

MDH

McDonough District Hospital
Employee Newsletter

Making Rounds

April 17, 2018 • www.MDH.org



Caring Is Our Calling

National Hospital Week

This year during National Hospital Week, we recognize the many individuals who keep this place of care and healing operating day in and day out. Thank you to the superb team here at McDonough District Hospital who continues to provide vital support, services, and hope to the surrounding communities. Your work and worth to those we serve is immeasurable.



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 15**. Please submit your information, articles, Thank You notes, recipes, achievements, etc., to Public Relations.

A+ Achievement

Congratulations to **Sarah Wright**, Registered Dietitian, for winning the Morrison GEM award for first quarter.

The Caught in the Act winner for the month of April is **Dalayna Wingett**. Congratulations!

Liberty Street Barbecue

It's official, Liberty Street will be returning to MDH on

Thursday, April 19

Lunch (11:00 a.m.-1:30 p.m.)

Dinner (4:30-7:00 p.m.)



Job Opportunities



<u>POSITIONS</u>	<u>DEPARTMENT</u>	<u>SHIFT</u>	<u>STATUS</u>
RN-Float	MMG	Days	Full-time
RN	Intensive Care Unit	7p-7:30a	Full-time
RN	Intensive Care Unit	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	Home Health	8a-4:30p	Full-time
RN	Home Health	8a-4:30p	24 hrs/wk
CNA	Senior Behavioral Health	7p-7:30a	Full-time
CNA	Senior Behavioral Health	7a-7:30p	24 hrs/wk
CNA	Senior Behavioral Health	7a-7:30p	Full-time
Medical Assistant	Pain Management Center	Days	Full-time
Medical Assistant	MMG	Days	Full-time
OR Tech	Operating Room	7a-3:30p	Full-time
Phlebotomist	Laboratory	5a-1:30p	Full-time
Prep Aide	Post Anesthesia Recovery	7a-4:30p	Full-time
Maintenance III	Plant Engineering	7a-3:30p	Full-time
PBX Operator	Communications	Variable	Registry
Ambulatory Clinical Analyst	Information Systems	Days	Full-time
Ambulatory Informatics Supervisor	Information Systems	Days	Full-time
Clinic Supervisor	MMG	Days	Full-time
Hospital Clinical Analyst	Information Systems	Days	Full-time
Pharmacist	Pharmacy	Days	Full-time
Physical Therapist	Sports Medicine and Rehabilitation Services	Days	Full-time
Polysomnographic Tech	Cardiopulmonary	7p-7:30a	Registry
Recreation Therapist	Senior Behavioral Health	8a-4:30p	Registry
Respiratory Therapist	Cardiopulmonary	Variable	24 hrs/wk
Respiratory Therapist	Cardiopulmonary	Variable	Registry

Full list also available online at www.MDH.org

As of April 11, 2018

Out and About

Amy Gaule, Certified Athletic Trainer with MDH Sports Medicine and Rehabilitation Services, spoke March 16 on Psychological Skills for Athletic Trainers at the Great Lakes Athletic Trainers' Association Conference in Wheeling, Illinois.

New Faces at MDH

MDH Welcomes New Employees



Melissa Bennett

Melissa is a Nursing Assistant in Acute Care. She is from Roseville and has four children:

MaKaela, Brooklyn, Elijah and Miles. Melissa enjoys spending time with her family.



Tracie Cawthon

Tracie is a Unit Secretary in Acute Care. She is from Macomb and is married to Mike. They have three children: TJ, Courtney and

Kelsie. Tracie enjoys her kids' sports events, gardening and spending time with family.



Brittany Denk

Brittany is an Admit/Discharge Registered Nurse in Acute Care. She is from Marietta and is married to Keith. They

have three children: Cameron, Aiden and Addilyn. Brittany enjoys boating, swimming and spending time with family and friends.



Jessica Edlund

Jessica is an Agency Registered Nurse for Emergency Services.



Melanie Eitenmiller

Melanie is an Occupational Therapist in Sports Medicine and Rehabilitation Services.

She is from Glasford and is married to Frederick. They have three children: Bryce, Shelby and Kelcie. Melanie enjoys karate and snowmobiling.



Cara Erude

Cara is a Clerk in Registration. She is from Monmouth and is married to Silvester.

They have two children: Imani and Nia. Cara enjoys cooking, baking, listening to music and spending time with her family.



Tiffany Mills

Tiffany is an Aide in Environmental Services. She is from Macomb and has four children.



Katie Morrison

Katie is a Cardio Tech in Cardiopulmonary. She is from Burlington, Iowa and is married to Aaron. Katie enjoys DIY

projects.



Heather Prather

Heather is a Housekeeping Aide in Environmental Services.



Nora Valdez

Nora is a Registered Nurse in Acute Care. She is from Monmouth and has two children: Nalicia and Yahaira. Nora enjoys

drawing and movies.



Jen Withers

Jen is an Agency Registered Nurse for Emergency Services. She is from Alpha and is married to Anthony. Jen

enjoys gardening and school.

MDH Welcomes New Interns



Janell Cross

Janell is an Intern in Sports Medicine and Rehabilitation Services.



Rebecca Worthington

Rebecca is an Intern in Sports Medicine and Rehabilitation Services.

She is from Rushville and enjoys camping and kayaking.

Stork Landings

Ashley Douglas and **Ryan Martin** are the proud parents of a baby boy, **Cameron Douglas**.

Cameron was born on March 24. Ashley is an Office Assistant for OB/GYN Clinic.

Rob and **Andrea Lawrence** are the proud parents of a baby boy, **Camden Abrams**. Camden was born on April 7. Andrea is a RN Instructor in Staff Development.

Jason and **Jessica Schade** are the proud parents of a baby girl, **Ember Grace**. Ember was born on March 28. Jessica is a Registration Clerk.



Just Married

Sue Bricker and **Jeff Carter** were married on March 24. Sue is a Medical Staff Coordinator in Health Information Management.



MDH Says Goodbye

Amanda Chambers, Clinic Information Systems Specialist, MMG Administration, 3/23/18

Rebecca Corbett, Technician, Pharmacy, 3/30/18

April Jones, Certified Nurse Assistant, Acute Care, 4/8/18

Brandon Logan, Bio-Med Tech, Plant Engineering, 4/1/18

Brianna Pasbrig, Registered Nurse, ICU, 4/15/18

Daysha Ranson, Prep Aide, Post Anesthesia Recovery, 3/28/18

Kady Y. Rehder, Office Assistant, Family Clinic, 4/4/18

Debra Schafer, Registered Nurse, Senior Behavioral Health, 3/28/18

Linda Turner, Operator, Communications, 4/2/18

Tim Tyler, Leader, Radiology, 3/23/18

Sarah Wisslead, Clerk, Registration, 3/28/18

Reminder from Human Resources

Health Alliance Health Insurance

Our health insurance plan is unique and different than all other Health Alliance insurance plans, so it is very important you verify the out-of-pocket expenses before services are performed to avoid any surprises in coverage. Do not rely on your provider to give you accurate coverage levels or to provide you with physicians who are in-network for our plan. It is difficult for providers to quote coverage levels for our plan accurately.

Employees should call Health Alliance directly to make sure you have accurate information. Please ask if your provider and the facility is in-network, if the services are covered by the plan and at what level of coverage, and if pre-authorization or a referral is needed.

The same applies to prescription benefits. To know accurately what your co-payment for your prescription will be prior to having the prescription filled, you can call Health Alliance to see if the drug is on the Health Alliance formulary and what the copayment will be.

Again, to assure you accurately know what the cost of healthcare services will be to you, please contact Health Alliance at (800) 322-7451 before services are rendered.

...Benefit Break...

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

Employee Assistance Program

When a problem is bothering you or a member of your immediate household, simply contact a counselor at Resource Management Services, our Employee Assistance Program. A simple phone call will get an immediate response, 24 hours a day, seven days a week. An appointment can usually be offered within 48 hours and will be conveniently located in Macomb (or Peoria if you prefer).

Some common topics that are discussed are: family and individual counseling; depression and anxiety; family conflicts; divorce or separation; financial problems; parenting; abuse; sexuality; low self-esteem; eating disorders; stress management and career issues; legal advice; and much more.

Confidentiality is the key, and your privacy is assured. The counselors cannot release information to anyone (including your employer) without your written consent.

You and any member of your immediate household can use the services of the EAP at no cost to you. Just call (800) 333-2095 to talk to the EAP.

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

Grateful Patient Program

Congratulations to the **Acute Care** and **Food Service staff** for receiving a *Healing Hand* award, an honor within the Grateful Patient Program at MDH. Recent Grateful Patients recognized Acute Care staff for their kind and considerate care and Food Service for knowing their preferences and going above and beyond what was expected.

To learn more about the Grateful Patient Program at MDH, please contact the Foundation office at (309) 836-1757.



Acute Care



Food Service

MDH Linda's Fund Receives Donation

Pella in Macomb recently held a fund-raiser and donated money to the McDonough District Hospital Linda's Fund.

Pella sold pink t-shirts for work, and \$600 was presented to MDH.



Linda's Fund provides financial support to breast cancer patients who are using the services of McDonough District Hospital and live in the MDH service area. Linda's Fund was established in honor of Linda (Ren) Bainter by her family in 2008 and has attracted the support of schools, community groups, and individuals who have held philanthropic events.

The application process for Linda's Fund is not based on income and is separate from MDH financial assistance. For more information, contact the Foundation office at (309) 836-1757, plhenness@mdh.org, or www.MDH.org.



DKSWC Update

DKSWC Labor Delivery Recovery Room Naming Reserved by:
Dr. Richard and Monica Iverson

DKSWC

Goal

— 5.5 million
 — 5 million — \$4,702,999.99
 — 4 million
 — 3 million
 — 2 million
 — 1 million



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



Linda Fawcett

MVP Thank Yous - \$25



Michelle Keefer



Sandy Taylor

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 Patient Satisfaction surveys call attention to employees who demonstrate excellent customer service, according to Administrative Leader of Quality and Innovation Maggie Dubil. 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. Nwafo; Melody McGrew, RN**

Cardiopulmonary: **Suellen Carmody-Menzer, Cardiopulmonary Leader; Jill Foster, Special Procedures Tech**

Convenient Care: **Krystal Wagner, NP-C; Lyndsay Bedwell, NP-C; Kaye Stone, NP-C; Robyn Kilburn, Receptionist; Alaina Cagle, CMA; Sandy Lambert, Clinic LPN; Dorothea Carr, CMA**

Emergency Services: **Dr. Brown; Dr. Kalinowska; Kelsi Cunningham, NP; Trisha Kuster, RN; Stefany Myers, Emergency Department Leader; Kortney Burling, Clinical Care Coordinator**

Home Health: **Danielle Jones-Koile, RN**

Laboratory: **Matt Kessler, Lab Assistant; Matt Thompson, MT(ASCP); Carley Brown, Phlebotomist**

McDonough Medical Group: **Dr. Ali and staff; Dr. Card; Dr. Jalil; Dr. Mitchell and staff; Dr. Patel; Dr. Urch and staff; Dr. Wehner; Dr. Zhang; Sue Adams, FNP-BC; Megan Clemens, NP-C; Cynthia Greer, Office Assistant; Grace Latkas, Office Assistant; Abby Wittler, Office Assistant; Heather Logsdon, Clinic RN; Angela Martin, MA Beverly McFadden, LPN; Casey Roberts, CMA**

OB/GYN: **Dr. Smith; Sharie Harden, CNM; Julie Elliott, RN; Jessica Thorman, RN**

Radiology: **Ann Whalon, RT Supervisor; Janet Moore, Ultrasound Technician; Theresa Anderson, X-Ray Technician-RT**

Registration: **Sarah Stehl, Registration Clerk-Phlebotomist; Sarah Wisslead, Registration Clerk**

Senior Behavioral Health: **Sarah Gossage, RN**

Surgical Services: **Dr. Card; Marti Frier, RN**

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

MDH PROS Store has new items

Available in the Foundation Office: Cash, Check or Credit Card Payment



Mega Box Cooler
\$30
Available in:
Royal



Tumbler Cup
\$10

Fleece Blanket
with Strap
\$20

Available in:
Midnight Heather & Navy



Go Stack
\$ 15
Available in:
Black & Grey



T-Shirt \$5
Available in:
S, M, L, XL and XXL



10 oz Tumbler
\$ 10



Pop Socket
\$ 5



Lunch Box
\$ 10
Available in Black &
Royal Blue

Available on the MDH PROS Online Store: Credit Card Payment



Brought to you by: **PROS**

APPLE Winner March 2018



Renee Engle

Please join in congratulating **Renee Engle**, Clinic Registered Nurse in Family Clinic, on being named the recipient of the MDH APPLE Award for March 2018. APPLE stands for “Achieving outstanding Performance in Patient care, Leadership, Loyalty and Enthusiasm for MDH”.

Renee graduated from St. Francis College of Nursing in Peoria in May 1994. Throughout the years, Renee gained experience in MDH Obstetrics, MDH Acute Care, Macomb Clinic and Carthage Memorial Hospital Obstetrics. On August 29, 2016, Renee returned to MDH as a Clinic RN for Family Clinic.

She is excellent at learning physician preferences for gathering key information and conveying that information. She is a great extension of the practitioners in Family Clinic and is a strong member of the team.

Renee embraces new learning and is very engaged in improvement opportunities. She is attentive to detail and her follow up is always timely. Renee demonstrates initiative and is hard at work from the time she arrives until the time she walks out the door to leave for the day.

Renee’s interaction with others is described as very caring and professional. She works hard each and every day and provides a positive demeanor as she works. She is always willing to go the extra mile. She is extremely reliable and does a very thorough job. Something that sets Renee apart from others is her willingness to show her gratitude for her employment and her gratitude for her co-workers. Renee fosters teamwork and demonstrates an outstanding work ethic.

Her nominator describes her as a very hard worker “who does not get the credit that she deserves”. Another nominator states that Renee takes time to talk to the patients and to listen to what they have to say. She then coordinates everything that is needed to make the patient’s life easier. Her nominators also describe Renee as kind and courteous to all. “Renee always has a smile on her face...always,” states her nominator.

Renee and her husband, Troy, have two children, Tyler and Adrianna. In her spare time, she enjoys scrapbooking, golfing and hunting.



Six Flags

One-day tickets are available for the St. Louis Six Flags Park.

Season passes can be used at any Six Flags

location after an initial trip to St. Louis.

Tickets are purchased conveniently through a one-time only payroll deduction.

2018 Employee Ticket Prices are:

One-Day Ticket - \$43.99

Individual Season Pass - \$61.99



Please contact Human Resources if you have questions or would like to purchase Six Flags tickets.

President's Report

The MDH Board of Directors met April 16. Here is Mr. Boyd's report to the Board for the accounting period of March 20 - April 16, 2018.



Quality

Service Excellence

MDH employees will receive the AHRQ Hospital Culture of Patient Safety Survey in the coming weeks. This survey is designed to assess the patient safety culture of our hospital from the perspective of healthcare professionals and others involved in the delivery of patient care at other sites within the organization.

- The survey places emphasis on patient safety issues and on error and event reporting. The survey includes the following measures:
 - Teamwork within Unit
 - Supervisor/Manager Expectations & Actions
 - Organizational Learning – Continuous Improvement
 - Management Support
 - Overall Perceptions of Patient Safety
 - Feedback & Communication about Error
 - Communication Openness
 - Frequency of Events Reported
 - Teamwork Across Units
 - Staffing
 - Handoffs & Transitions
 - Nonpunitive Response to Errors
 - Number of Events Reported
 - Patient Safety Grade

Safety Culture Defined:

The safety culture of an organization is the product of individual and group values, attitudes, perceptions, competencies, and patterns of behavior that determine the commitment to, and the style and proficiency of, and organization's health and safety management. Organizations

with a positive safety culture are characterized by communications founded on mutual trust, by shared perceptions of the importance of safety, and by confidence in the efficacy of preventative measures.

Projects

- Ortho Clinic Teamwork Improvement: The team began meeting in March 2018 and has identified staff cross training as the first place to start. Improved flow of patient through the visit process is desired.
- Storage Improvement in Acute: Planning has begun for the storage rooms on 2nd and 3rd floors. They will undergo the lean process of 5S: Sort, Set, Shine, Standardize and Sustain. This effort will reduce the waste of nursing staff searching for and rearranging equipment and material.

Infection Control

Infection Control has completed the annual National Healthcare Safety Network (NHSN) training course. The 5 day live web-based course consisted of providing changes to the manuals used to determine healthcare acquired infections, validating data entered into NHSN, on-line tools available for use and breakout sessions for the individual reporting categories. These reporting categories include MRSA bacteremia, C diff lab ID events, Surgical Site Infections, Ventilator Associated Events, Bladder Catheter Associated Urinary Tract Infections, Central Line Associated Blood Stream Infections, and Secondary Blood Stream Infections.

Infection Control started in November action plans to develop new processes that increase productivity and create leaner data entry processes. The new processes assist in the continued monitoring of trends through the data collection processes already in place. Completed processes so far include device day calculations for bladder catheter and central lines and the evaluation of

employee illnesses. Future actions include continued work to link the healthcare associated infections to data monitoring tools and developing additional monitoring tools to track other infections over time.

Patient Safety

The Sepsis Improvement Action Network through the Hospital Improvement Innovation Network ended on March 14 with representation from MDH presenting actions and next steps related to sepsis care. The sepsis team has been conducting several small tests of change and providing education over the past several weeks including but not limited to: updating evidence based practice order sets, evaluating and redesigning workflows, updating system alerts and incorporating new alerts in order to provide our sepsis patients with efficient, safe, quality care-every patient, every time.

MDH attended the Midwest Alliance for Patient Safety safe table event which focused on high reliability organizing (HRO) and error management theory (EMT) . This event explored error management strategies because healthcare processes are vulnerable to the effects of human error. EMT education and case studies were taught to transform error avoidance-based practices into error recognition, rescue and recovery strategies in areas including fall prevention, in-hospital resuscitation, sepsis, and adverse drug events.

Physician Recruitment/Retention

Physician Recruitment and Outreach Services - Update:

Hospitalist Medicine: Dr. Patel has recently completed his first week as a hospitalist within the service. All has gone well and we're pleased to have Dr. Patel provide one week per month on the schedule. His addition to the Hospitalist team completes a strategic goal for the Hospitalist service, which is, successfully transitioning from a contracted model with an outside company, to an MDH employed group, thus reducing our

need to rely on outside provider staffing resources.

OB/GYN: We are evaluating a part-time OB/GYN physician candidate desiring a permanent opportunity as well as an OB/GYN resident that will complete their residency training program in 2019. Dr. Smith and Adrian MacGregor are making active recruitment calls to locum tenens physicians that can provide additional assistance during the summer months. One of the locum tenens candidates has also indicated a desire to evaluate permanent opportunities. Active discussion continues with three contingency recruitment firms and our in-house sourcing efforts through weekly e-mail blasts have yielded two initial expressions of interest that are being followed up by Adrian MacGregor.

MDH Wellness Solutions/ Outreach Services

Community Outreach

“Colon Health is Whole Health” program was held on March 28 at MDH. There were a total of 36 participants and MDH employees who attended the program. Free Hemoccult-ICT kits were provided as well as tours of the Endoscopy suite(s) within MDH Surgical Services. Free colorectal cancer kits are still available from Outreach Services, Registration/Admitting, MMG Family Clinic, and MMG Internal Medicine Clinic. The kits need to be returned to the MDH Lab by Friday, April 27, 2018. For more information, contact MDH Outreach Services at (309) 836-1584.

Provider Outreach

Dr. Biagini and Dr. Gonzales provided presentations on various aspects of colorectal cancer and prevention on March 28. Sarah Wright, RD for Morrison Healthcare, discussed the vital role of nutrition in relation to this type of cancer, and Kim Rhoads, RN, explained the preparation necessary for a colonoscopy.

Employer Outreach

We welcomed Pact Head Start in March to begin using MMG Family Clinic for their Employee Physical needs through the MDH Wellness Solutions initiative. McDonough Power Cooperative has agreed to work with MDH for their pre-employment testing needs and we are finalizing their requested service offerings at this time. The ongoing partnership with NTN Bower continues to progress well. MDH has been invited to the NTN Bower Corporation Open House in May in an effort to showcase a variety of MDH products/services.

Information Systems

Cerner Update

We have completed the Meaningful Use Attestation for the hospital and those providers that are eligible under Medicaid requirements.

Cerner is working with DARTNet to address some data extraction processes to complete data file creation and submission for the DARTNet practice performance registry.

We are working with our Cerner representative on interface changes that will be needed for requested capital budget equipment change requests. As we change out lab analyzers and other integrated equipment we have to adjust the interfacing to accommodate this change.

Echo and Vascular Studies Upgrade

We continue to work with GE to complete the interfacing of final reports into Cerner. We anticipate that we will have the interfacing completed in early April.

Financial

March 2018

We ended the month with a positive bottom line of \$299,178. Total Patient Revenue was above budget at 8.2% or \$1,344,715 before adjustments. The largest positive variance to budget was Inpatient Services related to the high Average Daily Census and the ancillary services that supported those admissions.

Both Senior Behavioral Health and Swing Beds had a good revenue month as well posting numbers above budget. The only negative revenue variance to budget was Emergency Services which was 8.2% below budget due to volumes. Year to Date, Total Patient Revenue prior to adjustments is 5.2% above budget.

Deductions from Revenue was 13.0% above budget. Contractual adjustments were up 6.5% due to payor and service mix. Both Charity Care and Bad Debt are running above budget as we work through the collection of the self pay balances and age of the receivables. Overall the percent of receivables greater than 90 days has improved from 43% last year at this time to 36.7% currently.

Operating Expenses were above budget by \$150,258 or 2.2%. Salaries were up by about \$231K again due to both the increase in patient volumes and utilization of contract labor. Employee Benefits were up 35.4% or \$325,317 due to high employee health claims. Our investments took a hit responding to some of the market changes.

Public Relations

News and Website Updates

During March there were 28,959 website home page visits, 3,487 career views, and 19,249 calendar views.

The most-read news story for the month of March on MDH.org was the feature story on the three L.I.F.E. courses in April.

On March 19, following the March Board of Directors meeting, a story announcing Dr. Rick Iverson as the new Chairman ran in local and regional newspapers.

The Illinois Health and Hospital Association released its economic impact report, and MDH was highlighted as making a nearly \$180 million impact for the McDonough County area. The IHA noted MDH's financial impact and producing more than 1,200 jobs. MDH was noted as being part of the Illinois hospitals and health systems that account for 466,000 jobs and economic impact of \$95.3 billion.

Additional newspaper stories included: Acute Care staff receiving a Healing Hand award as part of the Grateful Patient program, MDH inviting the community to admire their providers for Doctors' Day, a feature story on EMS Chief Alex Zirnheld, and a feature on MDH benefitting from the Illinois General Assembly approving bipartisan legislation on two Senate Bills getting passed.

Social Media

On March 30, MDH celebrated National Doctors' Day. Photos of the gift giveaway were posted on Facebook and a video highlighting all the physicians can be seen on the MDH Twitter and YouTube account.

The MDH Facebook page increased to 1,942 follows. There were 20 posts during March that recorded a reach of 1,000 or more, including seven that surpassed 2,000. The highest interaction Facebook post was the announcement of Dr. Rick Iverson being voted as Chairman of the Board of Directors.

On March 1, a feature video highlighting Lifeguard Ambulance's first day serving McDonough County had nearly 2,600 views on Facebook. Prior to March, only one MDH Facebook video surpassed 1,000 views (Liberty Street BBQ with 1,700 views – November 2017), during March there were three videos that surpassed 1,000 views. Lifeguard's video had the most, followed by a preview of the Colorectal Cancer program posted on March 26 (more than 1,700), and the return of Liberty Street BBQ on March 15 (1,062 views).

Our Twitter account gained followers during March, increasing to 399. Our Tweets earned 8,500 impressions during the 31 days. March was National Athletic Training Month. MDH recognized the Athletic Training team in a graphic that finished as March's top impressions Tweet.

As 2018 marks the 60th anniversary of MDH, to honor the milestone we have shared a photo every Thursday for #TBT (Throwback Thursday). The photos in March were: beginning days of the Gift

Gallery, a feature on longtime provider and new Board Chairman Dr. Rick Iverson, the original cafeteria, the new laboratory addition, and the 'up-to-date' office technology from when MDH first opened.

On Facebook, Twitter and via direct emails to MDH personnel, the Public Relations and Marketing department made a push to have our photo entry in the Colorectal Cancer Alliance Photo Contest win first prize – a free inflatable colon rental at an event of our choosing. Out of 113 photo entries, MDH finished second nationally in the Team category and fourth overall.

Advertising and Marketing

Television commercial spots are currently running for: Hospital To Home (H2H) Swing Bed Program, MMG Family Medicine, Sports Medicine & Rehabilitation Services, Home Health Care, and general branding.

Newspaper and website ads were ran on: National Athletic Training Month, Colorectal Cancer Program "Colon Health is Whole Health", Doctors' Day, MMG Orthopedics and Sports Medicine, the APPLE Award winner, new babies born at MDH, and a MDH photo advertisement as part of McDonough County The Voice's NCAA Basketball Tournament bracket. MDH also sponsored the back page of a Hometown Welcome Program direct mailer produced by The Voice.

Radio spots include: Bushnell Family Practice, McDonough Medical Group, Pain Management Center, Surgical Services, Sports Medicine and Rehabilitation, 3-D Mammography, Leapfrog "A" grade for patient safety, and Home Health Care.

Foundation

This report reflects activity held within the month of March 2018.

Annual Support

In March, \$24,401.24 cash received; 136 gifts and 14 honor/memorials were

processed. Some of the areas receiving support included: Acute Care, Cardiac Rehab, Hospice, Indigent Care, Peterson Nursing Scholarship, PROS and Switzer Women's Center.

Golden Apple Society

The committee met on March 1 to update prospect lists and set new member goals for the year. Nancy Colvin and Nancy Krey have joined the committee. The next meeting is April 5.

PROS

PROS welcomed Glynnis Coplan, Kyle Magee and Crystal Carson to the committee. A meeting was held on March 6 followed by a Summer Block Party Membership Drive sub-committee meeting where a date was set for June 13. A theme was chosen and plans are underway. New items were purchased for the PROS store located in the Foundation office. The store now offers the following MDH promotional items: t-shirts, tumblers, Pop Sockets, coolers, lunch boxes, blankets and Go Stacks.

Grateful Patient Program/Healing Hand

Acute Care received an award with an anonymous donation of \$25 to the Women's Center!

Business Relations

Invitations were mailed for the April 25/26 CEO Business Leader Roundtables and RSVP's are rolling in. Arrangements for food, slide show and materials are being made.

DKSWC Capital Campaign

To date, a total of \$4,666,600.67 has been raised toward the campaign goal of \$5.5M. Dr. Richard and Monica Iverson reserved a naming opportunity for a Labor Delivery Recovery Room!

Community Support

Pella Corporation employees made a \$600 donation to Linda's Fund from their pink shirt sales.

May Calendar of Events



Chronic Pain Management Support Group

Mondays

1-2 p.m., Health Services Building 1 Auditorium
Sessions run through an 8-week course. For a free screening or more information, call MDH Behavioral Health Services at (309) 836-1582.

Anger Management

Tuesdays

3:30-5:00 p.m., Health Services Building 1 Auditorium
Pre-registration required.
Call Behavioral Health Services at (309) 836-1582.

Pediatric Advanced Life Support (PALS)

Tuesday and Wednesday, May 1 & 2

8:30 a.m.-3 p.m. (Day 1) and 8:30 a.m.-1 p.m. (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.

Community First Aid

Tuesday, May 1

6 p.m., Auditorium A
Cost: \$40. Pre-registration required.
Contact Outreach Services at (309) 836-1584.

Seniors' Day at Citizens

Thursday, May 3

8:30-11:30 a.m., Citizens Bank, Downtown Macomb
Topic: Sun Damage Assessments
Contact the MDH Outreach Services at (309) 836-1584.

Childbirth & Infant Care: 4-Week "L.A.T.E." Class

Thursdays, May 3, 10, 17 & 24

6-8:15 p.m., Auditorium B
Class will meet one night a week for four weeks.
Pre-registration required.
Call Obstetrics at (309) 836-1570.

Divorcing Parents Education Program

Friday, May 4

1-5 p.m., HSB 1 Auditorium
Cost: \$60 payable at session. Pre-registration required.
Contact Behavioral Health Services (309) 836-1582.

Breast Cancer Support Group

Monday, May 7

5:30 p.m., Auditorium B
Contact Outreach Services at (309) 836-1584.

Suicide Support Group

Monday, May 7

7-8 p.m., Health Services Building 1 Auditorium
Contact Behavioral Health Services at (309) 836-1582.

Community CPR Class

Tuesday, May 8

6 p.m., Auditoriums A & B, Auxiliary workroom & conference room
Fee: \$40. Pre-registration required.
Contact MDH Outreach Services at (309) 836-1584.

Childbirth and Infant Care: Sibling Class

Saturday, May 12

10-11 a.m., MDH Auxiliary Workroom
Pre-registration required.
Contact Obstetrics at (309) 836-1570.

Bereavement Support Group-New Horizons

Monday, May 21

3-4 p.m., Medical Arts Building, Conference Room
For more information, call Hospice at (309) 836-1543.

Pediatric Advanced Life Support (PALS) - Renewal

Tuesday, May 29

8:30 a.m.-3 p.m., 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.

Childbirth and Infant Care: Breastfeeding

Thursday, May 31

6-8 p.m., Auditorium B
Pre-registration required.
Call Obstetrics at (309) 836-1570.

May Meetings Calendar

Tuesday, May 1

Department of Emergency Medicine, 12 p.m., PDR

Tuesday, May 8

Credentials/Bylaws, 7 a.m., PDR

Wednesday, May 9

- Department of OB-GYN, 12 p.m., Auditorium B
- PHO Office Managers, 12 p.m., PDR

Thursday, May 10

Department of Medicine, 12 p.m., Auditorium A/B

Friday, May 11

Executive Committee, 12 p.m., PDR

Monday, May 14

Ethics Committee, 12 p.m., Auditorium B

Tuesday, May 17

Tumor Board, 12 p.m., Auditorium A/B

Friday, May 18

- Finance Committee, 7 a.m., TFBR
- Medical Staff, 12:00 p.m., Auditorium A/B

Monday, May 21

Board of Directors, 5:30 p.m., TFBR

Tuesday, May 22

MMG Governance (*Board members only*), 5:30 p.m., TFBR

Wednesday, May 23

- PHO Physicians, 12 p.m., PDR
- Quality Council, 1:30 p.m., TFBR

Friday, May 25

Medical Staff Quality Improvement, 12 p.m., TFBR

Save the Dates!

- Health Matters Ladies Golf Classic (PKA...Memory Matters) – May 31/June 1
- PROS Summer Block Party/Membership Drive – June 13
- MDH Golf Outing – September 8
- Teddy Bear T – November 26, 5-7 p.m.
- Jingle 'n Mingle – November 29, 6:30-8:30 p.m.
- Festival of Trees – November 30-December 3

MYLO Students Volunteer

McDonough District Hospital recently welcomed youth volunteers from Macomb High School's Macomb Youth Leadership Organization (MYLO).

Leading the project was Macomb High School senior and MYLO member Nicole Lester. The students worked to complete projects such as assembling patient admitting bags, folding patient information brochures and stuffing envelopes.



Pictured (L-R): MYLO student volunteers Nicole Lester, Lacie Skees, Joe Musick and Anna Dively

Local teens interested in volunteering at MDH can participate in the annual Summer Volunteer Program that runs June 11-July 27. The volunteer program provides community youth with opportunities for personal growth and development. Volunteers provide supplemental services in the hospital while gaining personal satisfaction, development, maturity and the understanding of various health careers in preparation for their future. This unique volunteer opportunity allows teens to serve others while making new friends, networking with medical professionals, developing self-esteem and creating meaningful memories. MDH staff and patients' lives are deepened through the energy and compassion of Volunteers.

Volunteer applications and more information about the program are currently available online at www.MDH.org or by contacting MDH Volunteer Coordinator Meagan Wohlfeil at (309) 836-1579. The 2018 application deadline is May 14.

Looking for Advice?

Dear Lucy,

The past 2 months have been difficult for Annie, my 13 y.o. daughter, who is very reluctant to attend school. She's afraid for her safety after the recent school shootings. She has a cousin who lives in Florida who is about her age, although this cousin doesn't live near Parkland, Florida. Annie was so concerned her cousin might have been in danger right after the incident at the Marjory Stoneman Douglas High School. We've attempted to reassure her over and over that she is safe, but each morning she's in tears and I feel like I have to drag her into the car to get her to school. Can you offer parents some ideas on how we can help our kids so they aren't so stressed as they struggle to understand why these senseless acts occur?

Sincerely,
Concerned Parent

Dear Concerned Parent,

Many young people have been experiencing distress over the unsettling tragedies with youth today. When children learn about such events it is natural for them to worry about their own school and their own safety. In your case, your daughter seemed to have heightened concern because someone she cared about lived close to where the violence occurred. It is important to remember, regardless of their age, children tend to look to their parents to make them feel safe.

Being open to talking about your child's worries and concerns is a place to start. Children need to know you're okay with the subject and you are willing to listen to them. Let them know you are interested in their thoughts and opinions, being sure not to interrupt as they talk. You can also share your perception of what's going on in an age appropriate way, without suggesting what they have to say might be wrong. Parents should acknowledge to children that bad things do happen, but also reassure them that many people are working to keep them safe, including their parents, teachers and local police. Let them know although it is very serious, school violence is not common, which is why these incidents attract so much media attention.

You may want to empower your child to be proactive regarding school safety. Encourage her to report any specific incidents of bullying, threats or talk of suicide by her peers. Help her develop strong problem solving and conflict resolution skills so she can respond to distressing situations. Review safety procedures that are in place at your child's school. Ask about policies regarding how visitors enter the building and explain why certain doors remain locked. Remind her these are precautions put in place to ensure safety for the students.

Parents need to watch for ongoing signs of stress, fear and anxiety. If worry, anger, sleep problems, difficulty with concentration or sadness continue for an extended period of time it may be appropriate to have your child meet with a mental health professional.

If you would like more information about this topic or any other mental health or substance abuse concern, please call Behavioral Health Services at 836-1582.

Best regards,
Lucy

You've Got Mail

Check your mailbox at home for a survey if you are:

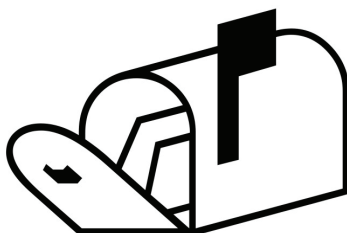
- Hospital staff who has direct contact or interaction with patients (clinical staff, such as nurses, or nonclinical staff, such as unit secretaries)
- Hospital staff who may not have direct contact or interaction with patients but whose work directly affects patient care (staff in units such as pharmacy, laboratory/pathology)
- Hospital-employed physicians and practitioners as well as providers with hospital privileges
- Clinical supervisors, managers, and administrators

You will be receiving a packet in the next week by U.S. Mail containing a survey designed by the Agency for Healthcare Research and Quality (AHRQ) that examines patient safety culture from the perspective of healthcare professionals and others involved in the delivery of care at various sites within the organization.

The survey will take about 10–15 minutes to complete and contains a self-addressed business reply envelope to assure anonymity.

This survey is of the utmost importance as it places an emphasis on patient safety issues and on error and event reporting.

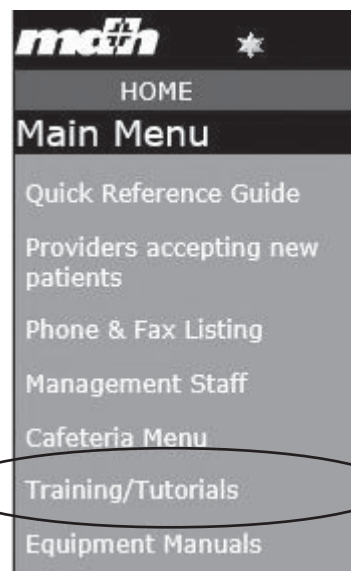
Thank you for your participation!



Booking A Room?

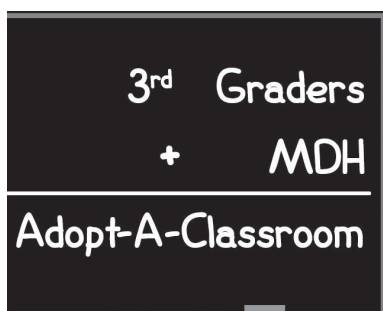
Are you needing to book one of the Auditoriums or a Conference Room for an upcoming meeting or training?

The Training/Tutorials page can help you!



Go to Microsoft Resource Scheduling. Select which version of Outlook you have then follow the easy step-by-step instructions.

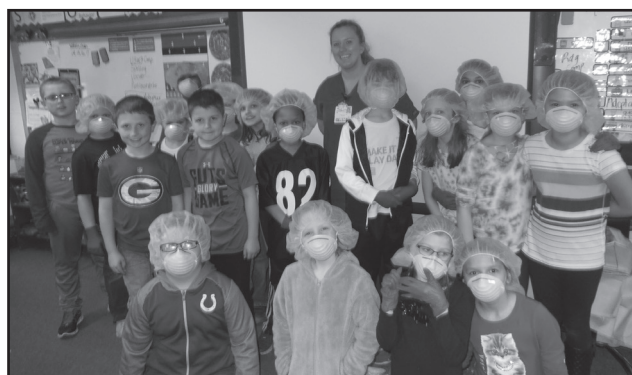
TIP: Remember to make the Room(s) you select a RESOURCE.



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 3rd grade students at Lincoln School. A representative from MDH visits the classroom to educate students about various departments at the hospital.

Surgical Services

Amber Depoy, RN in Surgical Services, visited our Adopt A Classroom students in March. She showed a brief PowerPoint on the many different roles involved in operating room procedures. She also demonstrated how laparoscopic surgery is done by using the doc camera in the classroom. She focused on gall bladder and appendix removal and explained where those are in the body and what they do for you. The students got to dress up in surgical gear and received MDH calculators for being a great audience!



National Hospital Week Festivities

May 6-12, 2018



Monday, May 7

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 8

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

Wednesday, May 9

Wondrous Wednesday will be from 2:00-3:30 p.m. in Side Dining Room. Employees can enjoy a brownie or a cupcake along with some punch. Snacks will be delivered to 3rd shift employees.

Thursday, May 10

Enjoy a festive picnic from 11:00 a.m.-1:30 p.m. in the back patio behind the cafeteria (weather permitting). MDH will be providing a Morrison-catered meal including a BBQ pork sandwich, baked potato bar, pasta salad, cookie and soda or water. A similar dinner will be served in the cafeteria to evening shift employees from 5:00-6:00 p.m. and delivered to the department for 3rd shift.

Friday, May 11

Fun Friday will be filled with random drawings for gift certificates. Each employee will have a chance to win one of several gift certificates. A few promotional gift baskets from Valic, UNUM, and MDH will also be given away to some lucky winners. Employees will automatically be included in the drawing. Fun estimation games will also be available during the week in the cafeteria and winners announced on Friday.

**Menu items subject to change*