

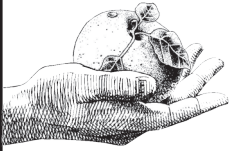
MR

McDonough District Hospital
Employee Newsletter

BACK TO SCHOOL Making Rounds



August 25, 2015 • www.mdh.org



Golden Apple Society Summer Social

On August 6, Golden Apple Society members hosted an annual Summer Social in the new Emergency Department at MDH. With 118 members and guests attending, the event was catered by Sodexo and tours of the new unit were given. A big thanks to O'Shea staff, Charlene Callison, Connie Garner, Charolette Megginson, Molly Wolfe, Janelle Ruble, Plant Engineering team (David Cady and Scott Dexter), Environmental Services team, Kenny Boyd, John Jessen, Anna Bradt, Jen Byers and Alexa Shaw for their work to make the event perfect!



For more highlights see back cover.

MDH Core Values

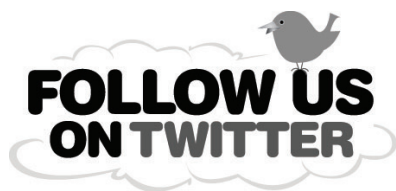
Honesty and Integrity • Respect • Exceptional Service • Commitment to Excellence • Teamwork

MDH Hotline

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

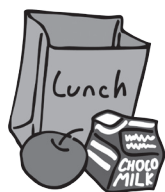
Next Deadline

The next *Making Rounds* deadline is NOON on **Tuesday, September 15**. Please submit your information, articles, thank-you notes, recipes, achievements, etc., to Public Relations.



Eye Spy

In this issue of *Making Rounds*, can you find the following items?



Job Opportunities



<u>POSITIONS</u>	<u>DEPARTMENT</u>	<u>SHIFT</u>	<u>STATUS</u>
Assistant	Service Excellence	Days	Full-time
Leader	Emergency Room	Days	Full-time
Admit/Discharge RN	Acute Care	7a-7:30p	Full-time
ER - CCC	Emergency Room	Days	Full-time
Instructor RN	Staff Development	Days	24 hrs/wk
RN	Senior Behavioral Health	7p-7:30a	Full-time
RN	Senior Behavioral Health	7a-7:30p	24 hrs/wk
RN	Acute Care	7p-7:30a	Full-time
RN	Emergency Services	Days	24 hrs/wk
RN	Emergency Services	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	24 hrs/wk
RN	Home Health	Days	Full-time
RN	Hospice	Days	Full-time
RN	Obstetrics	7p-7:30a	Full-time
CNA	Senior Behavioral Health	7p-7:30a	Full-time
EMS Coordinator	Ambulance	Variable	Full-time
EMS Coordinator	Ambulance	Variable	Full-time
EMT	Ambulance	7p-7:30a	Full-time
ER Technician	Emergency Services	7p-7:30a	24 hrs/wk
Paramedic	Ambulance	7p-7:30a	Full-time
Maintenance III	Plant Engineering	Variable	Full-time
Medical Director	Hospitalist		Full-time
Physician	Family Clinic		Full-time
Physician	Internal Medicine		Full-time
Physician Assistant	Emergency Services		Full-time

List also available online at www.mdh.org

As of August 18, 2015

Moving Around

Heather John-Barnes is a Registered Nurse in ICU after previously working as an Acute Care LPN.

Cole Bavery is a Registered Nurse in ICU after previously working as a RN for Acute Care.

Janae Galloway is a Secretary/Receptionist in OB/GYN Clinic and ENT Clinic after previously working for Family Clinic.

Danielle Jones-Koile is a Registered Nurse in Home Health after previously working in Acute Care.

New Faces at MDH

MDH Welcomes New Employees



Dorothea Carr

Dorothea is a Medical Assistant in Convenient Care. She is originally from Avon. Dorothea and Travis Purden have five children, James, Jacqueline, Alex, Davin and Ashley.



Courtney Comstock

Courtney is a CNA in Acute Care. She is originally from Pekin and is married to Brian. In her spare time, Courtney enjoys cooking.



Sadie Dutton

Sadie is a Patient Care Technician in Emergency Services. She is originally from Knoxville.



Daniel Giltner

Daniel is an Aide in Food Services.



Connie Kugler

Connie is a Registered Nurse in Emergency Services. She is originally from Kansas City, Missouri. She has two children, Mylan and Eriyon.



Sandy Lambert

Sandy is a Clinic LPN for the MMG. She is originally from Texas. She is married to Kenneth. In her spare time, Sandy enjoys remote control model airplanes and camping.



Jess Lloyd

Jess is a Respiratory Therapist in Cardiopulmonary. She is originally from Burlington. She has two children, Brendon, and Jessalynn. In her spare time, Jess enjoys hunting.



Kymberly Lockard

Kymberly is a RN in Obstetrics. She is originally from Macomb. She is married to Kendall, and they have two children, Jack and Ben.



John Munier

John is a Paramedic in Emergency Services. He is originally from St. Louis and enjoys baseball and firefighting.



Scarlett Plate

Scarlett is a Van Driver/Assistant in Day Health Services. She and husband, Robert, have three children, Skyler, Myles and Shyann. In her spare time, Scarlett enjoys working outside and fishing.



Facy Quintero

Facy is a Phlebotomist in Laboratory. She is originally from Brownsville, Texas. She has four children, Crystal, David, Esmeralda and Gerardo. In her spare time, Facy enjoys reading.



Vickie Vawter

Vickie is a CNA in Acute Care. She is originally from Macomb. She has two children, Jennifer and Jacob. In her spare time, Vickie enjoys shopping, walking and outdoor activities.

MDH Welcomes New Volunteers



Cecelia Benelli

Cecelia is a retired professor of early childhood education.



Cindy Hare

Cindy has three sons and one granddaughter. She enjoys quilting, swimming and reading.

Just Married



Stacie Mynatt

and Jonny Miller were married on July 18. Stacie is a Registered Nurse in Hospice.

Amy Fansler and Clinton Milas were married on July 18. Amy is a PT Assistant at the Rehab Clinic.

Stork Landings



Andy and Tracy

Daniels are the proud parents of a baby girl, Adelynn Beau. Adelynn was born on June 2. Tracy is a Medical Assistant for the Ear, Nose & Throat Clinic.

MDH Says Goodbye

Milton Griffin, Leader, Radiology, 7/17/15

Samantha Prins, Clinic LPN, MMG, 7/21/15

Nancy Sears, Clerk, HIM, 8/5/15

Judith Walls, Respiratory Therapist, Cardiopulmonary, 7/25/15

Ron Whitley, Physician, WISA, 7/31/15



Timothy Tyler

Timothy Tyler accepted the position of Radiology Leader and began on Monday, August 3.

Tim is an experienced healthcare leader with 25 years of experience in radiology. He has a strong background in the growth and development of radiology programs and is also very experienced in training and development, operations management, finance, quality and customer service, and conversion process and implementation of PACS and Cerner. His previous hospital experience consists of leadership positions at St. Anthony's Medical Center, St. Louis, Jackson Park Hospital and Medical Center, Advocate Christ Medical Center, and Mount Sinai Hospital/Schwab Rehabilitation Hospital in the Chicago area.

He is from the Southside of Chicago. Tim is a devout Bears, Blackhawks, Bulls and White Sox fan. In his spare time he enjoys swimming, weight lifting, softball, watching football, going to movies and concerts, spending time with his four daughters and performing community service.



Northwest Central Breastfeeding Task Force Donation

Members of the Northwest Central Breastfeeding Task Force presented bags to the MDH Obstetrics department in honor of World Breastfeeding Week August 1-7. The bags included breastfeeding resources and tips and are handed out to new moms at MDH.

Pictured are, from left: Shannon McKee, McDonough County Health Department; Crystal Dobbs, Leader of MDH Obstetrics; June Sapp, OB RN at MDH; Donnice Hamilton, LaLeche League of Macomb and Cayla Walsh, Director of McDonough County United Way.

Health Career Scholarships Awarded

Each year, the MDH Health Careers Committee awards scholarships to individuals pursuing a career or continuing their education in a health-related field. The scholarship program, established in 1960 by the Auxiliary to MDH, has helped numerous students further their education. This year a total of \$7,950 was awarded in scholarships and \$35,250 was distributed in loans, benefiting 15 recipients.

In addition to the above mentioned scholarships, the Auxiliary Scholarship Fund, totaling \$3,000 benefited the following recipients: Ashley Frederick, Jesika Peterman, Emily Riggins, Kaity Vancil and Becky Watson. This scholarship fund is made possible through interest from donations to the Auxiliary to MDH in memory or in honor of individuals.

For more information about health career loans and scholarships, please contact the MDH Auxiliary/Volunteer Services office at (309) 836-1579.

2015-2016 Scholarship Award Recipients

<i>Recipient</i>	<i>Scholarship Name</i>	<i>Amount</i>
Wendy Cameron	<i>Carolyn J. Baumann</i>	\$500
Michael Zimmerman	<i>Carolyn J. Baumann</i>	\$500
Shawna Sprinkle	<i>Haldon and Hazel Curless</i>	\$500
Hannah Pendell	<i>Ruby Teel</i>	\$500
Karissa Kurtz	<i>Dr. Patrick and Donna Twomey</i>	\$500
Sandy Theis	<i>Gayle and Ron Peterson</i>	\$700
Heather Powell	<i>Helen Meek</i>	\$750
Megan Clemens	<i>Verna Maxine Simeral</i>	\$1000
Paula Duncan	<i>Ruth Dexter</i>	\$1500
LaDawna Royer	<i>Ruth Dexter</i>	\$1500

APPLE Winner July 2015



Julie Elliott

Please join me in congratulating Julie Elliott, Registered Nurse in Obstetrics, on being named the recipient of the MDH APPLE Award for July 2015. APPLE stands for “Achieving outstanding Performance in Patient care, Leadership, Loyalty and Enthusiasm for MDH.”

Julie graduated from Menonite College of Nursing (Illinois State University) in Bloomington with a Bachelor of Science in Nursing in 1988. She began her employment at MDH on December 2, 2010, as a Registered Nurse in Obstetrics.

Prior to her employment at MDH, Julie gained valuable skills working on a medical/surgical floor that have been advantageous as she transitioned to her new role as an OB RN. Julie is a skilled nurse who has great IV skills. She is knowledgeable and continues to take on new responsibilities. Julie stays calm in all situations and is a team player who is always willing to jump in and help someone who needs an extra hand.

Julie is a strong patient advocate who is very compassionate and dedicated to her patients. She has a great sense of humor and makes patients feel at ease while providing care to them. Julie is a joy to work with and always has a positive attitude. Nursing is her profession, not just a job.

One nominator explains that Julie is always finding things to do and offering to help others. She comes in when things get busy and takes extra shifts to help the department. Another nominator explains, “Julie is such a hard working nurse. She is loved by all of her patients and is so kind.” She is always upbeat and happy, makes coming to work fun and has such a contagious laugh. You can tell by her attitude at work she loves her job.

Julie is married to Joe. In her spare time, she enjoys golfing, hiking, landscaping and crafting.



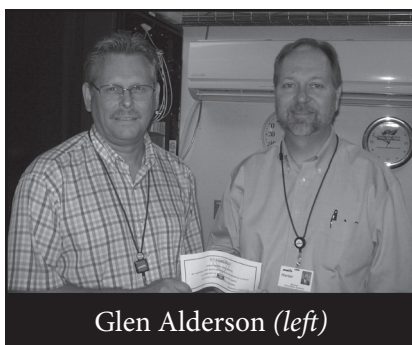
MVP Awards

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

Glen Alderson

Application/Security Analyst
Information Systems



Glen Alderson (left)

MVP Thank Yous - \$25

Susan Lester

Phlebotomist/Registration



Susan Lester (right)

Kim Williams

RN PAR
Surgical Services



Kim Williams (left)

DOLORES KATOR SWITZER WOMEN'S CENTER CAMPAIGN

As you may remember, the MDH Foundation received a \$1.9 million gift from Richard Switzer in memory of his wife Dolores Kator Switzer. In February, the MDH Board of Directors set a \$5.5 million goal to reach over two years toward the future Dolores Kator Switzer Women's Center (DKSWC).

Since then, a timeline was created, materials were developed & printed, a campaign committee was formed, grant applications are in process, and meetings with individuals and businesses have begun! The capital campaign committee members are: Crystal Dobbs, Co-chair/Dr. Tamara Smith, Co-chair, Kenny Boyd, Tom Claudon, Cathy Early, Dr. Troy Eckman, Kim Harris, Patty Henness, Kelsey Laverdiere, Todd Lester, Matt McClure, Becky Pumo, and Vicky Wallen.

As of August 19, the campaign committee has raised \$2,938,241.32 in gifts and pledges. This amount includes a very generous pledge of \$40,000 from PROS, the MDH employee giving club, as well as many generous gifts from the community through Century Club, Golden Apple Society, Business Honor Roll, and special events.

We need your help to reach our goal of \$5.5! If you're an MDH employee, payroll deduction is available each pay period (p/p). Annual donation examples are listed below:

\$100 = \$3.85 p/p Century Club Centurion level

\$250 = \$9.62 p/p Century Club Supporter level

\$500 = \$19.24 p/p Century Club Friend level

\$1,000 = \$38.47 p/p – Golden Apple Society level

For more information about the Dolores Kator Switzer Women's Center or to make a donation, please contact the Foundation office at ext. 13791, 836-1757, or vlwallen@mdh.org. To make a donation on-line go to [mdh.org/make a gift](http://mdh.org/make-a-gift).

All donors will be recognized on a donor board displayed in the DKSWC.

Thank you for your consideration.
DKSWC Campaign Committee





PROS

A "Peek" at PROS!

Employee Giving Club

Minutes from the August 13, 2015 PROS Meeting

Attendance: Linda Cremer, Connie Duffy, Lynn Durso, Carolyn Grove, Kim Harris, Trish McMillen, Vicki Reimolds, Linda Sampson, June Sapp, Kathy Sorenson, Vicky Wallen, Barb Walters, and Jason Williamson

Welcome: Kim welcomed Lynn, June, and Barb to the committee.

Minutes/Financial Report: Kim presented the minutes and the financial report. The PROS fund has a balance of \$64,126.24. (Approve minutes from December 18, 2014 and Financial report.) Motion to accept by Carolyn. Seconded by Linda. Approved.

Summer Block Party (SB): Attendance for the Summer Block Party and PROS membership drive were both good. Over 400 people were served lunch/dinner. PROS has recruited 39 new members in 2015. The committee will discuss returning the membership drive to National Hospital Week and having a separate summer event at a later meeting.

New Projects

Pendell Garden: The Pendell Garden lighting needs to be replaced. The Pendell family requested to do a matching gift in order to purchase and install new lighting in the garden. Carolyn motioned to approve a \$3,000 donation to the Pendell Garden for lighting. Vicki seconded. The motion passed.

Fitness Center Renovation/Relocation: The PROS Fitness Center will be relocated to the Rehabilitation Gym in the basement of the hospital building in the fall of 2015. The committee discussed allocating \$35,000 to purchase new equipment, renovate the space in the rehabilitation gym, and update all other aspects of the Fitness Center as needed. Carolyn motioned to allocate the \$35,000. Vicki seconded. The motion passed.

Dolores Kator Switzer Women's Center: Vicky reported plans for the Dolores Kator Switzer Women's Center and capital campaign of \$5.5 million. The committee discussed different ways for PROS to be involved with and pledge to the project as well as naming opportunities for PROS in the future Women's Center. Following discussion, Barb motioned to pledge \$40,000 over two years to the Dolores Kator Switzer Women's Center. Vicki seconded. The motion passed.

Adjournment 1:05 PM

The Man in the Glass

When you get what you want in your struggle for self
And the world makes you a king for a day,
Just go to a mirror and look at yourself
And see what THAT man has to say.

For it isn't your father or mother or wife
Who judgement upon you must pass;
The man whose verdict counts most in your life
Is the one staring back from the glass.

Some people may think you're a straight-shootin' chum
And call you a wonderful guy,
But the man in the glass says you're only a bum
If you can't look him straight in the eye.

He's the fellow to please, never mind all the rest
For he's with you clear up to the end,
And you've passed your most dangerous, difficult test
If the man in the glass is your friend.

You may fool the whole world down the pathway of years
And get pats on the back as you pass,
But your final reward will be heartaches and tears
If you've cheated the man in the glass.



The medical community recently lost two doctors who served their patients in the surrounding areas with care and compassion. They were an inspiration to all who knew them.

Stephan L. Roth, MD
(3/30/1925 – 7/3/2015)

Russell R. Dohner, MD
(2/8/1925 - 8/7/2015)

New AED

MDH has installed an Automatic External Defibrillator (AED) in the lower level of the main building in the hallway across from the cafeteria. An AED is used to treat victims who experience sudden cardiac arrest, who are not breathing normally and showing no signs of circulation. Individuals who respond should be trained in BLS and AED usage. This training is available for employees through MDH Staff Development (extension 13454) or Outreach Services (extension 13415).

If you are a staff member who is already certified in CPR but want a refresher on the AED, feel free to contact Staff Development.

As an Improve-It project, a total of five AED's were purchased using donated funds. Stay tuned for installment locations of the final four!



Looking for Advice?

Dear Lucy,

It has now been about two years since our family faced a tragedy through suicide. My 27-year-old nephew took his life after battling depression since adolescence. He was handsome, intelligent and a joy to be around. He began a new job and we all thought he had turned the corner. We were in shock when we heard the news but as we looked back, there were signs we just didn't want to talk about. If our family could help just one person by getting the information out about suicide, our spirits may be lifted. Please pass along signs to watch for if you're concerned someone is at risk of taking his or her life.

Sincerely,

Grieving Aunt

Dear Grieving Aunt,

Please accept my sincere condolences on your family's loss. **Suicide Prevention week** is set for **September 6 – 12** this year. According to 2013 statistics, suicide was the 10th leading cause of death for Americans with the highest rate among people 45 – 65 years of age. The second highest rate occurred in people over 85 years old. Women are more likely to attempt suicide, while men have a higher rate of completion. Risk factors for suicide include: a history of depression or substance abuse or a family history of this, a prior suicide attempt, a family history of suicide, having access to firearms or a history of incarceration. People who express no hope for the future, feel helpless or trapped, express feelings of self-hatred or engage in self-destructive behaviors are also at risk for suicide. If a person seems to be withdrawing from others more than usual, is getting their affairs in order such as giving away personal items, increases their use of alcohol or drugs, or makes unusual or unexpected contacts with family and friends there is a greater sense of concern.

There are many myths related to suicide that are also important to clarify. Talking about suicide **DOES NOT** give someone the idea, in fact bringing up the topic may be one of the most helpful things you can do. It is also misleading to believe that someone who talks about taking their life won't ever do it. It is not true that people who attempt to kill themselves are not willing to accept help as studies show more than half reached out for help prior to their deaths. It's also not true that if a person is determined to die there's nothing we can do to intercede. Most people who consider suicide are looking for their pain to stop, not to end their lives.

It's important to take all talk of suicide seriously. If you're concerned about someone who may be at risk, please let them know you care and ask how you can be of help. If someone has made a threat to harm themselves, see that they are transported to the emergency room at McDonough District Hospital, where the person will be evaluated by a mental health specialist.

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

Best regards,

Lucy

Recognition for Outstanding Customer Service – July

For the month of July, the Service Excellence Department at McDonough District Hospital would like to recognize and say thank you to 33 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. Jack McPherson; Dr. John Arnold**

Anti-coagulation Clinic: **Karen Bucholtz, RN; Linda Dixon, RN**

Convenient Care Clinic: **Sue Adams, FNP**

Home Health: **Karen Kelso, RN**

Hospice: **Stacie Mynatt, RN**

McDonough Medical Group: **Dr. Liberty Balbort; Dr. Jeffrey Sparks; Dixie Bisby, Reception; Dr. Dan Ruiz; Dr. Scott Wright; Dr. Scott Urch; Dr. Ronald Wheeler; Dr. Ronald Whitley; Vicky Howard, RN; Dr. Edwin Card; Dr. David Reem; Janice Troutman, Secretary; Jada Wetzel, Office Manager; Dr. Heather Harrison**

Obstetrics: **Mary Thompson, CNM; June Sapp, RN; Breann Martin, RN; Lynn Crowell, RN; Lisa Patton, RN**

Sports Medicine & Rehabilitation Services: **Victor Lidaywa, PT; Lori Fox, PTA**

Surgical Services: **Steve Rogers, RN; Kim Williams, RN; Jill Whiteside, CRNA; Dr. Shea Trost; Dr. Dan Ruiz; Dr. Timothy Biagini**

The **MDH Hospice Team** was also recognized in Deyta surveys for the month of May with words of recognition and acknowledgement for the care provided to patients and their families.

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

Reminder from Human Resources

Health Alliance In-Network Provider Verification

Please verify the out-of-pocket expenses before services are performed to avoid any surprises in health insurance 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 each Health Alliance plan accurately. It is always best to call Health Alliance directly to make sure you have accurate information. Please ask if your provider is in-network, if 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 co-payment will be.

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.

September Calendar of Events

LIFE Course: *Making the Most of Your Knees*

Tuesday, September 1

3:00-4:00 PM, SRC Community Outreach Center

Orthopedic Surgeon, Dr. Scott Urch will provide an overview of how to keep your knees healthy and strong, as well as ways to improve your knee function.

Fee: \$5. Pre-registration recommended.

Visit: www.wiu.edu/life

Community First Aid

Wednesday, September 2

6:00 PM, Auditorium A

Cost: \$30.00, Pre-registration required.

Contact Outreach Services at (309) 836-1584.

Seniors' Day at Citizens

Thursday, September 3

8:30 AM-4:30 PM, Citizens Bank, Downtown Macomb

Topic: Balance Assessments, 8:30-10:30 AM

For more information, call MDH Sports Medicine and Rehabilitation Services at (309) 836-1601.

Divorcing Parents Education Program

Friday, September 4

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

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

Contact Behavioral Health Services (309) 836-1582.

Risk Education

Monday-Thursday, September 7-10

1:00-4:00 PM, HSB 1 Auditorium

Pre-registration required.

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

Fee: \$150.00

Dr. Dyveke Pratt Talks Movement Disorders

Friday, September 11

12:30 PM, YMCA Senior Center

Neurologist and Movement Disorders Specialist Dr. Dyveke Pratt & her team will be talking about movement disorders.

For more information, call MDH Sports Medicine and Rehabilitation Services at (309) 836-1601.

17th Annual MDH Golf Tournament

Saturday, September 12

8:00 AM Registration/9:00 AM Tee-off,

Gold Hills Golf Club

Dinner and awards ceremony will follow the event.

For more information, contact the MDH Foundation Office at (309) 836-1757.

Breast Cancer Support Group

Monday, September 14

5:30 PM, Auditorium B

Contact Outreach Services at (309) 836-1584.



Community CPR Class

Tuesday, September 15

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

Fee: \$30. Pre-registration required.

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

LIFE Course: *A 'GERD' Night's Sleep*

Tuesday, September 15

6:00-7:00 PM, SRC Community Outreach Center

Speaker: Tim Biagini, MD

GERD is an acronym for Gastroesophageal Reflux Disease.

This is a chronic disease that if left untreated can lead to esophageal cancer.

Fee: \$5. Pre-registration recommended.

Visit: www.wiu.edu/life

LIFE Course: *Planning Ahead: How to start the conversation about your final wishes*

Thursday, September 17

4:00-5:00 PM, SRC Community Outreach Center

Speaker: George Roodhouse, MD

Come to this program to learn what you should be thinking about now to prepare for your end of life care.

Fee: \$5. Pre-registration recommended.

Visit: www.wiu.edu/life

Bereavement Support Group-New Horizons

Monday, September 21

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

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

Cesarean Section Class

Thursday, September 24

7:00-9:00 PM, Auditorium B

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

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

Saturday, September 26

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

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

Did you know?

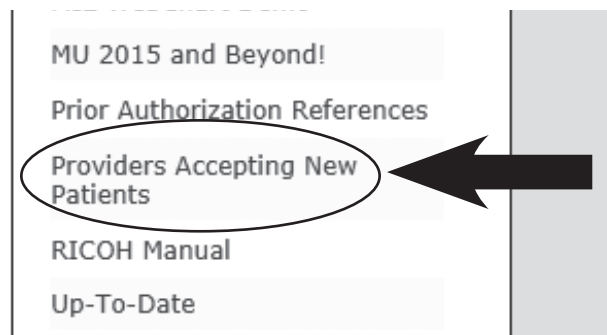
Dr. Scott Urch, MMG Orthopedic Surgeon/ Sports Medicine Specialist, provided an overview of field assessment and injury prevention at the Macomb Schools fall coaches meeting on Monday, August 3. He and Dr. Wheeler also serve as the Supervising Physicians for the MDH Athletic Trainers who provide services for the Macomb, West Prairie-Bushnell-Prairie City and VIT-Astoria school districts.

Did you know that Dr. Wheeler and Dr. Urch, of the MMG, serve as the team orthopedic physicians for all WIU sports? You will regularly find Dr. Urch on the sidelines of WIU football games and at practices and Dr. Wheeler at WIU basketball games providing treatment and assistance to injured athletes. They work closely with injured athletes to help get them in the office for treatment and back in the game as quickly as possible.

Michelle (Shelly) Hartman, FNP of the MDH Convenient Care Clinic, gave a presentation to NTN Bower Corporation supervisors at Spoon River College Outreach Center on Friday, July 17. Shelly provided an overview for supervisors on appropriate First Aid treatment that can be provided at the plant as well as when an injury

needs to be routed to the Emergency Department versus being evaluated at the Convenient Care Clinic. Shelly has begun providing pre-employment physicals and treatment for minor injuries at the MDH Convenient Care Clinic for prospective and current employees of NTN Bower. Since June 1, Shelly has completed 24 physicals.

Need to refer a patient to a primary care provider, but not sure who is accepting new patients? The McDonough Medical Group has an up-to-date list of providers in the area accepting new patients on the Intranet. Go to Departments, then McDonough Medical Group. Under the Quick links on the right hand side of the page, find the link to "Providers Accepting New Patients." This list will be updated every two weeks.



Follow The Leader

Do you have a wellness challenge you would like to submit? Contact Nicole Schaub in Outreach Services at ext. 13803 and YOU could be featured in the next Making Rounds!

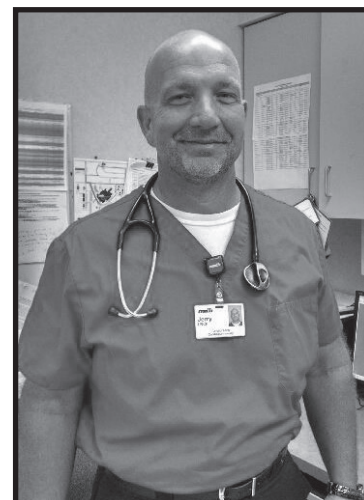
Who: Jerry Raby was our individual winner for the 2015 Biggest Loser challenge!

Why: During the 10-week challenge, Jerry lost 15.7% of his body weight through hard work and determination. He shared with us that he was enrolled in his doctor's weight loss program and was ready to change, to be healthier and to feel better.

Jerry participated on the 2nd overall highest weight loss team Hips Ahoy. Hips Ahoy took home many weekly challenge prizes and had a truly inspirational team spirit. Jerry let us know it wasn't all easy that he was challenged by his sweet tooth, but hopefully the sweet rewards of a weekend for two at the Peace of Earth Lodge in Rushville and a gift certificate to Brown's Shoe Fit make up for the challenges! You deserve it Jerry! Great job on the challenge and on being a great Biggest Loser team member!

Challenge for the month: Jerry's challenge to all MDH employee is to be more active! The weather may be hot, but there are many ways to stay active, even if it is just taking a short 10-minute walk.

Look out for our overall winning team in next month's Follow the Leader!



Guide to Privacy and Security of Electronic Health Information

Your Practice and the HIPAA Rules

Understanding Provider Responsibilities Under HIPAA

The Health Insurance Portability and Accountability Act (HIPAA) Rules provide federal protections for patient health information held by Covered Entities (CEs) and Business Associates (BAs) and give patients an array of rights with respect to that information. This suite of regulations includes the Privacy Rule, which protects the privacy of individually identifiable health information; the Security Rule, which sets national standards for the security of electronic Protected Health Information (ePHI); and the Breach Notification Rule, which requires CEs and BAs to provide notification following a breach of unsecured Protected Health Information (PHI). CEs must comply with the HIPAA Privacy, Security and Breach Notification Rules. BAs must comply with the HIPAA Security Rule and Breach Notification Rule as well as certain provisions of the HIPAA Privacy Rule.



Whether patient health information is on a computer, in an Electronic Health Record (EHR), on paper, or in other media, providers have responsibilities for safeguarding the information by meeting the requirements of the Rules.

What Types of Information Does HIPAA Protect?

The Privacy Rule protects most individually identifiable health information held or transmitted by a CE or its BA, in any form or media, whether electronic, paper, or oral. The Privacy Rule calls this information “protected health information” or “PHI.” Individually identifiable health information is information, including demographic information, that relates to:

- The individual’s past, present, or future physical or mental health or condition
- The provision of health care to the individual
- The past, present, or future payment for the provision of health care to the individual.

In addition, individually identifiable health information identifies the individual or there is a reasonable basis to believe it can be used to identify the individual.

For example, a medical record, laboratory report, or hospital bill would be PHI if information contained therein includes a patient’s name and/or other identifying information.

The HIPAA Rules do not apply to individually identifiable health information in your practice’s employment records or in records covered by the Family Educational Rights and Privacy Act (FERPA), as amended.

...Benefit Break...

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

Life Insurance

All active full-time employees and part-time employees working 24 hours per week or more receive life insurance in the amount of his or her yearly base salary as a benefit.

Open enrollment for Life Insurance is just around the corner. During this time, you can increase your current coverage for yourself, your spouse, and/or your children. The insurance is portable and available to you after you leave employment at MDH. More detailed information will follow so keep an eye out on the intranet and in your email about this opportunity to increase your coverage.

And as always, if you have questions about your life insurance coverage or premium, please contact Human Resources at ext. 13492.

Interdepartmental Satisfaction Survey

Organization-wide IDS Results

254 surveys were completed this quarter!

Overall mean score = 86.2

Individual department results and comments were distributed to department leaders August 13.

Interdepartmental Satisfaction Survey (IDS)

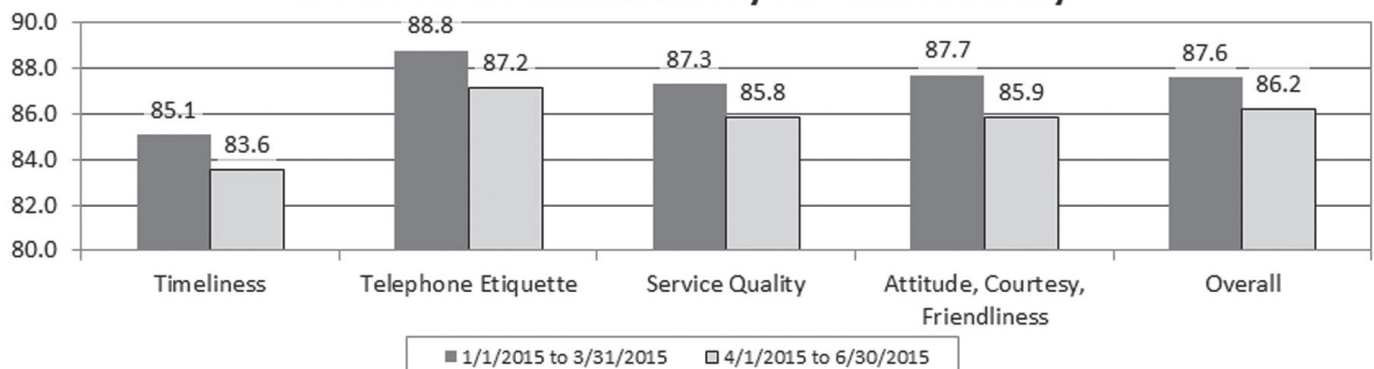
Survey Period: 7/19/2015 to 8/2/2015

Rating Period: 4/1/2015 to 6/30/2015

Responses: Current Survey



Mean Score: Previous Survey vs. Current Survey



Reminder

Don't Forget...

Please pick up your direct deposit stub EACH pay period from Human Resources Monday-Friday, 7 AM - 5 PM. Paychecks will be mailed the Thursday of pay week.

Thanks for your cooperation.

Fall Prevention

MDH is taking on an evidence-based quality improvement project to prevent falls in an effort to provide the highest quality care to our patients.

MDH is one of only 10 hospitals across the country selected to participate in a 2-year Fall Prevention Program sponsored by the Agency for Healthcare Research and Quality (AHRQ), U.S. Department of Health and Human Services.

The MDH Fall Prevention Implementation Team is a multi-disciplinary team, led by **Lora Vogler**, Clinical Care Coordinator for Acute Care at MDH. This Team has been busy working with AHRQ's Quality Improvement Specialists to assess our current policies and procedures in fall prevention, determine what needs improvement, and develop an action plan of evidence-based strategies for implementing a tailored fall prevention program for our hospital.

To learn more about this program, please contact Ashley Frederick, Clinical Quality Improvement Coordinator, ext. 13501.



Pictured are, from left: *Teresa Bennett, RN; Wanda Foster, Vice President of Nursing; Maggie Goettsche, Administrative Leader Quality and Innovation; Christen Parks, Pharm.D.; Terry Hostert, Quality Improvement Specialist; Elizabeth Tefera, Certified Nurse Assistant; Laci Zurek, Staff Development Assistant; Heather Martin, RN; Lora Vogler, Clinical Care Coordinator/Team Leader of Falls Team; and Ashley Frederick, Clinical Quality Improvement Coordinator.*

September Meetings Calendar

Wednesday, September 9

PHO Office Managers, 12:00 PM, PDR

Thursday, September 10

Department of Medicine, 12:00 PM, Auditorium B

Friday, September 11

Executive Committee, 12:00 PM, PDR

Wednesday, September 16

PHO Board of Director's, 12:00 PM, PDR

Thursday, September 17

Tumor Board, 12:00 PM, Auditoriums A&B

Friday, September 18

Medical Staff, 12:00 PM, Auditoriums A&B

Monday, September 21

Board of Directors, 5:30 PM, TFBR

Tuesday, September 22

MMG Governance Council, 5:30 PM, TFBR

Wednesday, September 23

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

Friday, September 25

Medical Staff Quality Improvement, 12:00 PM, TFBR

41st Annual Employee Awards Presentation

September 1

10:00 AM

Auditoriums A&B

President's Report

The MDH Board of Directors met August 17, 2015. Here is Mr. Boyd's report to the Board for the accounting period of June 16 through August 17, 2015.



Quality and Innovation

Service Excellence

At the end of July, began to include Lean Topic flyers with weekly huddle distribution. Met with leaders having Improvement Boards to identify what is working with the boards and what to improve; will present findings to Senior Leadership in August.

Projects

CHARGE ENTRY FOR MMG REVENUE CYCLE

Since April, the MMG Patient Financial Services team achieved 100% of billing MMG visits each month. The project closed at the July 1st Quality Council meeting by documenting the billing policies and procedures that were part of making this project successful.

PATIENT PORTAL

As of July, 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 (VDT) their health record was at 9.1% since October 1, 2014. For July alone, VDT was 16% which comfortably meets our goal of 5% or more. Efforts, which started in June and focused on registering patient representatives, have proven to be very successful.

HOME TO STAY

The reduction of 30 day readmissions is the business problem our team is working on. For CHF patients, four weeks of follow-up phone calls by nursing continues, when possible.

For hip/knee replacement patients, root cause analysis of past readmitted patients will conclude next month. Assessments began to identify current patients at risk for readmission.

VTE Protocol

On July 1st, 2015, MDH implemented a blood clotting prevention (Venous Thromboembolism Prophylaxis) protocol so patients who meet appropriate criteria are screened for and given the right blood clotting prevention therapy. The Agency for Healthcare Research and Quality indicates that the appropriate application of effective preventive measures in hospitals has a major potential for improving patient safety by reducing the incidence of blood clots.

Fall Prevention Program

The Fall Prevention Team continues their improvement work on reducing harm occurred from patient falls. The two-year Fall prevention Program is beginning the implementation phase of process improvement initiatives. Improvement opportunities are identified in the bi-monthly coaching calls and monthly team meetings and work continues in efforts to provide safe, quality care to our patients. On August 19th, 2015, the falls team will participate on a national webinar with the other participating hospitals across the country to discuss improvement efforts.

Infection Control

Hand Hygiene observations restarted in June. We have 10 observers from 5 different departments observing staff as they enter and exit an inpatient's room. Our best baseline overall inpatient compliance was 40%. Observations in June and July have an overall compliance rate of 46.2%. An initial increase and we hope to see that number rise as more observations come in. Employees were reminded of the program and our 80% goal in the last Making Rounds. We will share the initial overall compliance rate,

compliance by department (Acute Care and OB), and compliance by discipline to department Leaders.

Physician Recruitment/Retention

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

Outpatient Primary Care

We are working on on-boarding activities related to Dr. Zhang in anticipation of her start date with the McDonough Medical Group on Monday, September 28th. A community welcome reception is planned for Tuesday, September 29th from 2PM-4PM in Auditoriums A & B. We are awaiting a final answer from the 2016 Family Medicine Resident in Kirksville, MO. A deadline for her response is August 31st. Tom O'Neal is working with the candidate's attorney regarding some questions within the draft recruitment agreement. The recent visit from an additional Family Medicine / Chief Resident with ties to the area went well. We have submitted a draft recruitment agreement for his consideration. Lastly, a recent visit with an experienced Family Practitioner from Missouri with ties to this area went well. We are furthering our discussion with this individual at this time.

Hospitalist Medicine

We have hired and are on-boarding our second, Family Nurse Practitioner to the Hospitalist Services. Please join me in welcoming Tammy Eckert, FNP to the organization. We are moving forward with a new sourcing plan for the Lead Hospitalist/Medical director opportunity in light of this recent addition.

Medical Student

Olivia White, a third year medical student with the University of Illinois, from Augusta, IL area will be participating in a seven month rotation starting in November of 2015 with Drs. Card, Farr, Balbort, Smith in addition

to other services. Dr. Card will be serving as the lead preceptor for Olivia and we are looking forward to her arrival.

Advanced Practice Provider

Emergency Medicine: We will be interviewing two Physician Assistant candidates for our Emergency Medicine opportunities the week of August 11th. Our hope is the candidate presentations are positive and we can move forward with one or both candidates. Two additional expressions of interest have been recently received and we are moving forward with the evaluation of these candidates with Dr. Masih.

Outreach Services

Outreach Programming

Nicole Schaub, Health Educator and Employee Wellness Coordinator along with the Outreach Team have been coordinating our annual employee wellness health screening program. We've had approximately 200 participants take advantage of the program. This year we are providing a Fit Bit incentive program which is participation driven. Our goal is for greater organization participation. Nicole Schaub, Adrian MacGregor and Sue Dexter are continuing to work with assisting specific departments regarding further engagement in the overall program.

Physician/Provider Outreach

Shelly Hartman, FNP provided an educational session on first aid treatment for NTN Bower Corporation supervisors in July 2015 at Spoon River College Outreach Center.

Occupational Health

Our partnerships with Macomb Schools as well as NTN Bower Corporation are going well. The Outreach Services Team will be returning to Macomb Schools this month during the teacher institute to assist Dr. Twomey with the roll out

of the second year of the program. Outreach Health Educators will be providing a wellness booth during this event.

Shelly Hartman, FNP, Adrian MacGregor, and Nicole Schaub have been working with NTN Bower Corporation with coordinating pre-employment physicals as well as well as other service related needs. Outreach Services will be coordinating health and wellness activities for the upcoming October 10, 2015; 50th anniversary celebration for NTN Bower Corporation.

Information Systems

Construction Update

All equipment for Acute Care on both 2nd and 3rd floor and IV Infusion has been completed. Final installation of computer, printer and phone equipment is being completed for Communications, Emergency Room and Rehabilitation areas.

Diabetes Education will be relocated to 3rd floor south and the Hospitalist office will be relocated from the 2nd floor north wing to allow for the west wings to be closed down for renovation.

Cerner Electronic Medical Record

The initial Cerner project boot camp in Kansas City was completed in late June. The Leadership alignment meetings were held August 3rd – 5th. The department subject matter experts will be meeting with their Cerner counterparts the weeks of August 24th and August 31st for system reviews.

Phone Update

A phone system upgrade was performed on August 5th to prepare for the installation of new wireless phones for the organization. The upgrade consisted of replacement of our voice mail server and installation of the new fax routing system. The installation of the new Ascom wireless phones is

still in planning stages, but should be completed in the next 30-60 days.

Financial Performance

Financial Highlights Month of June

Activity was above budget by 3.6% for the month in spite of a negative month in inpatient activity. Total Inpatient admissions including newborns were below budget by 8.6%. Patient days in total were also below budget by 19.0% with patients in observation below budget by 6.8%. We did have two Swing Bed admissions which a total of 20 patient days for the month. Total activity year-to-date is still positive at 2.0% above budget.

Total Patient Revenue was up 5.2% (\$735K) for the month with the bulk of it in the mix of surgical services. Total Deductions from Revenue were above budget this month by 11.8% or \$927K – with about \$300K from the settlement of prior year's cost reports. Charity Care and Bad Debt combined were slightly above budget by about \$21K. Total Operating Revenue ended the month at 5.0% below the flex budget. Operating Expenses were above budget by 8.6% for the month.

After posting the yearend adjustments we ended the month with Total Net Loss of (\$45,893). The yearend adjustments do create an unusual skew when comparing the line items for the month due to the necessary reclassifications and other adjustments.

Financial Highlights Fiscal Year End 2015

Overall activity for the year was up 2.0%. We surpassed our Net Income Fixed Budget target for the year by about \$1,488,923 (\$4,362,775 compared to \$2,873,852) and ended the year with a 6.1% total margin – above our Fixed Budget target of 4.1%. In addition, we were above last year where we ended the year with a 4.3% margin and \$2.9M bottom line.

The largest positive impact was in the Emergency Room - \$4.9M over the fixed budget which reflects the increase in volumes (7.9%) as well as the mix of services for those patients. There was a significant increase in both the facility and physician fee as well as an increase in usage of CT and pharmacy for that patient population. Outpatient Revenue was above the fixed budget by \$2.6M particularly from surgical procedures with a combination of volume increase (6.0%) as well as a positive mix of charges for the procedure. Hospice in general fell short of its budget goal with a 24.6% decrease in volumes and the related decrease in revenue. McDonough Medical Group was also below its target with the most notable decrease (about \$1.2M) in Orthopedics though that was made up somewhat with the nonbudgeted addition of the OB practice, and positive variances in ENT, Internal Med and the Psych clinics. Total Operating Expenses for the year were 1.3% greater than the Fixed Budget. Total Net Income for the year is \$4,362,775 with a 6.1% margin.

Financial Highlights Month of July

As you know, this is the first month in a new fiscal year which is always interesting to see how close our budgeted activity is to actual. Overall, activity was positive to budget -- by 1.8% or \$263,109. While we generally weren't "on target" in our budgeting this first month, I am pleased to report that most of our variances were positive -- with two notable exceptions -- Swing Beds and Emergency Department. Swing Beds is a new category of service without the benefit of historical trends. We did make some adjustments in the volume expectations for the Emergency Department based on the increasing trends we were seeing and I suspect that this will even out (or even increase) as time goes on and as we open the new Department.

Total admissions were above budget in total by 17.2% with increases in

both acute and newborn admissions. Hospital patient days were 9.8% above budget. We had 4 patients admitted to Swing beds (below the 24 budget target) and 8 admissions to the Senior Behavioral Health unit (above our 1 patient budget target).

Total Patient Revenue was, for the month, above both fixed and flex budget and above last year (24.4%). Revenue generated in the majority of the areas was above both the expected and volume budgets. Bad Debt and Charity Care combined was positive to budget by 16.8% while Contractual Adjustments in terms of dollars was above budget by about 2.7. Other Operating Revenue was above budget by "a lot" -- related to two successful Medicare appeals.

Total Operating Expenses were below the flexed budget by 1.4%.

We ended the month with a positive bottom line of \$2,640,522 -- above the monthly budget based on our activity by \$3,460,135 and above our fixed budget by \$2,897,530 (July is usually budgeted negative based on experience and low volume trends which is why the variance is greater than the bottom line).

Facility Planning

ER Building Addition/MDH Renovation

Work is substantially complete for this phase of both projects.

- IDPH permission to occupy was received 8/5 for the Acute Care patient rooms and transitioning patients to this new area began the week of 8/10.
- We are awaiting IDPH inspection of the new ER and Rehabilitation Services space. Assuming a successful inspection soon, the anticipated move date of 8/18 is targeted for the ER, with Rehabilitation moving 8/24.

Exterior signage is scheduled to ship 8/28, with installation shortly thereafter.

Phase two of the project will be to renovate the patient rooms on 2nd and 3rd floor West, and to renovate the space vacated by the Emergency Room move into support space for both ER and Radiology.

Public Relations Report

Public Relations & Marketing Report for Activities within the months of June & July 2015

Website and Social Media

During June & July there were 39,008 home page visits (+6,909 from April & May), 8,193 career views and 14,683 calendar views. Updates to the hospital homepage design, functionality and content of all other pages are moving forward.

The MDH Facebook page is now at over 1,050 likes, while Twitter has increased to 215 followers. Information promoted in June & July on Social Media included; Construction update, helpful tips for heat exhaustion, weekly Rehabilitation Services post, Senior Behavioral Health Unit open and accepting patients, Dr. Balbort & Dr. Harrison extended hours for school & sports physicals, Job of the week and Apple Awards.

News media

June and July news included the promotion of the Expansion Open House in June, Free PTSD screenings offered by Behavioral Health Services, Dr. Tamara Smith offering outpatient services at Culbertson Memorial Hospital in Rushville, CPR and Childbirth Classes, Senior Behavioral Health Unit open and accepting patients, and Dr. Balbort and Dr. Harrison offering extended hours for school & sports physicals. Katie Webb, PT in Rehabilitation Services spoke to KHQA at the YMCA regarding

the partnership MDH and the YMCA have to offer the Rock Steady Boxing program. Laurie Steinbrecher spoke with WGEM, KHQA, and the newspaper about the new Senior Behavioral Health Unit.

Advertising/Marketing

Two new commercials were developed, a Home Health spot and a general MDH spot. New commercials are running, replacing the emergency services expansion commercial. Other June & July advertising included; public open house, senior behavioral health, home health & hospice, orthopedics with Dr. Urch and Dr. Wheeler, Dr. Balbort & Dr. Harrison, Dr. Smith accepting patients and providing outpatient services in Rushville. Billboards continue and are in the process of updating five of the current boards.

Other

Over 800 people attended the expansion open house hosted on June 12, those attending received tours of all three floors. A ribbon cutting was held by the Macomb Area Chamber of Commerce in the morning. Staff coordinated with Outreach, Rehabilitation Services and Senior Behavioral Health for the June and July Senior's Day at Citizen's Bank.

Foundation Report

This report reflects activity held within the months of June and July.

Annual Support

In June, a total of \$35,584.09 was received; 392 gifts and 27 memorials were processed. In July, \$34,410.90 was received, 275 gifts and 12 memorials were processed. Some of the areas receiving support include: Dolores Kator Switzer (DKS) Women's Center, Golf Tournament, Linda's Fund, Alzheimer's Support, Emergency Services, Hospice, and PROS.



PROS

On June 10, PROS hosted a Summer Block Party and Membership Drive near the Pendell Garden on the MDH campus. More than 400 people were served BBQ pork sandwiches, potato salad, chips, assorted cookies and soda/water. There were 38 new members recruited (34 at the \$100+ Century Club level), and 5 current members who increased their giving. All PROS members received a recognition gift and signed up for prizes. A meeting is scheduled for August 13.

Golden Apple Society

New Society members include: Anonymous; Jay and Linda Cremer; Charolette Megginson; Don and Joann Mutch; and Jane and Peter Stratton. At the June 4 meeting, committee members received an update on what's happening at MDH and a tour of the new private patient rooms. Tom Wood and Charolette Megginson have joined the committee. Plans are underway for the annual Summer Social (recruitment event) scheduled for August 6 in the new emergency department. Invitations were mailed to Society members and to potential members. A menu was chosen and décor has been purchased. The next meeting is set for August 13.

Planned Gifts

The next meeting is scheduled for October 7.

Century Club (CC) Drive

To date, the CC drive has raised nearly \$14,000 for the future Dolores Kator Switzer Women's Center. Recognition gifts were distributed during the open house on June 12.

MDH Golf Tournament

Plans continue for the 17th annual golf tournament set for September 12, at Gold Hills. A mailing went out to past/potential golfers and sponsors. Meetings were held on June 22 and July 27. To date, more than \$30,000

has been raised which will benefit the future DKS Women's Center. The committee continues to collect raffle prizes and secure sponsors. They meet September 10 to assemble packets and September 11 to set up the raffle display.

Festival of Trees (December 3-7)

A planning meeting was held on June 29, with co-chairs Jenny Claudon and Ann Urch. A committee meeting was held on July 29 to begin plans for this year's event. Brochure content and sponsorship information was established. The Teddy Bear T scheduled for Monday, November 30, is sponsored by and held at Magnolia's Restaurant. The December 3 Festival Gala will include a silent auction featuring 15 themed gift baskets. Funds raised will be designated to the future DKS Women's Center. The next meeting is scheduled for September 17.

DKSWC Capital Campaign

A campaign committee meeting was held on July 8. The committee formed and assigned a prospect list. Recruitment materials were distributed. Business Honor Roll packages were created and printed. As of July 31, a total of \$2,813,590.32 has been raised toward the \$5.5m goal. The next meeting is scheduled for September 1.

Community Support

On June 4 & 5, more than \$12,000 was donated from the Memory Matters Ladies Golf Classic to benefit Alzheimer's Services. The Macomb Country Club Ladies Association hosted Golf for the Girls in June which raised \$1,555 for Linda's Fund.



»» To become a member of the Golden Apple Society, a pledge of \$10,000 over 10 years (\$1,000 per year) is required. If you're an MDH employee, payroll deduction is available at \$38.47 per pay period. Please contact Vicky in the Foundation office at 13791 or vlwallen@mdh.org if you would like more information. Thank you for your consideration!

MDH Foundation Team: Kim Harris, Patty Henness and Vicky Wallen