Tracy M. and seconded by Connie D.- Approved.

**Summer Block Party Subcommittee Meeting-** 12:45PM: Present: Jill C., Linda C., Mel D, Gary A. The committee chose a date, theme, budget, location and gift for this year's event. Jill C. will meet with Jason in Food Service regarding food, date and décor. Adjournment 1:00PM.

## DKSWC Update



## May Meetings Calendar

**Wednesday, May 10**

PHO Office Managers, 12:00 PM, PDR

**Thursday, May 11**

Department of Medicine, 12:00 PM, Auditorium A/B

**Friday, May 12**

- Finance Committee, 7:00 AM, TFBR
- Exec Committee, 12:00 PM, PDR

**Monday, May 15**

- Board of Directors, 5:30 PM, TFBR
- Ethics Committee, 12:00 PM, Auditorium B

**Tuesday, May 16**

MMG Governance Council, 5:30 PM, TFBR

**Wednesday, May 17**

Department of OB-Gyn, 12:00 PM, Auditorium B

**Wednesday, May 24**

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

**Friday, May 26**

Medical Staff Quality Improvement, 12:00 PM, TFBR

## MDH Recognized for Donations to McDonough County United Way

**Tobie Richey**, Human Resources (right), accepted the McDonough County United Way Platinum Award on behalf of McDonough District Hospital for donations by MDH employees to the 2016 campaign. MDH had 130 employees make an annual contribution, totaling almost \$5,500, to the McDonough County United Way. Tobie coordinated the United Way appeal to MDH.



## ...Benefit Break...

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



### *McDonough District Hospital Tuition Reimbursement*

McDonough District Hospital encourages employees to pursue college course(s) which will improve their job knowledge and skills, broaden their scope of health care understanding and contribute to higher levels of overall competency throughout MDH.

An employee who has completed six months of employment at MDH may apply for tuition reimbursement. The course content will be directly related to the enhancement of the employee's present job or related to a position staffed at MDH that the employee plans to pursue.

Employees are eligible for reimbursement out-of-pocket costs for tuition only. Books, fees, and materials will be paid by the employee. Annual tuition is for classes taken from fall semester through summer semester. The limit per year per employee is:

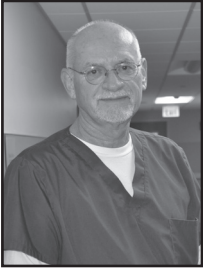
Status 1	\$3000 per year
Status 7	\$2000 per year
Status 2	\$1000 per year

More details along with the Tuition Request and Reimbursement forms can be requested from Human Resources. Forms are also available via the Human Resources page of the MDH Intranet.

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



## APPLE Winner March 2017



*Keith Engel*

Please join me in congratulating **Keith Engel**, Registered Nurse in Acute Care, on being named the recipient of the MDH APPLE Award for March 2017. APPLE stands for “Achieving outstanding Performance in Patient care, Leadership, Loyalty and Enthusiasm for MDH.”

Keith earned a Bachelor’s degree of Science in Geography from Western Illinois University and worked in management at a local manufacturing facility for several years. He made a change in careers and returned to school at Spoon River College where he earned an Associate’s degree in Nursing in 2006. Keith began his employment at MDH on June 19, 2006 as a Registered Nurse in Acute Care.

Keith is a hard worker and is very thorough with the care he provides. He has excellent assessment skills and strong critical thinking skills. He keeps supervisors and physicians informed and gives thorough handoffs to his co-workers. Keith has very detailed documentation and is very organized. He is helpful to peers, works well with staff throughout the hospital, and welcomes all new staff to the department. Keith has a strong focus on safety and brings forth ideas to assist the department.

Keith is a great nurse who is very attentive to the patients’ needs and who strives hard to meet those needs. He is dependable and has very good nursing judgement. While providing exceptional nursing care, Keith keeps abreast of any changes to the patient’s condition and is definitely a patient advocate for him or her. He is polite, energetic, respectful, kind and compassionate.

Keith is recognized for his exceptional nursing care which involves attentiveness and focus on compassionate care for his patients. One nominator explains, “Keith is a wonderful nurse. He always has a smile and a kind word to say. He is enthusiastic about his job. He is always there to step in and lend a hand.”

Keith and his wife, Linda, have three children, Ellen, Anne and Marty. In his spare time, Keith enjoys golfing, reading, boating and traveling. Keith and his wife also enjoy spending time with their eight grandchildren.



## Senior Behavioral Health Mental Health Event

Senior Behavioral Health will host an event for Mental Health Month

**Tuesday, May 9 | 12:00-1:00 PM**

**Spoon River College Community Outreach Center**

Debra Millett, DNP, MSN, MBA, RN-BC, NEA-BC Vice President Clinical Services at Horizon Health will present on Trauma Informed Care. Trauma is a significant aspect in a wide range of physical, behavioral health and social problems.

Join us to develop an understanding of trauma and the impact it has on individual lives. Find tools and resources to aid patients in developing coping skills and identify techniques to reduce and eliminate use of restraint and seclusion.

This event is free and open to the public. Lunch will be provided. Please RSVP to (309) 836-1568 or [hjuppinghouse@mdh.org](mailto:hjuppinghouse@mdh.org).



# May Calendar of Events



## Suicide Support Group

Monday, May 1

7:00-8:00 PM, Health Services Building 1 Auditorium

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

## Bereavement Support Group-New Horizons

Mondays, May 1 & 15

3:00-4:00 PM, Medical Arts Building, Conference Room

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

## Breast Cancer Support Group

Monday, May 1

5:30 PM, Auditorium B

Contact Outreach Services at (309) 836-1584.

## Anger Management

Tuesdays

3:30-5:00 PM Health Services Building 1 Auditorium

Pre-registration required.

Call Behavioral Health Services at (309) 836-1582.

## Community First Aid

Tuesday, May 2

6:00 PM, Auditorium A

Cost: \$32.00, Pre-registration required.

Contact Outreach Services at (309) 836-1584.

## Pediatric Advanced Life Support (PALS)

Wednesday and Thursday, May 3 & 4

8:30 AM – 3:00 PM (Day 1) and

8:30 AM - 1:00 PM (Day 2)

Auditoriums A & B, Lower Level

Pre-registration is required.

Fee: \$110 plus \$35 for the book.

MDH employees may take the class for free with approval from their department leader.

Contact Staff Development at (309) 836-1654.

## Seniors' Day at Citizens

Thursday, May 4

8:30-11:30 AM, Citizens Bank, Downtown Macomb

Topic: Sun Damage Assessments

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

## Divorcing Parents Education Program

Friday, May 5

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

Cost: \$60.00 payable at session, Pre-registration required.

Contact Behavioral Health Services (309) 836-1582.

## Community CPR Class

Tuesday, May 9

6:00 PM, Auditoriums A & B, Auxiliary workroom & conference room

Fee: \$32. Pre-registration required.

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

## Childbirth and Infant Care: Sibling Class

Saturday, May 13

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

Pre-registration required.

Contact Obstetrics at (309) 836-1570.

## Look Good Feel Better

Monday, May 15

4:00-6:00 PM, Auxiliary Workroom

Pre-registration required.

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

## Pediatric Advanced Life Support (PALS) - Renewal

Thursday, May 25

8:30 AM – 3:00 PM, Auditoriums A & B, Lower Level

Pre-registration is required.

Fee: \$110 plus \$35 for the book.

MDH employees may take the class for free with approval from their department leader.

Contact Staff Development at (309) 836-1654.

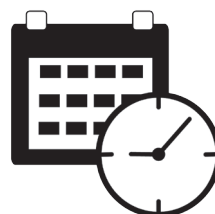
## Cesarean Section Class

Thursday, May 25

7:00-9:00 PM, Auditorium B

Pre-registration required.

Call Obstetrics at (309) 836-1570.



*Effective  
Monday, April 17*

## NEW CENTRAL SCHEDULING HOURS

Monday – Friday 8:00AM - 6:00PM

Saturday 8:00AM - 12:00PM

Sunday and Holidays Closed



## Looking for Advice?

Dear Lucy,

As I write this, I'm waiting for the last batch of cookies to bake and it's almost midnight. I agreed to a last-minute request to bring a donation to our church's bake sale. I've been to 3 evening committee meetings this week. I have to make something for a potluck for my book club tomorrow and I'm exhausted. I'm flattered I'm asked to participate and I certainly want to do my part, but I'd also like to say no to some requests and I find this is just too awkward for me. Do you have some tips on how to say no?

Sincerely,

Over Committed

Dear Over Committed,

Saying yes to requests, even when you don't want to, sometimes seems to be the easier path. Saying no can leave you feeling guilty and worried you might hurt someone's feelings. You might think if you say no to a request you'll be perceived as selfish or rude. At work, you could be concerned it might affect whether your colleagues like you or maybe it could impact a performance review. It's natural to want to be liked and accepted and to be identified as a team player. Remember saying yes to something, generally means you are saying no to something else, which typically are things you do for yourself or your family.

In order for you to become more comfortable saying no, remind yourself it isn't a selfish act, rather it's ensuring you are devoting adequate time to existing obligations. Saying yes to so many things places you at risk of feeling run down and burnt out. Saying no to things you truly don't want to do or simply don't have the energy to do can help reduce your level of stress and offer you the time to do the things you deem important.

To increase your comfort level with declining requests, you may want to work on responding with a non-committal answer like, "let me think about it or I'll get back to you." This allows you time to formulate your answer and think it through clearly. You may wish to script specific responses such as "I'm sorry I can't do this right now" or "I already have committed myself to another project."

Saying no is a skill that will feel more comfortable the more you use it. Remember to be direct as opposed to hedging – saying things like "I don't know" or "maybe" may lead the person to believe you might change your mind if pressured. Be firm with your comments, not defensive and be brief. You don't need to make excuses or offer detailed explanations. The more you talk, the greater the potential for guilt to creep in. Offering an alternative idea might make declining a request easier. Also, be prepared to repeat your refusal if people are used to you saying yes all the time.

Should you have more questions about this issue or any other mental health or addiction concern, please contact Behavioral Health Services at 836-1582.

Best regards,

Lucy



## Recognition for Outstanding Customer Service

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

The Press Ganey, Deyta (Hospice) and Senior Behavioral Health 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. McPherson; Dr. Mohammed; Amy Hart, CNA; Jennifer Bollinger, RN; Melinda Pilat, RN; Deb Hamrick, LPN; Teresa Hamm, RN; Patricia Viadero, RN; Julie Elliot, RN**

Advocacy: **Denise Reed, Social Services Associate-BS**

Behavioral Health Services: **Jen Smith, LCSW, CADC; Jo Anna Eidson, MS, MSW, LCSW; Becky Derry, MSED, LCPC; Sheryl Yoder, MA, LCPC; Kim Laird, MS, LCPC; Alissa Fisk, M.A.; Susan Denecke, LCSW; Kay Lee, MSED, CSA DC, LCPC**

Cardiopulmonary: **Shawn Evans, Cardiopulmonary Technician; Jerry Raby, Cardiopulmonary Technician**

Emergency Department: **Stefany Myers, RN**

Food & Nutrition Services: **Stephanie Courtois, Nutrition Services Coordinator; Yoganda Stewart-Hall, Aide**

McDonough Medical Group: **Dr. Sparks; Lyndsay Bedwell, NP; Krystal Wagner, NP; Kamie McKee, NP-C; Dr. Flores; Dr. Patel; Sharie Harden, CNM Katie Barr, CMA; Amy Royer, Clinic LPN; Sarah Manser, CNA**

OB/GYN: **Dr. Ricaurte**

Senior Behavioral Health: **Dr. Sarwar; Layne Stambaugh, PMHNP-BC Laurie Steinbrecher, Leader; Lizzie Rickard, RN; Mary Dimmitt, CNA; CL Tarantola, Recreation Therapist; Carolyn Cox, Social Worker; Blaine Smith, Unit Secretary; Erik Byers, RN; Dawn Stambaugh, RN; Keena Ashford, RN; Cassie Davis, CMA; Lacy Snowden, CNA; Jessica Connour, CNA; Jennifer Hickie, CNA; Shayla Weedman, Recreation Therapist**

The MDH Hospice Clinical Team was also recognized in one Deyta survey with words of recognition and acknowledgement for the compassionate and professional care provided to patients and their families. Here is the comment:

*"All the team members that I met and talked with did a very good job and I was very happy with all that they did."*

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

## The Cerner Advantage

MDH IT department is always glad to assist with your IT needs; however there are times when a direct call to Cerner could result in faster service & faster resolution. If your issue is having a direct impact on patient care or has stopped your ability to complete your job you can call Cerner AMS:

### CERNER SUPPORT PHONE NUMBER:

**866.221.8877 option # 5 or System Speed Dial 50##**

**Facility ID# is MCDO\_IL**

*If you have any questions, please contact information systems at x13263*



JOIN US!

## Book Fair

Thursday and Friday, April 27 and 28

8:00AM - 5:00PM Thursday

7:00AM - 3:00PM Friday

McDonough District Hospital  
Auditoriums A & B

Sponsored By:

McDonough District Hospital Auxiliary

cash, checks, debit and credit  
cards and payroll deduction for  
employees accepted



## Therapeutic Recreation

Spring has been an exciting time for the patients and staff in Senior Behavioral Health (SBH). We have expanded our therapeutic recreation services by providing guided music and pet therapy sessions to our patients. Patients have been seen interacting on a more personal level - openly sharing their past, tears and/or smiles when sessions are paired with verbal, visual, and/or physical prompts and cues.



3<sup>rd</sup> Graders  
+ MDH

Adopt-A-Classroom

*Each month during the school year McDonough District Hospital participates in the Adopt-A-Classroom program. This year MDH has adopted Mrs. Linda Poore's 3<sup>rd</sup> grade students at Lincoln School. A representative from MDH visits the classroom to educate students about various departments at the hospital.*

## Home Health

Karen Kelso, RN, BSN, visited the students to talk about home health. The teacher acted as her patient and they went through a pretend visit. Karen checked Mrs. Poore's vital signs and did a pretend dressing change on her arm. Karen also checked the students' oxygen saturation levels and heart rates. The students asked some great questions including ones about Karen's schooling, patient load and territory.

The students received MDH slipper socks, pencils and note pads as souvenirs.



## MMG & Outreach Services Employer Outreach Initiatives:

MMG Family Clinic Providers and MDH Outreach Services are partnering with the Regional Office of Education #26 (ROE #26) as well as NTN Bower Corporation.

On March 22, Stephanie Crockett and Adrian MacGregor provided an overview of MMG Family Clinic to ROE #26 area school principals. New teachers, substitute teachers, as well as bus drivers will have the opportunity to receive their pre-employment physical and testing utilizing MMG Family Clinic and MDH Laboratory Services.

As of March 2017, MMG Family Clinic providers are offering all pre-employment physicals for NTN Bower Corporation. Representatives for NTN Bower met and toured MMG Family Clinic with representatives from MMG Administration, Outreach Services, Laboratory Services and Sports Medicine and Rehabilitation Services to discuss and confirm enhanced service offerings for NTN new hires.

MDH and the McDonough Medical Group are excited to welcome new employees from both organizations to the Macomb community as well as MDH.

Several providers at MDH are now offering DOT Physical Examinations. Contact Dr. Minter and Jodi Heller from the MMG Family Clinic at (309) 837-MYDR (6937) or Dr. John Arnold from Bushnell Family Practice at (309) 772-9444.



## Wound, Ostomy and Continence (WOC) Nurse Week

Wound, Ostomy and Continence (WOC) Nurse Week is April 16-22 and recognizes WOC nurses for the services they provide to patients who suffer from non-healing wounds, ostomies and urinary and fecal incontinence.

WOC nursing is one of the few specialties recognized by the American Nurses Association (ANA). ANA's recognition of the scope and standards of practice for WOC nursing as a specialty signifies that WOC nursing adheres to the high standards cultivated by the ANA (WOCN Society, 2010).



## LifeSteps Wellness Champion



My name is **Jill Foster**. I have been employed by MDH since October 1982. I started as a Unit Secretary on second shift. MDH gave me the opportunity to improve my skills by supporting me to become a Respiratory Therapist and a Cardiac/Vascular Ultrasound Tech.

I was on the committee for the annual Christmas Party for several years and just stepped down from being Chair of PROS since 2007. Both were very rewarding positions and allowed me to work with some amazing employees from all different departments.

I have been a strong supporter of the LifeSteps Employee Wellness Program since it started. The program allows ALL employees to reach individuals wellness goals. I have also participated in the Wellness Coaching program, during which I was supported by my Wellness Coach. She helped me find the strength to work on personal goals. I am proud to say that since doing Wellness Coaching and participating in the LifeSteps Employee Wellness Program, I am down 7 pounds.

I feel we are very fortunate to have the Wellness Program and also the Amazing Staff that comes with it! If you haven't signed up for the Program....Do! There is something in it for everyone!



## President's Report

*The MDH Board of Directors met April 17. Here is Mr. Boyd's report to the Board for the accounting period of March 21 - April 17, 2017.*



## Quality

### Service Excellence

Service Excellence developed a tool and introduced it to department leaders to assist with goal setting for FY '18.

The tool guides leaders in the concept of cascading goals and illustrates the flow of goals from the strategic plan or score card to the department specific goal, to processes that impact the department specific goal and then to monthly improve it projects.

Once complete, the tool provides a visual for all staff to see how their improvement efforts flow back and effect department and organization goals. Leaders are encouraged to use this visual guide to inspire and engage staff in improvement opportunities.

## Projects

- **Phlebotomy Wait Times:** The project will document the process changes into the standard procedures for the lab and registration. Final wait time results will be obtained before the project closes. Monitoring of the wait times will continue for several months after the project closes.
- **Report Processes:** The goal is to accomplish two things by April 30, 2017: (1) verify charges for services rendered are accurate and complete and (2) establish standards for reports in Cerner. A standard List of Charges report is created daily and is available for leaders to review for errors. The leaders' review findings are being captured for error correction.

- **Outpatient Lung Cancer Screening With Low Dose CT:** By April 30, 2017, the goal is to implement and promote lung cancer screening so that three screenings occur monthly. Cerner charging setup is underway.

## Patient Safety

- MDH is participating in the Venous Thromboembolism (VTE) Improvement Action Network (IAN) in 2<sup>nd</sup> Quarter which is April through June 2017. Dr. Steve Tremain of Cynosure Health Solutions will provide expertise and coaching for this IAN cohort. The Webinar kickoff is scheduled for April 13<sup>th</sup>. The goal for the VTE Team is to increase VTE prophylaxis compliance from 90% to 95% and maintain zero patient harm as evident by 0% outcome for VTE-6 Hospital Acquired Potentially-Preventable Venous Thromboembolism.
- **Quality and Innovation** is sponsoring a two part webinar series for the Sepsis Team and pediatric providers. The first webinar will take place on April 25 and will provide an overview of pediatric sepsis and Gabby's Law. The second webinar will be held on June 15<sup>th</sup> and will review evidence based guidelines and recommended pathways for treatment.

## Infection Control

MDH participated in IHA's second annual Quality Advocacy Showcase at the Capitol on April 5<sup>th</sup> by submitting a project on reducing bacteria in the nose for patients undergoing a hip replacement. The practice was launched November of 2016 to help reduce the patient's risk of getting a surgical site infection. We had the opportunity to educate legislators such as Representative Norine Hammond and Senator Jil Tracy as well as Mayor Mike Inman about the role of Illinois hospitals like MDH have in enhancing patient care and safety, while reducing costs.

## Physician Recruitment/Retention

Physician, Advance Practice Provider Recruitment and Outreach Services - Update:

**Hospitalist Medicine:** We are moving forward with our in-house management and provider staffing model as we break away from Eagle Hospital Physician group. Wanda Foster, Adrian MacGregor, and Jolyn Utter are working with Honor Medical Staffing and actively evaluating several interim providers, some of which are open to considering permanent opportunities. Our April, May, and June schedules are filled. We are actively moving forward with scheduling the remainder of the summer and fall months.

**OB/GYN:** We are working with IDFPR and Dr. Amerson regarding her licensure application and the delay. She continues to work with Dr. Smith and community partners on a variety of outreach programming initiatives. We are moving forward with our search for a third, permanent OB/GYN provider.

**Open Searches:** Our search continues for a Pediatric provider as well as a Psychiatric Nurse Practitioner. We are actively working with two external recruitment firms as well as continuing with our internal sourcing activities.

## Outreach Services

### Community & Provider Outreach

"While Traveling with My Scope One Day" with Drs. Tim Biagini and James Gonzales was a success. We had 55 attendees and the participants received cancer prevention education as well as a tour of the endoscopy suites. To date, Outreach Services has distributed 129 Hemocult ICT test kits with 62 actual kits returned. Free Hemocult ICT test kits are available until April 28. For more information, please contact MDH Outreach Services at 309/836-1584.

## Employer Outreach

Adrian MacGregor and Stephanie Crockett rolled out an initiative to the Regional Office of Education #26, and the area school principals an opportunity to have all new hires receive pre-employment physicals within MMG Family Clinic. Estimated volume for next year is over 100 new hires within ROE #26. Representatives from NTN Bower Corporation toured MMG Family Clinic as well as met with key individuals within Outreach Services, MMG Administration, MDH Rehabilitation Services, MDH Laboratory Services and MMG Family Clinic providers. Due to the increase in hiring at NTN Bower, MDH and MMG Family Clinic has become their provider of choice for providing these services. Phyllis McClouth, Leader of Rehabilitation Services is finalizing a process for integrating ergonomic services with NTN Bower's hiring process as well as regular and on-going needs within certain job stations within the company.

## Information Systems

### Cerner Update

Work has started for creating a practice schedule for the Podiatry Clinic in our clinic version of Cerner. We still anticipate it will be another 30 – 60 days before it is fully completed for all clinical documentation and billing to be performed and ready for full use in the practice.

### Dictation Speech Recognition Update

We are awaiting a revised agreement for Dragon Medical One through Cerner. We anticipate that the setup time will be in the next 30 – 45 days with on-site implementation staff from Cerner to assist in the installation.

### Central Illinois Health Information Exchange (CIHIE) Update

We have signed on with CIHIE for providing patient registration information to the exchange. This

connection will allow for better communication of information for our ACO patients that are getting treatment throughout the central Illinois region to our Care Managers. We have some interfacing work to complete and additional information that will need to be provided at registration for patients to opt out of the CIHIE exchange. I would anticipate a 60 – 90 day time window for interfacing and setup to be completed.

## Financial

### March 2017

We ended the month with a positive bottom line, \$1,037,823. We only had one negative revenue variance -- Emergency Services – down \$1,153,081 due to a 27.0% decrease in visits for the month. Again as in prior months, contributing was a decline in the volume of CT procedures done through the ED. We had good numbers on most all Inpatient volumes including IP adult, OB, and Swing Beds – though still off target with patients in Observation status. ICU was especially busy with more than expected ICU patient days which contributed to the positive revenue. Senior Behavioral Health went back down this month with admissions at 37.5% below budget though was offset somewhat by the increase in patient length of stay. Deductions from revenue were down due to lower charity care and bad debt. Contractual adjustments were a bit above budget due to payor mix but are on target year to date. Expenses were below budget by 4.0% with two notable variances – Employee Benefits and Professional Fees.

Though still negative year-to-date, we are making some progress – Year-to-date Net Income is -\$149,140.

### Public Relations Report

Public Relations & Marketing Report for Activities within the month of March 2017.

## Website and Social Media

During March there were 22,839 home page visits (+4,412 from February), 3,801 career views and 13,821 calendar views.

The MDH Facebook page is now at over 1,609 likes, gaining 23 likes in March. Twitter has increased to over 330 followers. Information promoted on Social Media included: donations to the Dolores Kator Switzer Women's Center, Colorectal Cancer Awareness month information, support groups, Doctor's Day, Pain Management Clinic, Athletic Training month, 2017 Ag Week Baby, Colorectal Program, job of the week, Apple Award and more.

## News media

March news included the following: Colorectal Cancer program and test kits available, MTC Communications Pledge of \$10,000 to the Dolores Kator Switzer Women's Center, Childbirth classes, First Aid classes, and EMS Services at MDH.

## Advertising/Marketing

Commercial spots are running for MMG Family Clinic, Sports Medicine & Rehabilitation Services, Home Health and general MDH spot. General radio spots include; Obstetrics & Gynecology Clinic, Pain Management Center, Orthopedics & Sports Medicine, Home Health and Family Clinic. Other March advertising included, Senior Behavioral Health, Home Health & Hospice, Orthopedics, Obstetrics & Gynecology Clinic, Pain Management Center and Family Clinic.

## Foundation Report

This report reflects activity held within the month of March 2017.

## Annual Support

In March, \$28,099.81 was received in cash and \$18,961.53 pledged for a total of \$47,061.34 raised; 243 gifts and 12 honor/memorials were processed. Some of the areas receiving support included:

Hospice, Intensive Care Unit, Linda's Fund, Peterson Nursing Scholarship, Permanent Endowment, PROS and Switzer Women's Center.

### DKSWC Capital Campaign

To date, a total of \$4,441,660.20 has been raised toward the DKSWC Campaign goal of \$5.5M. Work continues to submit grant applications and meet with potential donors. In addition, committee members will be assisting with this year's Century Club Drive. The next campaign meeting is April 12.

### Business Relations:

Plans continue for the May 4 Business Honor Roll Recognition Reception at the Macomb Country Club. The menu was selected and a meeting was held with Fusion Tech to discuss recognition gift options. Invitations go out April 3. Dates have been scheduled to host the annual MDH CEO Roundtables on May 18 and 19 for Business Leaders/Government Officials at the Spoon River College Community Outreach Center.

### Golden Apple Society

New Society members include Steve and Eileen Knowles, Chris and Kelsi Cunningham, and Tom and Maria Dunstan. The committee meets on April 6.

### PROS

A meeting is planned for April 5 and the committee has begun plans for the annual recruitment and recognition Summer Block Party.

### Foundation Board

The next meeting is scheduled for April 12.

### Community Support

The WIU Big Pink Volleyball competition held last October raised \$2,542.04 in support of the Dolores Kator Switzer Women's Center.



## Hand Hygiene and Hand Care

### When using alcohol-based hand sanitizer:

- Put product on hands and rub hands together
- Cover all surfaces until hands feel dry
- This should take around 20 seconds

### When washing your hands, the CDC recommends:

- When cleaning your hands with soap and water, wet your hands first with water, apply the amount of product recommended by the manufacturer to your hands and rub your hands together vigorously for at least 15 seconds, covering all surfaces of the hands and fingers.
- Rinse your hands with water and use disposable towels to dry. Use towel to turn off the faucet.
- Avoid using hot water, to prevent drying of skin.

### Most Common Places Missed with Hand Hygiene:

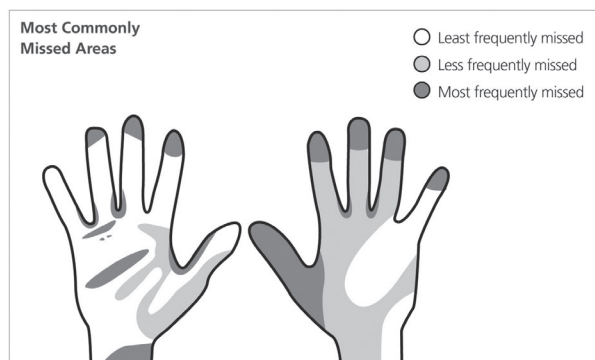
- Between Fingers, center of palms, back of hands, along wrists, thumbs and fingernails. See figure of frequently and most often missed areas.

### Methods to Maintain Hand Skin Health

- Lotions and creams can prevent and decrease skin dryness that happens from cleaning your hands
- Use only hand lotions approved by your healthcare facility because they won't interfere with hand sanitizing products

### Fingernail Care and Jewelry

- Germs can live under artificial fingernails both before and after using an alcohol-based hand sanitizer and handwashing
  - Our healthcare workers with direct contact with patients or their environments are not allowed to wear artificial fingernails or extensions.
  - Keep natural nail tips less than ¼ inch long. Longer nails have been shown to harbor more bacteria and are more difficult to clean under.
- Some studies have shown that skin underneath rings contains more germs than comparable areas of skin on fingers without rings
  - Our healthcare workers with direct contact with patients or their environments are allowed a watch, a wedding ring and one other ring. No chains or necklaces that dangle past the chin, no decorative pins, with the exception of holiday pins that can be cleaned and no bracelets will be worn in direct patient care. Medic alert identification is acceptable. Area of high risk patient care should avoid wearing jewelry. All others per departmental policy.





## 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**

**Rebecca Nelson**

Information Systems



Rebecca Nelson

**MVP Thank You - \$25**

**Mel Dorethy**

Patient Financials



Mel Dorethy

**Reiley Rodriguez**

Plant Engineering



Reiley Rodriguez

## Macomb Youth Volunteer at MDH

Youth from Macomb Jr., Sr. High School recently volunteered at McDonough District Hospital completing a project stuffing patient admitting bags.

Leading the project was Micah Flores and Colton Markey. Both Micah and Colton are a part of the Macomb Youth Leadership Organization which tours community businesses and develops leadership skills. Their goal was to organize a project to help high school students take part in a community service project at the hospital. The group assembled bags for patients with educational materials and essential items such as toothbrush, toothpaste, mouthwash, chap stick, pen, paper and lotion.

McDonough District Hospital is very proud to have such motivated young adults who are excited to volunteer in the community. MDH wishes to thank this group for their time and commitment on their work at the hospital. For more information about volunteer opportunities at MDH contact the Volunteer Coordinator, Meagan Wohlfeil at 309-836-1579.



*Pictured from left: Justin Yoon, Lily Mansfield, Micah Flores, Colton Markey, Hannah Murray, Madeline Weiss, Edy Rericha and Clara Barclay.*

## National Nutrition Month

Morrison Food & Nutrition Services celebrated National Nutrition Month with a variety of displays and engagement.

**Week 1:** Mindful Eating – Table display and education in coordination with LifeSteps Wellness.

**Week 2:** Food Waste – Facts & Statistics along with regrowing celery from kitchen scraps display. WIU dietetics students also presented a Lunch & Learn on the topic.

**Week 3:** Vegetables in Unexpected Places – National social media contest through Compass Group. Vegetable lasagna entrée in Café 525.

**Week 4:** Whole Grains – Whole grain sampling day (March 29) with buffalo barley salad and Baharat quinoa and “Guess the Grains” contest.

### Winners of the “Guess the Grains” contest:

**1<sup>st</sup> place:** Sandra Whitmire, Rehab Services – Vegetti & pasta spoon

**2<sup>nd</sup> place:** Brittany Doll, Lab – Travel Mug w/ assorted teas

**3<sup>rd</sup> place:** Jen Byers, Public Relations – Whole grain sample basket

On Sunday, March 26, a group of Morrison Food Service employees volunteered at the local Soup & More monthly meal for low-income. The menu included chicken and rice casserole, steamed broccoli, toasted French bread and black bean brownies.





# National Hospital Week Festivities

## May 7-13, 2017

Random prize drawings will begin on Monday and conclude Friday. Each employee will have a chance to win one of several Macomb Area Chamber of Commerce Gift Certificates. Employees will automatically be included in the drawing and winners will be announced during the week. Fun estimation games will also be available during the week in the cafeteria.



### Monday, May 8

Be a hero and donate your blood to help those in need during our Employee Blood Drive. The blood drive will be in Auditoriums A&B. Call Human Resources to schedule an appointment.

### Tuesday, May 9

Tempting Tuesday may be too hard to ignore as a scrumptious cinnamon roll and a refreshing juice are offered from 8:30 - 10:00 AM in the Side Dining Room. The 2<sup>nd</sup> and 3<sup>rd</sup> shift employees will be given a similar treat during their shift.

### Wednesday, May 11

Popcorn and photos will be at the Wacky Wednesday POP-arazzi Party from 2:00 - 4:00 PM in Auditoriums A&B. The PROS popcorn machine will be making an appearance along with a fun photo booth. The 3<sup>rd</sup> shift employees will be given a bag of popcorn during their shift.

### Thursday, May 11

Tasty Treats Thursday will be from 2:00 - 4:00 PM in Side Dining Room. Employees can enjoy milk and a cookie for an afternoon snack. Cookies will be delivered to 3<sup>rd</sup> shift employees.

### Friday, May 12

Smokin' Hot Sandwich Sensations will be held from 11:00 AM - 1:30 PM in the back patio behind cafeteria (weather permitting). MDH will be providing a Morrison-catered meal including a smoked brisket or pork sandwich, chips, baked beans, homemade coleslaw, and cookie. A similar dinner will be served in the cafeteria to evening shift employees from 5:00 - 6:00 PM and delivered to the department for 3<sup>rd</sup> shift.