

Dr. George Roodhouse Receives Dan Rouse Distinguished Service Award



Pictured are: (l-r) Barbara Hoyt, Dan Rouse's mother; Jacob Rouse; Jordan Rouse, both nephews of Rouse, and Dr. George Roodhouse.

Congratulations **George Roodhouse, DO**, for being named as the Dan Rouse Macomb School District Distinguished Service Award recipient.

Dr. Roodhouse has been awarded the honor for his dedication to the Macomb High School (MHS) athletics program where he has served as the team physician for 25 years.

The award was presented to Dr. Roodhouse at a celebration ceremony held in conjunction with the opening ceremony of the 2017-2018 school year at MHS.

The Dan Rouse Macomb School District Distinguished Service Award is presented annually and is open to any community member or Macomb School District staff member who has completed at least 10 years of employment. The award is given to recognize community members and school district staff members who have been significant contributors to the Macomb School District in memory of the late Dan Rouse. The recipient is chosen based on their integrity and commitment to service through an interest in bettering the lives of others through volunteer efforts.

Dr. Roodhouse has been a medical staff member at MDH since 1978 and currently serves as the EMS Medical Director and the Medical Director of the MDH Hospice Program.

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

MDH Says Goodbye

Jacob Blankenberger, Social Services Associate, Advocacy and Hospice Social Worker, 8/25/17

Anna Bradt, Leader, Public Relations and Marketing, 8/25/17

Debbie Collins, Phlebotomist, Lab, 7/21/17

Breann Farr, RN, Obstetrics, 8/29/17

Noel Flores, Physician, Internal Medicine, 7/31/17

Miranda Gorsuch, MT(ASCP), Lab, 7/24/17

Melissa Havens, Clinic Coder, MMG Financial, 7/27/17

Tiffany Hopping, CNA, Acute Care, 8/18/17

Delaney Hunter, Paramedic, Ambulance, 7/20/17

Bailey Jansen, US/CNA, Acute Care, 8/3/17

Tracie Loop, Phlebotomist, Lab, 8/10/17

Joann Mutch, Leader, Laboratory, 8/25/17

Pam Rodeffer, Clinic LPN, Pain Management, 7/31/17

Job Opportunities



<u>POSITIONS</u>	<u>DEPARTMENT</u>	<u>SHIFT</u>	<u>STATUS</u>
Registration CL-NONPHLEB	Registration	Evening	24 hrs/wk
Registration CL-NONPHLEB	Registration	Variable	24 hrs/wk
Secretary/Receptionist	Bushnell Family Practice	Days	Full-time
Leader	Health Information Management	Days	Full-time
RN Quality Supervisor	Quality and Innovation	Days	Full-time
Population Health Nurse	Accountable Care Organization	Days	Full-time
RN	Anti-Coagulation Clinic	Days	Full-time
RN	Intensive Care Unit	7p-7:30a	Full-time
RN	Senior Behavioral Health	7p-7:30a	24 hrs/wk
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
Medical Assistant	Cardiopulmonary	Days	24 hrs/wk
Paramedic	Ambulance	Variable	Full-time
Paramedic	Ambulance	Variable	Full-time
Prep Aide	Post Anesthesia Recovery	7a-4:30p	Full-time
Public Safety Officer	Public Safety	7p-6:30a	24 hrs/wk
Clinic Coder	McDonough Medical Group	Days	Full-time
Hospitalist	Hospitalist		Full-time
MT(ASCP)	Laboratory	Variable	Full-time
Physician	Pediatric Clinic	Days	Full-time
Social Services Associate/BS	Advocacy Services	Days	24 hrs/wk
Speech Pathologist NONEX	Sports Medicine and Rehabilitation Services	Days	Full-time

Full list also available online at www.mdh.org

As of August 24, 2017

Moving Around

Vincent Porcaro is an EMT-B in Ambulance. Vincent formerly worked as a Public Safety Officer.

Amy Royer is now a Clinic LPN for Pediatric Clinic after previously working in Internal Medicine.

Mandy Stracker is now a LPN for Acute Care after previously working as a CNA for the department.

Shelly Sullivan is a Clinic RN in the Pain Management Clinic after previously working as a float RN for the clinics.

Rachel Swift is a Certified Nurse Assistant in Acute Care. Rachel was working as a Registration Clerk.

Laci Zurek is now a LPN for Acute Care after previously working as a Unit Secretary for the department.

New Faces at MDH

MDH Welcomes New Employees



Jordan Anderson

Jordan is a Food Service Aide in Food/Nutrition Services. He is originally from Macomb and is married to Jodi. They have one child together, Eden. Jordan enjoys sports.



Edie Atwater

Edie is a Pharmacy Technician in Pharmacy. She is originally from Springfield and has four children; Randy, Janette, Nicole and Sheena. Edie enjoys quilting, painting and reading.



Ketra Atwater

Ketra is a Certified Nursing Assistant in Acute Care. She is originally from Ipava and has a son, Carter, and two foster children, Jshawnaya and Akeem. Ketra enjoys reading and spending time with family and friends.



Logan Brown

Logan is a Scribe in the Emergency Department. She is originally from Bushnell and enjoys running, biking and baking.



Mark Carpenter

Mark is a Certified Nursing Assistant in Senior Behavioral Health. He is originally from Cuba and is married to Lyn. They have five children; Donald, Cody, Brady, Anthony and Emmalea. Mark enjoys spending time with family and fishing.



Kory Harman

Kory is a Phlebotomist in Laboratory. He is originally from Plymouth and has one son, Gideon. Kory enjoys reading and wood working.



Kevonni Harvey

Kevonni is a Scribe in Emergency Services. She is originally from Chicago.



Kortney Higgins

Kortney is a Registered Nurse in Intensive Care Unit. She is originally from Rushville and enjoys working out, lifting weights, anything outdoors and organizing.



Audra Kerr

Audra is a Certified Nursing Assistant for Acute Care. She is originally from Macomb and has three children; Lillan, Zachary and Gabriella. Audra enjoys gardening, hunting, fishing and reading a book by the fire place.



Patricia Lang

Patricia is a Medical Technologist in Laboratory. She is originally from Mississippi and enjoys reading and traveling.



Rebecca Morrissey

Rebecca is a Food Service Aide in Food/Nutrition Services. She is originally from Bolingbrook and is married to Sean.



Jennifer Riley

Jennifer is a Registered Nurse in Senior Behavioral Health. She is originally from Ursa and is engaged to Steve. They have four children; Tori, Ross, Hunter and Amber. Jennifer enjoys reading, four-wheeling and spending time with her children.



Sheri Schmidt

Sheri is a Housekeeping Aide in Environmental Services. She is originally from Bushnell and has one daughter, Chelsea. Sheri enjoys camping and watching her daughter play sports.



Blake Severs

Blake is an Emergency Medical Technician in Ambulance Services. He is originally from Macomb and is engaged to Mary Ann Carlson. Blake enjoys hunting, watching sports, board games and working outside.



Jean Shelly

Jean is a Phlebotomist in Laboratory. She is originally from Pennsylvania and has two children; Ian and Graham. Jean enjoys hiking and reading.

MDH Welcomes New Volunteers



Ahmad Almathlough

Ahmad is originally from Saihat, Saudi Arabia. He is currently majoring in Engineering Technologies, likes sports of all kinds and enjoys helping people.

**Wendy Cady**

Wendy has recently moved to Macomb from Tacoma, Washington. She enjoys traveling and spending time with her family.

**Gabriel Grey**

Gabriel travels frequently, he has been to 15 different countries. He is fluent in Chinese and is currently an Anthropology and Psychology major.

MDH Welcomes New Interns**Oluwasola Ayosanmi**

Oluwasola is an intern in Outreach Services. He is originally from Nigeria and is married to Titilope. Together they have two children; Ayomide and Ayonitemi. Oluwasola enjoys writing.

**Michaela Dean**

Michaela is an Intern in Advocacy. She is originally from Chicago.

**Doris Egbunike**

Doris is an Intern in Outreach Services. She is married to Ini and enjoys dancing and reading.

A+ Achievement

On July 14, **Carolyn Cox, MSW, LCSW** in Senior Behavioral Health passed her Licensed Clinical Social Worker certification exam.

Traveling Trophy Awarded

Congratulations to Anticoagulation!

Congratulations to Anticoagulation for receiving the highest score on the July Interdepartmental Satisfaction Survey. The staff in Anticoagulation received a mean score of 100 with an overall percentile ranking of 96%!!!

Pictured are (l-r): Donna Twomey, Brittany Doll and Bobbi Ellsworth



The 2017 Volunteen Program

The 2017 Volunteen program consisted of 34 teens who volunteered a combined total of 688 hours.

The Volunteers spent time in a range of departments: Acute Care/ICU, Food Services, Foundation, Inventory Control-Storeroom, Obstetrics, Sports Medicine & Rehabilitation Services, Pain Management Clinic, Patient Financial Services, Plant Engineering and Public Relations. Volunteers also assisted Volunteer Services at the Reception Desk and Gift Shop.



Pictured are (l-r): Iris McMeekan, Gracie Jones, Breanna Hall, Emily Sikes, Brylee Anselment, Katie Clark, Rebekah Fletcher and Alisha Clark

...Benefit Break...

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

Apple Award Recipient

The MDH Apple Award is used to recognize an employee for Achieving outstanding Performance in Patient care, Leadership, Loyalty and Enthusiasm for MDH. An employee receiving the monthly award receives a gold apple pin, an Apple Award plaque, \$50, a reserved parking place for the month, and a day off with pay. The employee is highlighted through a letter that is distributed to all departments explaining their achievements and accomplishments.

If you would like to nominate an employee for the monthly Apple Award, please complete an Apple Award Nomination form located in Human Resources, available conveniently through the forms used in the employee email accounts, or via the MDH Intranet.

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



September Meetings Calendar

Tuesday, September 5

Credentials & Bylaws, 7:00 AM, PDR

Friday, September 8

Executive Committee, 12:00 PM, PDR

Wednesday, September 13

PHO Office Managers, 12:00 PM, PDR

Thursday, September 14

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

Friday, September 15

Finance Committee, 7:00 AM, TFBR

Monday, September 18

Board of Directors, 5:30 PM, TFBR

Tuesday, September 19

All Employee Meeting, 5:30 PM, The Crossing

Wednesday, September 20

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

Thursday, September 21

Tumor Board, 12:00 PM, Auditorium A/B

Wednesday, September 27

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

Friday, September 29

Medical Staff Quality Improvement, 12:00 PM, TFBR

MVP Awards

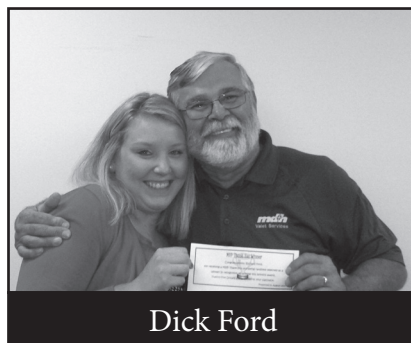
Has someone done something special for you? Has this person gone above and beyond his or her normal duties to help you? Consider completing an MVP Thank You to show your appreciation.

MVP Award - \$50



Mandi Steinkamp

MVP Thank Yous - \$25



Dick Ford



Samantha Fox

APPLE Winner July 2017



Please join me in congratulating **Hollie Rhoads**, Secretary in Registration, on being named the recipient of the MDH **APPLE** Award for July 2017. APPLE stands for “Achieving outstanding Performance in Patient care, Leadership, Loyalty and Enthusiasm for MDH.”

Hollie worked as a Phlebotomist in Registration from July 1999 to December 2007. She then transferred to Surgery as a Control Secretary until August 2008. After a brief time away from MDH, Hollie returned as a Registration Phlebotomist on November 16, 2009. She began working in her current role as a Secretary in Registration on December 31, 2012.

Hollie Rhoads

Hollie has excellent job knowledge and understands the importance of customer satisfaction

She is a hard worker and finds ways to improve efficiency. She handles stress well and welcomes change in a positive manner. Hollie gets along well with others and offers assistance to co-workers regularly. Hollie has valuable listening skills and communicates well. She makes good suggestions for better efficiency and is an asset to the department.

Hollie is a very nice person who has a positive outlook. She is friendly and dependable. Hollie treats everyone with courtesy and respect. Her major strengths are her patience and her kindness. She is personable and polite. Hollie has a pleasant telephone voice and people can “hear” the smile on her face.

A nominator explains that Hollie is deserving of the Apple Award because she is always willing and able to help. “Hollie is like the glue that sticks the department together,” explains a nominator. Hollie is an “all-around excellent employee” and is rarely seen without a smile on her face.

Hollie and her husband, Kelly, have two children, Braxton and MacKenzie. In her spare time, Hollie enjoys camping, riding her side-by-side, and being a Chicago Cubs fan. She also enjoys attending her children’s sporting events and spending time with family and friends.



Word Search!

T P L C Q D S L Q Q E I S E L G M J O H
M S F O L K T S L U V L L C J Y H Q D F
Q N D L O A H U X S A O U L P Y L J W M
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BACKPACK

BOOKS

BUS

CLASSES

ECLIPSE

IMMUNIZATIONS

KIDS

LOTTERY

LUNCH

PHYSICALS

SCHOOL

SPORTS

TEACHER

September Calendar of Events

Anger Management

Tuesdays

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

Pre-registration required.

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

Divorcing Parents Education Program

Friday, September 1

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

Cost: \$60.00 payable at session,

Pre-registration required.

Contact Behavioral Health Services (309) 836-1582.

Community First Aid

Wednesday, September 6

6:00 PM, Auditorium A

Cost: \$32.00, Pre-registration required.

Contact Outreach Services at (309) 836-1584.

Seniors' Day at Citizens

Thursday, September 7

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

Topic: Senior Behavioral Health

Contact Senior Behavioral Health at (309) 836-1568.

Breast Cancer Support Group

Monday, September 11

5:30 PM, Auditorium B

Contact Outreach Services at (309) 836-1584.

Community CPR Class

Tuesday, September 12

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

Fee: \$40. Pre-registration required.

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

LIFE Course: Relationships Through the Years

Wednesday, September 13

2:00-3:00 PM, SRC Outreach Center

Pre-registration required. Fee: \$5

Contact WIU's Study Abroad & Outreach Office 298-1911.

Bereavement Support Group-New Horizons

Monday, September 18

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

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

Look Good Feel Better

Monday, September 18

4:00-6:00 PM, Auxiliary Workroom

Pre-registration required.

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

LIFE Course: A Path to Balance

Wednesday, September 20

2:00-3:00 PM, MDH Sports Medicine & Rehabilitation

Pre-registration required. Fee: \$10

Contact WIU's Study Abroad & Outreach Office 298-1911.

Cesarean Section Class

Thursday, September 21

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 23

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

Pre-registration required.

Call Obstetrics at (309) 836-1570.

Postpartum Care & Understanding Your Newborn

Thursday, September 28

7:00-9:00 PM, Auditorium B

Pre-registration required.

Call Obstetrics at (309) 836-1570.



REMINDER

Mandatory

All Employee Meeting

Tuesday, September 19

5:30 - 7:30 PM

The Crossing

Doors open at 5:00 PM



Grateful Patient Program

McDonough District Hospital congratulates **Kennedi Lindley** for being named the first Healing Hand, an honor within the Grateful Patient Program at MDH.

The Grateful Patient Program was recently implemented to provide an opportunity for patients and/or families to show their gratitude and appreciation in honor of the excellent care received by a physician, nurse, staff member, volunteer or area of care. In addition to recognizing a Healing Hand, patients and/or families may make a financial contribution to support an area of care or direct their gift to a more specific cause.

Lindley earned this recognition by going above and beyond and always greeting her patient with a hug and a smile.

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



Pictured are: (l-r) Connie Elting, Leader Acute Care/ICU; Wanda Foster, VP/Chief Nurse Executive; Steve Hensley; Pam Hensley; Lauren Hensley; Kennedi Lindley, Healing Hand; Lexie Bruce; Ben Bruce and Pam Snyder.



1 in 8

Women

will be diagnosed with breast cancer during her lifetime

October is Breast Cancer Awareness Month

Schedule your mammogram today!


McDonough District Hospital

525 E. Grant St. | Macomb, IL | 309.836.1550 | www.mdh.org

SAVE THE DATES

MDH Golf
September 9



Teddy Bear T
November 27

Jingle 'n Mingle
November 30



Festival of Trees
December 1-4

If you would like to volunteer at the MDH golf tournament, please contact the Foundation office at extension 13794.



A "Peek" at PROS!

Employee Giving Club

PROS Meeting Minutes: August 17, 2017 12:00PM

Present: Gary Anspach, Jill Cook, Mel Dorethy, Connie Duffy, Carolyn Grove, Vicky Kipling, Connie Purdy, Vicki Reimolds, Linda Sampson, June Sapp and Jason Williamson

Review & Approve Minutes: Motion to approve the April 5, 2017 minutes by Mel D. and seconded by Vicki R. – Approved.

Review & Approve Financial Report: The financial report was presented by Jill C. - Current PROS fund balance \$29,969.89 (as of 8/15/17). Motion to approve the financial report by Connie D. and seconded by Carolyn G. – Approved.

DKSWC Update: Vicky gave an update on the campaign. To date \$4.6M has been raised. Currently have \$3.3M in cash to start project with a tentative groundbreaking in the next two months. Remaining PROS pledge balance of \$20,000 will be dispersed July 2018.

Foundation Office Store: To date \$2,800 has been sold in the Foundation store. There was discussion to expand the inventory. Jill presented prior requested items to the committee and will research additional items. Committee discussed additional promotion and display ideas for items.

Umbrellas: Currently there is an ample supply.

Teddy Bears: Additional bears will need to be purchased soon. Currently have 300 in stock.

Summer Block Party: Over 400 meals were served. Fifteen new members were recruited and three current members increased their payroll deductions. MDH pledged \$2,500 to help offset expenses of the event. Committee reviewed and discussed areas for improvement for future years.

PROS Fitness Room: Committee asked to continue promotion. Jill gives a tour during new employee orientation.

Future Projects: Committee discussed ideas for future projects. Research will be conducted to see if ideas are feasible for PROS.

Memorial Bench: Committee discussed purchasing a bench in memory of former employee, Angie Haulk, whose memorial totaled \$972. Vicky discussed that it was delayed due to ER renovation project. The committee agreed to move forward. A motion made by Mel D. to purchase two gray, recycled plastic silhouette benches with recognition plates to be located at ER entrance and at main entrance. Seconded by June S. – Approved. Jill will set up time to meet with Dave Cady in Plant Engineering to discuss installation and to place order.

Other: Jill passed around a thank you from the Farm Safety Committee for donation of first aid kits. Jill encouraged committee to keep recruiting new PROS members and keep promoting the Fitness Center.

Adjournment: 12:57PM - Motion to adjourn by June S. and seconded by Carolyn G. -Approved.



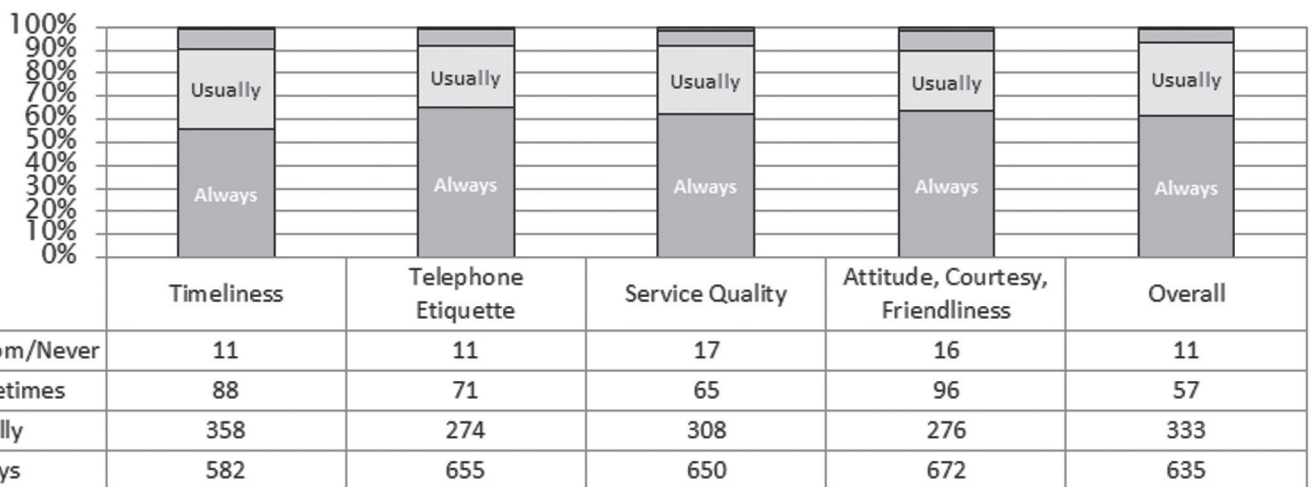
Interdepartmental Satisfaction Survey

Organization-wide IDS Results
220 surveys were completed this quarter!
Overall mean score = 84.6

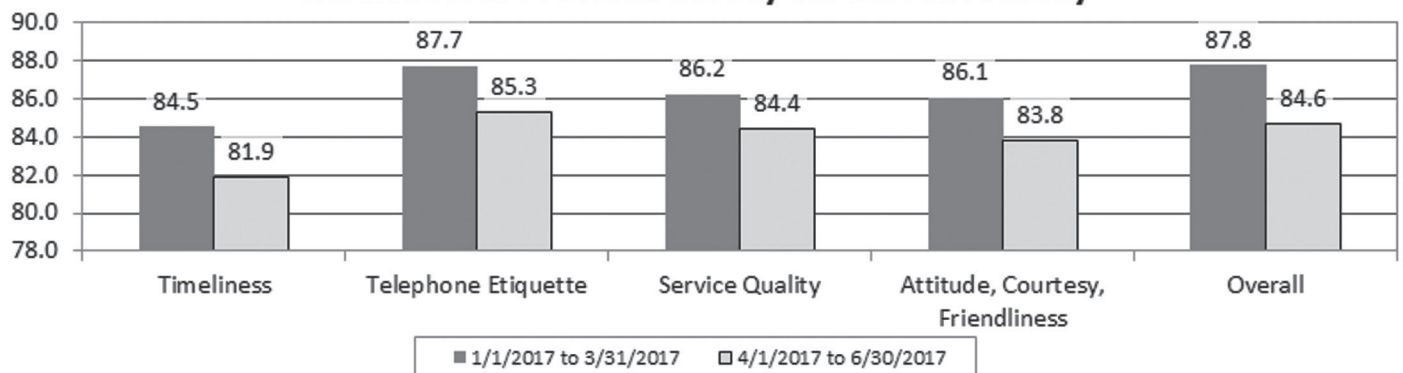
Individual department results and comments were distributed to department leaders August 2, 2017

Interdepartmental Satisfaction Survey (IDS)
Survey Completion Period: 07/06/2017 – 07/20/2017 Rating Period: 04/01/2017 – 06/30/2017

Responses: Current Survey



Mean Score: Previous Survey vs. Current Survey



Would you Like to Participate?

Two teams from MDH have formed to participate in the September 23 *Out of the Darkness Walk*:

MDH Behavioral Health Services
MDH Family Clinic

Thanks to both these. Others may join and register at
www.macombwalk.org

Out of the DARKNESSSM
COMMUNITY WALKS
American Foundation for Suicide Prevention

Looking for Advice?

Dear Lucy,

Last year I attended the local suicide prevention walk in memory of my uncle who took his life two years ago. I was amazed at how many people turned out and how supportive people were of one another. Can you provide information on this year's walk and can you offer me ideas on how I can be supportive of my aunt who continues to grieve the loss of her husband? She puts on a brave face, but she occasionally confides in me how she is still struggling with trying to understand why this happened and how to move forward with her life.

Sincerely,

How Can I Help?

Dear How to Help,

Thank you for asking about the upcoming Out of the Darkness Community Walk, a walk to prevent suicide. It's being held on Saturday, September 23 at Glenwood Park in Macomb. Check-in begins at 9:00AM at the Stone Shelter area with the speakers and walk beginning at 10:00am. Everyone is welcome to attend. If you would like to form your own team or make a donation you can do so at www.MacombWalk.org.

For survivors of suicide coping with the loss of someone they love is far more complicated than grieving for someone who has lived a long and fulfilling life. A social stigma is sometimes present for survivors which means they may be uncomfortable reaching out for help or wonder if it will be acceptable to talk about their feelings of sadness, anger and confusion. Feelings of guilt at not having known how their loved one was feeling and the belief they should have been able to prevent the suicide are circumstances others who are grieving don't often have to cope with. Remind the survivor they didn't have the power to force the deceased to seek help, regardless of whether signs were evident. This death was not a choice made by the survivor.

One of the most helpful things you can do is take the time to listen. Be fully present when you do, be compassionate and don't judge what you've heard. There isn't an expectation for you to say something that will make your aunt feel better, just listen intently. Allow your aunt to talk without pushing and be aware of cues that might suggest this isn't a good time.

A community resource for people who have lost someone to suicide is the Suicide Support Group held the first Monday of each month from 7:00 – 8:00 PM. (Group will not be held in September due to the Labor Day holiday.) The meeting is held in the auditorium in the basement of Health Services Building 1.

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

President's Report

The MDH Board of Directors met August 21. Here is Mr. Boyd's report to the Board for the accounting period of June 20 - August 21, 2017.



Quality

Service Excellence

Service Excellence has revised and updated a new weekly huddle called Journey to Excellence. This new initiative focuses on Performance Improvement and Service Excellence indicators.

Each week we will focus on a separate metric*, for example;

- Week 1: Patient Satisfaction – Mean Scores
- Week 2: HCAHPS
- Week 3: Scorecard
- Week 4: Incentive Plan
- Week 5: Patient Comment Data

*Data presented represents the previous month.

As a part of this revision, two new sections were added:

- Safety indicators showing patient fall data which is displayed as the number of days since the last fall for each department.
- Focus on Patient Safety, highlighting best practices and available resources to maintain a safe patient environment.

As an organization we will use the book, *Crucial Conversations*, as our huddle challenge each week.

Patient comments will be displayed in a different format, featuring a new "Take Two" approach to patient feedback that calls for improvement opportunities.

This enhanced weekly huddle form is designed to bring focus to our organizational goals.

Projects

- **Phlebotomy Wait Times:** The project is documenting the process changes into the standard procedures for the lab and registration.
- **Report Processes:** A standard List of Charges report is created daily and is available for leaders to review for errors. Also, a file, which is created daily to aid troubleshooting efforts, identifies any order that is missing an expected charge.

Patient Safety

- The Hospital Improvement Innovation Network (HIIN) offers training and resources including an improvement advisor site visit. William Peters is an improvement sciences expert who specializes in quality, service and financial improvement. William is an Institute for Healthcare Improvement trained "Improvement Advisor" and serves as IHI Faculty on both domestic and international projects. He conducted an improvement audit on Friday, August 4th and will provide an analysis that will be used to tailor educational opportunities for the organization.
- MDH has participated and will continue participating in simulation training events through the HIIN. Training events are highly engaging and emphasize the use of simulation-based strategies to facilitate change. The focus of these events will be to provide attendees with simulation-based tools and techniques to augment the pursuit of higher quality care, patient safety and healthcare resiliency at the unit level. The four breakout sessions will be focused on Patient & Family Engagement, Technical Skills, Sociotechnical Risk Assessment and Attitude and Safety Culture.
- MDH is participating in the *Clostridium difficile* (c.diff) infection Improvement Action Network (IAN) in 3rd Quarter which is July through September 2017. Dr. Eric Dubberke

of Washington University in St. Louis and Dr. Sanjay Saint of the Ann Arbor VA Health System will partner with us to provide expertise and coaching for this IAN cohort.

Infection Control

- Temperature monitoring forms were revised to a graph format per TJC surveyor recommendations. The new format promotes visualization of out of range temperatures, but continues to allow space for documenting actions as the previous version. Forms were standardized throughout MDH facilities and procedures were updated to also include a convenient link to the Vaccine For Children (VFC) IDPH form for participating clinics.

Physician Recruitment/Retention

Physician Recruitment and Outreach Services - Update:

Hospitalist Medicine: Dr. Nwafo's addition to our hospitalist program has positively assisted with our transition from Eagle Hospitalist Group to our own program. Dr. Patel, Family Medicine, has expressed interest in providing some level of part-time hospitalist support on a limited basis so as to not interfere with his outpatient practice. We are exploring this concept further at this time. Adrian MacGregor continues to work with Honor Medical Staffing to staff the program 1 week per month throughout the rest of 2017.

OB/GYN: Dr. Amerson is fully licensed to practice medicine. She has begun to see several patients on an outpatient basis as well as perform deliveries. We are awaiting final credentialing approval from Health Alliance for commercial insurances and anticipate this to take place over the next 30-45 days. Our search continues for a third, OB/GYN provider and recently, we received an expression of interest from a practicing candidate within Kansas. Upon further discussion with Drs. Amerson and Smith, we will be inviting this candidate in for an initial visit.

Pediatrics: Our search continues with the Pediatric search. Adrian MacGregor and Molly McGrew-McKee will be attending a physician recruitment fair at OSF – Peoria this month to represent Pediatrics, OB/GYN, and Emergency Medicine.

Emergency Medicine: We have begun a search for a full-time, Emergency Medicine physician at this time. This position will provide support to the work Dr. Brown and the EPSS group provide to MDH.

Outreach Services

Community Outreach

Diane Tate, Health Educator with Outreach Services continued to coordinate several community and work place First Aid & CPR programs in both June and July, including Rushville Detention Center, Wesley Village, as well as a community class for residents of Macomb. In total, we had approximately, 100 participants combined within these programs, throughout the month of May, including Macomb High School, The Elms, Wesley Methodist Church – Youth Group, Bushnell High School, as well the community First Aid & CPR class held at MDH. In total, 159 participants attended these programs.

Provider Outreach

Dr. Afriye Amerson attended numerous community events throughout June and July as well as participated in a local radio interview regarding women's health and the Women's Center. Kamie McKee, FNP/ ENT Clinic and Julie Bartlow, Neonatal/ Pediatric Nurse Practitioner; Pediatric Clinic, were the lead presenters at the Spoon River College, Summer Youth Program, in June 2017.

Employer Outreach

Adrian MacGregor is finalizing a workplace health and wellness offering at this time and is preparing to roll-out to area businesses throughout the remainder of the first quarter of FY '18. We've provided over 70 pre-employment physicals and drug screens to NTN

Bower Corporation. Throughout June and July, we've partnered with United Contractors Midwest, Durham Bus Services, as well as Advances Staffing, Inc. and have provided treatment for minor injuries, drug screening, and DOT physicals.

Information Systems

Cerner Update

Dr. Mitchell's practice has been moved over to the MMG Clinic version of Cerner. We are working through a few items in the office with the transition.

We have executed the agreement with Cerner for in the implementation of the OB department transition from GE Centricity. The kick off meeting for this implementation is scheduled for August 25th with an anticipated go live the first week of January 2018.

Dictation Speech Recognition Update

Implementation for Dragon Speech Recognition through Cerner was completed in mid-July. The physicians that have started to use the Dragon system have had good results in the recognition rate. There have been some issues with microphone drivers going through Cerner. We expect these to be resolved quickly and we have already requested an addition to the agreement for more licenses for both the clinic and ER physicians.

Most Wired Award for Small - Rural Hospitals

McDonough District Hospital was recognized as a top 100 Most Wired Small – Rural Hospital by Hospitals & Health Networks magazine.

Financial

June 2017

For the month, activity was below budget by -7.4% for the month. The two areas with the largest negative revenue variance were Inpatient and Emergency Services – Inpatient by -\$855,894 and Emergency Services by -\$954,466. Part of the reduction in Inpatient revenue was

the annual reclassification of ambulance services to the ED. However, the volumes in those areas tell the story -- total patient days, with the exception of OB, were down by -20.5% and Emergency Room Visits were down by -29.5%. These volumes affect the other ancillary areas like radiology, laboratory and cardiopulmonary. Outpatient services were positive to budget by \$684,822. The annual reclassification of inpatient ambulance services to this area provided some of the bump, however, positive revenue variances in laboratory and other outpatient clinics like the services of the Pain Management Clinic and Pain OR contributed.

Overall, Total Patient Revenue was down by \$767,134 for the month. The impact was softened a bit due to a positive variance in the contractals -- \$463,646. Expenses were above budget overall by \$1,097,354 related to an increase in Health Insurance claims and year end adjustments.

We ended the month with Total Net Loss of (\$1,152,282). The yearend adjustments do create an unusual skew when comparing the line items for the month due to the necessary reclassifications and other adjustments. Year to Date Net Income is \$1,152,282 which is below our YTD budget target of \$2,226,419.

July 2017

We ended the month with a negative bottom line of (-\$135,816). Historically, we budget for a loss in July due to the lower volumes of the summer month. However, our transition to the new budget system created some additional complexities with a monthly fluctuating budget. Therefore, you will notice that the budget is spread evening over the 12 months. Inpatient Services were positive to budget 11.4% reflective of the increased volumes. Emergency Room and Outpatient Ancillary services were the largest negative variance to budget due to low volumes in the ED and OP Surgical procedures. Other outpatient volumes were mixed.

Overall, Total Patient Revenue was down by \$867,371. This was lessened by a decrease in Deductions from Revenue by \$570,128 due to payor mix. Overall, expenses were slightly above budget by 0.4% or \$27,389.

Public Relations

Public Relations & Marketing Report for Activities within the months of June & July 2017.

Website and Social Media

During June & July there were 56,808 home page visits 6,011 career views and 25,617 calendar views.

The MDH Facebook page is now at over 1,690 likes, gaining 58 likes. Twitter has increased to over 340 followers. Information promoted on Social Media included: School/sports physicals, 3D Mammography, Annual Wellness visit, Pain Management Clinic, Heritage Days parade, Hospice Honors Elite, Suicide Support Group, fireworks safety, MDH Golf Tournament, donations to the Dolores Kator Switzer Women's Center, volunteer opportunities, Advanced Directives program, Obstetrics/Gynecology clinic, job of the week, Apple Award and more.

News media

June & July news included the following: Frequently Asked Questions regarding the evaluation of EMS, 3D Mammography, MDH Named a 2017 Hospice Honors Elite Recipient, MDH Obstetrics Honored for Hepatitis B Vaccine Birth Dose Rate, MidAmerica Pledging \$10,000 to DKSWC, MDH Recognized for Influenza Vaccination Efforts, MDH Named 2017 Most Wired, Importance of Advanced Directives program and CPR/First Aid classes.

Advertising/Marketing

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

and Family Clinic. Other advertising included, Senior Behavioral Health, Home Health & Hospice, Orthopedics, Obstetrics & Gynecology Clinic, Pain Management Center and Family Clinic.

Other

Summer issue of Vital Signs will be distributed to homes in August, highlighting MDH Care Coordination. MDH participated in the Heritage Days parade throwing out color changing stress balls and hot/cold packs.

Foundation

This report reflects activity held within the months of June & July 2017.

Annual Support

In June, \$47,950.28 was received and \$69,000 pledged for a total of \$116,950.28 raised; 573 gifts and 14 honor/memorials were processed. In July, \$31,883.95 was received and \$15,000 pledged for a total of \$46,883.95 raised; 160 gifts and 15 honor/memorials were processed. Some of the areas receiving support included: Alzheimer's Support, Century Club, Hospice, Linda's Fund, Golf Tournament and Switzer Women's Center.

Golden Apple Society

New Gold members are Carol & Doug Baily. Tom Wood and Dr. Ed Card & Wanda Foster increased to Diamond level. RSVP's are rolling in for the Summer Social at Dave and Jackie Thompson's home on August 23! The next meeting is August 1.

Century Club (CC)

To date, nearly \$13,000 has been raised in support of the DKSWC.

PROS

Over 400 were served at the Summer Block Party/Membership Drive on June 28. A total of 15 new members were recruited and 3 increased to CC level (\$100 or more annually).

Planned Giving

A \$10,000 Hospice bequest was received from the Richard "Dick" Switzer Estate and his remaining gift to DKSWC is still

pending. Maurice G. Kellogg bequest \$4,812.40 to Hospice and \$4,812.40 to DKSWC. Joyce Gabbert bequest notification but not yet received - \$5,000 to Gabbert Nursing Scholarship.

Grateful Patient Program (GPP)

The Grateful Patient Program was implemented in July and the first "Healing Hand" award was presented to Kennedi Lindley, CNA Acute Care. The GPP program is an opportunity for patients to say "thank you" for the care received from a Healing Hand, and/or by making a financial contribution in their honor. Staff education continues beginning with nursing as they spend the most time with our patients.

Healthcare Scholarships

Haldon and Hazel Curless Nursing \$500 to Marizona Dahlstrom; Ruby Teel Healthcare \$500 to Riley Plumer; Joyce and Larry Gabbert Nursing \$500 to Rachel Ruebush; Gayle and Ron Peterson Nursing \$700 to Laci Zurek; Carolyn J. Baumann Nursing \$500 to Jenna Kelso; Donna M. Twomey Nursing \$500 to Katie Barr, Gene Filbert Nursing \$2,050 to Kennedi Lindley.

DKSWC Capital Campaign

To date, a total of \$4,527,488.60 has been raised toward the campaign goal of \$5.5M. MidAmerica National Bank pledged an additional \$10,000 for a total of \$20,000 to the DKSWC.

Foundation Board

The next quarterly and annual meeting will be held August 16.

Community Support

Memory Matters Ladies Golf Classic was held on June 1 & 2 with 67 ladies participating and \$16,553.00 raised for Alzheimer's Support. Golf for the Girls was held June 20, raising \$4,260.00 in support of Linda's Fund.

FY2017 Annual Review

In FY2017, the Foundation received 3,646 donations raising a total of \$1,518,773.08 (\$1,246,220.61 cash, \$10,095.40 stocks and \$262,457.07 pledges).

JOIN THE FIGHT FOR ALZHEIMER'S FIRST SURVIVOR.



Veteran's Park - E University Dr, Macomb
Saturday, September 23, 2017

Registration at 9am

Ceremony at 9:45am

Walk at 10am

Register here - <http://act.alz.org/goto/mdh>

NATIONAL PRESENTING SPONSOR

Edward Jones[®]

alz.org/walk



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Liberty Balbort, MD



Julie Bartlow,
CPNP-PC, NNP-BC

MDH Pediatric Clinic offers a wide variety of services to help your child maintain good health.

- ▶ Well child visits
- ▶ Immunizations
- ▶ Newborn screens
- ▶ Inpatient care
- ▶ Preventative care
- ▶ Health maintenance
- ▶ Patient education
- ▶ Sport and School Physicals
- ▶ Adolescent care



"I wouldn't take my children anywhere else, here we receive the best care any parent could ask for!"