



McDonough District Hospital
Employee Newsletter

Making Rounds



December 29, 2015 • www.mdh.org



Employee Holiday Festivities

MDH employees brightened the holidays of many area residents. Seventy-one people from area nursing homes and assisted living facilities were provided with Angel Tree gifts. Thank you to everyone who contributed gifts for Country View Care Center, The Elms, Mosaic, Wesley Village, and Prairie City Rehab and Healthcare. Employees also gave to the Salvation Army during MDH's Food Drive held in December. Thank you for your kindness and for the generosity bestowed on others this year!

We also had more than 515 employees and guests enjoy a private showing of several movies at the Rialto Cinemas on two different Saturdays in December. The movies were sponsored by MDH to thank all of our employees for their hard work this year.

See back cover for more photos from the movies!



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

MDH Says Goodbye

Dylan Ferguson, EMS Coordinator, EMS, 12/9/15

Anna Fowler, Phlebotomist, Lab, 11/25/15

Kim Harris, Assistant, Foundation, 12/10/15

Mary Osborn, LPN, Acute Care, 11/21/15

Mandy Stoll, RN, Emergency Services, 11/16/15

Emily Wearda, EMT, Ambulance, 12/1/15

Tamara Welty, Diet Tech, Morrison, 12/4/15

Eye Spy

In this issue of *Making Rounds*, can you find how many times Elf appears?



Find the answer on page 19.

Job Opportunities



<u>POSITIONS</u>	<u>DEPARTMENT</u>	<u>SHIFT</u>	<u>STATUS</u>
PT Acct Rep-Biller	Patient Financial	7:30a-4p	Full-time
Clinic LPN	MMG	Days	Full-time
ER - CCC	Emergency Services	Days	Full-time
ICU RN	Intensive Care Unit	7p-7:30a	24 hrs/wk
Nurse Practitioner	ENT Clinic	Days	Full-time
Nurse Practitioner	Psych Clinic	Days	Full-time
QA Assistant	Health Info Mngmt	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 Room	Evenings	Full-time
RN	Hospice	Evenings	24 hrs/wk
CNA	Senior Behavioral Health	7p-7:30a	Full-time
CNA	Senior Behavioral Health	7a-7:30p	Full-time
CNA	Senior Behavioral Health	7a-7:30p	24 hrs/wk
CNA	Acute Care	7a-7:30p	Full-time
CNA	Acute Care	7p-7:30a	Full-time
EMT	Ambulance	Variable	24 hrs/wk
Medical Assistant	Family Clinic	Days	Full-time
Paramedic	Ambulance	Variable	24 hrs/wk
PBX Operator	Communications	Variable	24 hrs/wk
Bio-Med Tech	Plant Engineering	7a-3:30p	Full-time
Medical Director	Hospitalist		Full-time
PT Assistant	Rehab Clinic	Days	24 hrs/wk
Respiratory Therapist	Cardiopulmonary	10:30p-7a	24 hrs/wk
Social Wrkr/Masters-LSW	Hospice	8a-4:30p	24 hrs/wk

List also available online at www.mdh.org

As of December 17, 2015

Moving Around

Richalee Doll is a Utilization Review RN after previously working as a Hospice RN.

Kelsie Herter is a RN Clinical Improvement Specialist in Emergency Services after previously working as a RN for the department.

After being a Medical Assistant at Convenient Care, **Amy Hodgkins** is now working as a Laboratory Phlebotomist.

Erin Sinnett is now a Patient Care Tech and EMT for Emergency Services. Erin previously worked as an Acute Care CNA.

New Faces at MDH

MDH Welcomes New Employees



Khalil Caldwell

Khalil is an Aide for Food Services. He is originally from McLean, Virginia and enjoys football, cooking and the piano.



Jill Cook

Jill is an Assistant in Foundation. She is originally from Colchester and lives in Sciota now. In her spare time, Jill enjoys crafting and spending time with her husband, Dylan, on the farm.



Stephanie Crockett

Stephanie is a Health Educator in Outreach Services. She is originally from Bolingbrook. She and her husband, Joshman, have a daughter, Kayla. In her spare time, Stephanie enjoys scrapbooking.



Roxy Ford

Roxy is a Clerk in Health Information Management. She is originally from Peoria. Roxy and her husband, Ross, have two grandchildren, Skylar and Ryder. In her spare time, she enjoys reading and gardening.



Pam Gray

Pam is an Unit Secretary in Acute Care. She and her husband, Gary, have two children, Cody and Kelsey, and one granddaughter, Delilah. Pam enjoys reading, loves horses and other animals and enjoys spending time with her family.



Kim Ives-Greene

Kim is a Medical Assistant in Family Clinic. She is originally from South Bend, Indiana.



Kristin Haines

Kristin Haines is a Secretary at Convenient Care. She is originally from Colchester. Kristin and her husband, Eric, have one child, Lathan.



Angela Holthaus

Angela is a CRNA in Surgical Services.



Shannon Jackson

Shannon is Registered Nurse in Acute Care. She is originally from Quincy. Shannon and her husband, Gary, have three children, Taylor, Cole and Carlee. In her spare time, Shannon enjoys spending time with her family.



Kim Myers

Kim is an Unit Secretary in Acute Care. She is originally from Bradley, Illinois, but has lived most of her life in Macomb. She has two daughters, Katy and Kelsey and one granddaughter, Everleigh. She enjoys reading and spending time with her family.



KC Robbins

KC is a Paramedic in Emergency Services. She is originally from Rushville.



Kathryn Shockley

Kathryn is a Phlebotomist in Lab. She is originally from Peoria and enjoys reading, playing games and being with her family.



Sam Valley

Sam is a Certified Nurse Assistant in Senior Behavioral Health. She is originally from Roseville and has one child, Silas. In her spare time, Sam enjoys camping, traveling and cooking.



Kateryna Ward

Kateryna is an Aide in Environmental Services. She is originally from Ukraine. Kateryna is married to Joseph and in her spare time she enjoys reading, nature and music.

MDH Welcomes New Volunteers



Paige Ator

Paige is from Pittsfield. She enjoys music and spending time with her little brother, Isaac.



Louise Barrett

Louise Barrett enjoys flower gardening.



Cheryl McGowan

Cheryl is a mother of three. She is from Wisconsin and enjoys biking, hiking and baking.



A+ Achievement

Cardiopulmonary is proud to announce they have received reaccreditation in the Vascular Lab for the areas of Extracranial Cerebrovascular Testing, Peripheral Venous Testing, and Peripheral Arterial Testing.

Ashley Frederick, BSN, RN, CPHQ, CPPS was inducted into the *WIU Honor Society of Nursing, Sigma Theta Tau International (STTI)*. Membership in STTI is by invitation and is extended to undergraduate students, graduate students, faculty and professional nurses who have demonstrated superior scholastic, leadership and nursing achievements. STTI is a not-for-profit organization whose mission is to improve the health of people worldwide through leadership and scholarship in practice, education and research.

Kathy Perone, MSW, LSW, was awarded with the *2015 Provost Award for Academic Excellence in University/Community Service* at Western Illinois University. As stated by the selection committee, this award honors Kathy's dedication to providing useful and needed service at every level, from her department and college to the University, her profession and the larger community. Kathy is on registry at MDH in Advocacy Services.

The MDH Diabetes Education Center was recently awarded the prestigious American Diabetes Association (ADA) Education Recognition Certificate for a quality diabetes self-management education program.



Out and About

Kenny Boyd, President/CEO, **Maggie Goettsche**, Administrative Leader Quality & Innovation, **Terri McHugh**, Service Excellence Leader and **Jen Harper**, Service Excellence Assistant attended the 2015 Press Ganey National Client Conference in Orlando November 10-12. The conference educational sessions focused on these main areas: Building Clinical Quality, Safety and Reliability; Driving Successful Patient Experience Strategies; Delivering Passionate Connected Nursing Care; Engaging Caregivers in a Patient-Centered Culture; Exploring CAHPS & Regulatory Requirements; Inspiring Physician Leadership & Effectiveness.

Thank You

A big THANK YOU to our Agency for Healthcare Research and Quality (AHRQ) Fall Prevention Unit Champions, **Heather Martin** (RN, Acute Care) and **Elizabeth Tefera** (CNA, Acute Care) for their participation on the team. We want to recognize them for their outstanding performance in improving the quality of care provided to our patients. The AHRQ initiative is a two-year commitment project aimed at reducing the incidence of falls and harm occurred by falls.

-The Fall Prevention Team

Business After Hours

On November 18, MDH hosted Chamber of Commerce Business After Hours in the new Sports Medicine & Rehabilitation Services and Wound Care area on third floor.

Community leaders and business members were able to get a tour of the new location, time to mingle and enjoy appetizers by Magnolia's, free massages were offered by Alisha Ladd, Exercise Physiologist, and raffle prizes.

Thank you to the Sports Medicine & Rehabilitation Services and Wound Care staff for your support, and to all those who helped put the event together and clean up.



...Benefit Break...

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

College Savings Plan

Start saving for your children or grandchildren's education or even expenses for your own education conveniently through payroll deduction. MDH currently offers the BrightDirections program to employees. There are tax advantages to enrolling in a college savings plan.

To learn more about the savings fund, please schedule an appointment with the VALIC representative by contacting Human Resources at extension 13492.

For more general information about different options for saving for college, please refer to the following websites:

www.savingforcollege.com

www.collegesavings.org

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



Reminders from Human Resources

Don't forget your free benefits...

MDH provides free vision insurance, life insurance and long-term disability insurance to all eligible employees working 24 hours or more a week. Vision insurance coverage and providers can be found at vsp.com. Life insurance is valued at your yearly salary and is provided free of charge to you. Long-term disability is paid by MDH on your behalf and is valued at half of your monthly salary if you are off work more than six months due to an injury or illness and deemed disabled.

2016 Flexible Benefit Spending Accounts

The Flexible Benefit Accounts are used to pay healthcare and day care expenses with pretax earnings. If elected, a portion of your salary is set aside for these accounts and then deducted from your paycheck. After you have paid for the services and submitted the appropriate paperwork to Human Resources by the last Friday of the pay period, you are reimbursed for a tax-deductible medical expense not covered by your insurance or for daycare expenses for your children or dependent parents on your next paycheck.

The main benefit of this program is the tax advantage – you save approximately \$25 on every \$100 spent. Based on your need and the need of your family, you allocate a certain portion of your salary to be used for these accounts. This amount is then divided by 26 pay periods and deducted from your paycheck on a pretax basis. Please estimate conservatively since unused money is lost.

As a Status 1 or Status 7 employee, you are eligible to participate in the program and will need to sign an enrollment form if decide to participate. The annual enrollment period will be held in December 2015. Forms need returned to Human Resources by 12/31/15. More detailed information will come in the near future and will be available in Human Resources or on the Human Resources page of the intranet.

10th Annual McDonough District Hospital Festival of Trees



Festival Sponsor

Citizens

(A Division of Morton Community Bank Member FDIC)

Illumination Gala Sponsor

REMLO/Drs. Ron Rigdon & Alvin Weintraub

Teddy Bear T Sponsors

Laverdiere Construction, Inc.

Magnolia's/Lisa Ward

Gold Star Sponsors

EPSS

First Bankers Trust Company, N.A.

The McDonough County Voice

Harold O'Shea Builders

Table Grove State Bank

Silver Bell Sponsors

Art City & Gallery

Larry Balsamo and

Charlene Callison

Mitch and Brenda Melvin/

Melvin Plumbing, Heating,

Cooling, & Electric

MidAmerica National Bank

Phil and Jackie Richmond

State Bank of Industry

Purdum Gray Ingledue Beck, Inc.

Dr. Scott and Ann Urch

United Community Bank

West Pierce Liquors

Holiday \$200 Cash Raffle

Steve Silberer/Century 21

Photo booth Sponsor

Kiss Me Kate Photography

Tree Sponsors

Advanced Dentistry of Western Illinois/

Shane & Carrie Van Vleet

Brad Bainter & Amy Spelman

Briney Brothers L.L.C.

Kenny and Nakina Boyd

Cathy Early State Farm Insurance

Century 21 Purdum Epperson - Lorraine Epperson

Computer Masters International Inc./

Kim and Lisa Limkeman

The Elms

First State Bank of Illinois

GastroHealth of Illinois, Dr. Timothy Biagini

Grand Prairie Assisted Living

Horse Creek Outfitters

Mike and Melissa Inman & family

W. Garry & Marilyn Johnson

Kim and Chuck Laird

Logonix Corporation/Kim and Lisa Limkeman

No Place Like Home

Nostalgia

Pella Corporation

Dave and Jackie Thompson

Wal-Mart

West Central Illinois Arts Center

Western Illinois Doll Study Club/Peggy Ma

Tree Decorators

Advanced Dentistry of Western Illinois, P.C./

Carrie Van Vleet and Mariah Huston

Auxiliary to McDonough District Hospital

Barb Baily, Cindy Haines and Jeri Harper

Mary Brookhart and Lorraine Crawford

Edward Jones/Dave Wines & John White

The Elms

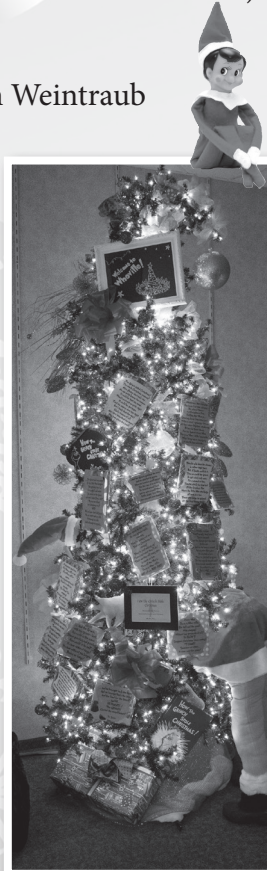
The Enchanted Florist

Mike and Emily Gillett & family

Grand Prairie Assisted Living

Mary Harn

Heartland



Kim and Chuck Laird
 Macomb Area Convention & Visitors Bureau/
 Jackie Foxall & Jan Armstrong
 McDonough County Farm Bureau
 McDonough County Historical Society
 No Place Like Home
 Chuck Olson
 Amber Patrick & Christie Reynolds
 Rotary Club of Macomb
 Jen Smith and Mary Branham
 Lin Stults and Wendy Moustokus
 Teddy Bear T Participants
 Kim Thorman
 TOPS
 V.I.T. High School Spanish Club
 UniQue Personnel Consultants
 Judge Patricia Walton & Courthouse Elves
 Wesley Village
 WCI Arts Center
 Western Illinois Doll Study Club
 WIU Fashion Merchandising
 WIU University Relations - Jodi Pospeschil
 Y Needles Group

Gift Givers

ANONYMOUS
 Clugston-Tibbitts Funeral Home/
 Steve and Mark Tibbitts and Scott Conlin
 Lois Ganyard
 Dodsworth Piper Wallen Corman Memorial Homes
 Rick and Monica Iverson
 Ladner Orthodontics Ltd.
 Nick Pano
 Pumo Insurance Agency, Inc.
 Dr. George and Renee Roodhouse
 Rotary Club of Macomb
 Spoon River College Student Nurses Association
 Mary & Dale Thompson
 Vermont State Bank

Themed Basket Donors

Autozone
 Baxter's Winery
 Bushnell Locker
 Catfish Bend Casino
 Jenny Claudon
 Digger's College City Bowl
 DOT Foods
 Farm King



Gold Hills Golf Club
 Grand Escape Day Spa
 Harry Mussato Golf Course
 Danielle Hunt
 Jackson Street Market
 Kiss Me Kate
 Lake Hill Winery
 Larry A's Pizza
 Macomb Area Convention & Visitors Bureau
 Macomb Country Club
 Margaret Roberts Travel
 Mary Michelle Winery
 Melvin Plumbing, Heating, Cooling & Electric
 Nelson's Clothing Store
 No Place Like Home
 Nostalgia
 The Outskirts
 Plum Relaxation
 Princess Shoppe
 Rialto Cinemas
 Phil and Jackie Richmond
 Spirit Knob Winery
 Three Lakes Winery
 Twin Oaks Country & Golf Club
 Vaughan and Bushnell Manufacturing
 Vicky Wallen
 Kathy Waters
 YMCA of Macomb



Frosty the Snowman Display

Barb Bailly, Cindy Haines, Jeri Harper
 Margaret Sowers

Entertainment

Sondra Mosley
 Mike Murphy
 Ruth Parks
 Margaret Sowers
 Ukulele Macomb



Special thanks to...

Altrusa Club Volunteers
Art City & Gallery
Celebrity Servers
Document and Publication Services
George Hartmann
Hostesses
Macomb Centennial Morning Rotary Club
Magnolia's/Lisa Ward
MDH Plant Engineering
West Central Illinois Arts Center and Board Members
West Pierce Liquors

FOT Committee

Jenny Claudon, Co-Chair	Kim Harris
Ann Urch, Co-Chair	Nancy Laverdiere
Jan Armstrong	Brenda Melvin
Barb Baily	Christy Moe
Charlene Callison	Amber Patrick
Marilyn Cox	Mimi Pounders
Liz Duvall	Christie Reynolds
Jackie Foxall	Jackie Richmond
Cindy Haines	Marcia Twaddle
Mary Harn	Carrie Van Vleet
Jeri Harper	Vicky Wallen

\$200 Cash Raffle Winner: Cathy Peters

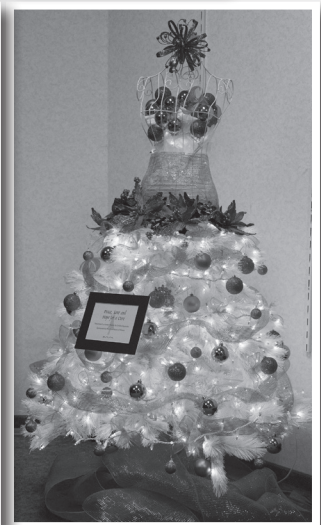
I-Spy Drawing Winner: Brooke Patrick

People's Choice

1st Place: How the Grinch Stole Christmas/
Kim Thorman
2nd Place: Imperial Christmas/Advanced Dentistry
of Western Illinois, P.C./Carrie Van Vleet and
Mariah Huston
3rd Place: Peace, Love, and Hope for a Cure/
Amber Patrick and Christie Reynolds

***More than 1,300 attended the event and
\$36,000 was raised for the Dolores Kator
Switzer Women's Center at MDH!***

***Thank you to everyone who
supported this year's event!***





A "Peek" at PROS!

Employee Giving Club

Minutes from the December 16, 2015 PROS Meeting - 12:00 PM

Present: Jill Cook, Linda Cremer, Mel Dorethy, Connie Duffy, Lynn Durso, Jill Foster, Carolyn Grove, Trish McMillen, Tracey Mowen, Connie Purdy, Vicki Reimolds, Linda Sampson, June Sapp, Kathy Sorenson, Vicky Wallen, Barb Walters

Welcome / Appreciation: Vicky introduced Jill Cook, new Foundation Assistant and PROS Coordinator, and welcomed new members: Rhonda Briney, Lynn Durso, June Sapp, and Barb Walters to the committee. She also thanked the committee for all of their work!

Review & Approve Minutes / Financial Report: The August 13, 2015 minutes were read by the committee. Motion to approve the minutes by Carolyn G. and seconded by Linda C. - Approved. The financial report was presented by Vicky W. - current PROS fund balance \$71,009.45 (as of 12/15/15). Motion to approve the financial report by Mel D. and seconded by Connie D. - Approved.

2015 Review: Jill F. reviewed events & sponsorships in 2015- Jan: Big Game Party and Online Store; Teddy Bears purchased; April: donated 350 First Aid Kits to Farm Safety Day Campers, sponsored e-cycle day at Pella; June: Block Party and Membership drive; August: Pledged \$35,000 to Fitness Room, \$40,000 to DKSWC, \$3,000 Pendell Garden lighting. A total of \$35,469.43 was raised in FY 2015. PROS cups (\$10) and insulated coffee mugs (\$23) are for sale in Foundation office.

Fitness Room: A quote for flooring was received and is higher than projected (Quote \$24,000; Projected \$12,000). Vicky W. asked PROS for an additional \$10,000 to cover costs. Discussion lead to a request for other flooring options due to cleaning concerns and more cost effective options. Vicky W. will check with WIU to see what type of floor they have in their gym. No approval was given for \$10,000 at this time. Following construction, an open house will be held in March. Vicky W. reported that exercise equipment is ordered and ready for delivery. Sub-committee: Jill F., Linda C., Connie D., Mel D., Vicki R., Barb W., Tracey M.

DKS Women's Center / Pendell Garden: The \$40,000 pledged by committee for the DKSWC will be expensed in 2017. The Pendell Garden lighting is still in progress.

Big Game: The event is set for Feb 5th (Friday before Superbowl). An email will be sent to committee to request volunteers. Jill C. will explore catering options.

Summer Block Party / Membership Drive: The committee agreed to hold the event on campus in June 2016. An email will be sent to committee to request volunteers.

First Aid Kits: A motion was made by Linda C. to approve \$2,600 to be used for purchasing First Aid Kits for Farm Safety Day Camp participants and was seconded by Trish M. - Approved.

Online Store: Committee agreed to continue.

Teddy Bears: Committee agreed the teddy bears have been a great addition and to continue ordering as needed and revisit once a year with committee. Motion to approve by Carolyn G. and seconded by Jill F. - Approved.

Umbrellas: Vicky W. reported there are 25 umbrellas left and they are located at all entrances. Committee agreed to order 100 more umbrellas. Motion to approve by Jill F. seconded by Mel D. - Approved.

Adjournment: 1:04 PM

PROS PERKS

GO GREEN

Reusable tumbler cups and mugs available in the New Foundation office. Use your reusable cups in the cafeteria and receive \$0.10 off of your drink purchase!

Reusable Mug: \$22 Tumbler Cup: \$10
(cash or check only)



Show your MDH pride with apparel and accessories from our online store! Polos, fleeces, blankets and more are available. Store link available on the Intranet or visit www.landmarxwear.com/sites/mdh

Community Support: Linda's Fund received \$830.00 from Bushnell Prairie City Paint the Gym Pink event and \$1,044.25 from Macomb High School Girls' Volleyball Think Pink evening.

Recognition for Outstanding Customer Service – November

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

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

Recognition for outstanding customer service goes to the following professionals:

Acute Care: **Emily Kelly, RN**

Convenient Care: **Susan Adams, FNP**

Emergency Services: **Connie Kugler, RN**

McDonough Medical Group: **Tiffany Bentz, RN; Dr. Libby Balbort; Dr. James Gonzales; Danielle Knowles, RN; Dr. Yousaf Jalil; Dixie Bisby, Reception; Dr. Scott Urch; Dr. David Reem; Dr. Edwin Card; Amanda Sullivan, Medical Asst.; Mimi Pounders, FNP; Janelle Friday, Reception; Kelsey Heaton, Reception; Jessica Jackson, LPN; Dr. Sajjad Sarwar**

Obstetrics: **Dr. Troy Eckman**

Radiology: **Shawn Stranger, RT(R) (MR) (ARRT); Lynn Durso, RT**

Senior Behavioral Health: **Rita O'Donnell, Social Worker; Shelia Ham, RN; Loretta Surratt, RN; Rhonda Briney, RN; Don Mathis, RN; John Sanchez, RN; Casey Roberts, CNA; Krissy Bouril, CNA; CL Tarantola, CNA; Chandra Vawter, CNA; Carolyn Cox, Social Worker; Dr. Sajjad Sarwar; Dr. Scott Wright**

Sports Medicine & Rehabilitation Services: **Cathy Borst, OT; Katie Webb, PT; Patrick Smith, PT**

Surgical Services: **Dr. Timothy Biagini; Dr. Jill Brody; Dr. Shea Trost**


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

Administration received personal acknowledgements from patients for outstanding care from the following employees:

Home Health: **Megan Carter, RN**

Sports Medicine & Rehabilitation Services: **Danelle Smith, PT; Jeanne Meehan, OT; Maresa Visel, PT**

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



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.

Timeliness is...



- ⇒ Respect
- ⇒ Reliability
- ⇒ Promptness
- ⇒ Punctuality



Time Management Tips

- * Plan your day out in advance - Focus on the most important activities first.
- * Clear the Clutter! Stay Organized!
- * Make and USE lists!
- * Set expectations with others - Communicate with them the best way to reach you
- * Schedule time in your day to answer emails, instead of responding as you receive them.
- * Add when and where to your to-do lists by using if-then planning
 Instead of: 'Return voicemails'
 Use: 'If it is 3pm, then I will return my voicemails for the day'
- * If you have received a request via voicemail or email, let the requestor know you have received it, even if you are still in the process of handling it. Don't leave anyone hanging, no news is still news!



Remember!

Timeliness:

- shows you are RESPECTFUL
- proves you are RELIABLE
- builds PERSONAL RELATIONSHIPS



M+MG McDonough Medical Group

...changing and growing with you...



Richard Minter, DO

Board Certified Family Practice physician **Richard Minter, DO** will join the Family & Pediatric Clinic on January 5.

He is accepting patients age 18 years and up.



Brianne Wehner, DO

Family Practice physician **Brianne Wehner, DO** will join the McDonough Medical Group in the summer of 2016.



Sue Adams, FNP

Board Certified Family Nurse Practitioner **Sue Adams, FNP** will join Dr. Minter in the Family & Pediatric Clinic in January.



Weili Zhang, DO

Board Certified in Osteopathic Family Medicine, **Weili Zhang, DO** is accepting patients age 18 years and up in the Internal Medicine Clinic.



Prayag Patel, MD

Family Practice physician **Prayag Patel, MD** will join the McDonough Medical Group in the summer of 2016.

For more information or to schedule an appointment call:

Family & Pediatric Clinic: (309) 833-1729

Internal Medicine Clinic: (309) 837-9926



Richard Minter, DO

Welcome *Reception*

Wednesday, January 6

2:00 - 4:00 PM

Auditoriums A & B

APPLE Winner November 2015



Please join me in congratulating **Joyce Harper**, Clinic Biller for MMG, on being named the recipient of the MDH APPLE Award for November 2015. APPLE stands for “Achieving outstanding Performance in Patient care, Leadership, Loyalty and Enthusiasm for MDH.”

Joyce earned a Medical Assistant Degree from Kirkwood Community College in Cedar Rapids, Iowa. She worked at St. Lukes Hospital/Family Health Center in Cedar Rapids and Burlington Medical Center before joining Internal Medicine on May 16, 1983. Joyce became a MDH employee when Internal Medicine became a hospital-owned clinic on August 2, 2010.

Joyce Harper

Joyce’s job requires in-depth knowledge of coding and billing principles. She brings vast knowledge and years of experience that are a proven asset to the success of MMG. Joyce ensures compliance with all billing rules and helps explain them to those who do not understand. She is consistently the first to answer patient calls and assist with whatever questions they may have. Joyce is always concerned about the patient’s satisfaction and getting the complete answer to their questions. She strives for complete and immediate resolution of issues to minimize patient delays, while making certain the patient has complete understanding.

Joyce is an extremely hard worker. She is here early and stays late everyday to ensure that her work is done timely and correctly. Joyce is the person everyone in the department goes to for assistance. She not only has the answer, but she sees that it is taken care of. She is a wealth of knowledge and keeps things running smoothly. She is often asked to assist with special projects. Joyce is very committed to her job and shows this dedication continually.

Her nominator states, “Joyce is compassionate when someone is unable to pay a bill, and works with them to help get it resolved by making payment arrangements or offering Financial Assistance as appropriate. She often goes above and beyond investigating accounts to be sure everything is paid correctly, and helps write appeals for the patients....Joyce is a perfect example of staff working for the good of our patients.”

Joyce, and her husband Mike, have three children Megan, Blake and Taylor. Joyce enjoys knitting, crocheting and reading. She also enjoys attending sporting events.



Shooting Star Nursing Award

Jerrica Whitney, RN in Emergency Services at MDH has been awarded the Emergency Physician Staffing Solutions (EPSS) Shooting Star Nursing Award. Nominated by Dr. Brown, ER Physician, the award is given to outstanding staff who continually exceed expectations and provide excellent service. Four of these awards were given this year among eight hospitals with between 150-200 nursing personnel.

January Calendar of Events

Anger Management

Tuesdays

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

Pre-registration required.

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

Bereavement Support Group-New Horizons

Mondays, January 4 & 18

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

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

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

Thursdays, January 7, 14, 21, 28

7:00-9:15 PM, Auditorium B, MDH

Class will meet one night a week for four weeks.

Free. Pre-registration is required.

Call OB at (309) 836-1570.

Divorcing Parents Education Program

Friday, January 8

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

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

Contact Behavioral Health Services (309) 836-1582.

Parenting Class

Mondays, January 11, 18, 25; February 1, 8, 15

5:30-7:00 PM, HSB 1 Auditorium

Pre-registration required.

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

Risk Education

Monday-Thursday, January 11-14

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

Fee: \$150.00 Pre-registration required.

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

Caregiver Support Group

Wednesday, January 13

5:00-6:00 PM, Activity Room at Grand Prairie Assisted Living, 1307 East Meadowlark Rd

Topic: Stress Management in Older Adults

Group meets the second Wednesday of each month and is free and open to the public. The meeting on January 13 will be open to all seniors, families and caregivers.

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

Look Good Feel Better

Monday, January 25

2:00-4:00 PM, Auxiliary Workroom

Pre-registration required.

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



Community CPR Class

Tuesday, January 26

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

Fee: \$32. Pre-registration required.

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

Communicating with Alzheimer's

Thursday, January 28

1:00-3:00 PM, SRC Community Outreach Center, Room 111, 2500 East Jackson

Join MDH Memory Support Services and the Alzheimer's Association Central Illinois Chapter to explore how communication takes place when someone has Alzheimer's, learn to decode the verbal and behavioral messages delivered by someone with dementia and identify strategies to help you connect and communicate at each stage of the disease.

Free. Pre-registration is required.

Contact the Alzheimer's Association at (309) 681-1100.

mdh
CONVENIENT CARE

Quality care. Your health. Your schedule.

HOLIDAY HOURS

New Year's Eve: 9 AM - 5 PM

New Year's Day: 9 AM - 5 PM

Patients must be over 18 months old



Looking for Advice?

Dear Lucy,

It's that time of the year; time to make New Year's resolutions. Each year I choose something; I vow to lose weight, manage my money better or maintain an exercise program. Then each year I find my dedication dwindling as the weeks fly by. This year I want it to be different and I want to focus on being a happier person. I've noticed I have become more cynical and discouraged and that's not the person I want to be. Do you have any suggestions for me as to how I can become someone I really feel good about?

Sincerely,

Want to be happy

Dear Want to be,

As it turns out, most of us do struggle with keeping our New Year's resolutions. It seems we choose goals that aren't achievable or we choose them for the wrong reasons. If you base your resolutions on what you think you should do and not on where your heart is you're likely not to succeed. Wanting to be happy seems to be something we all would like to strive for.

Here are some strategies you may want to embrace to enhance your feelings of well being.

- Take time to savor life's joys. Be mindful of life around you and stop and smell the roses.
- Don't hold grudges. Take responsibility for the choices you've made, the good and the bad and don't blame others when things don't work out.
- Get moving. Regular exercise helps reduce anxiety and stress and is a free anti-depressant.
- Stay socially connected with family, friends and your community and make time for those who are closest to you.
- Try to avoid over thinking and comparing yourself to others. You are a unique individual with your own strengths and talents.
- Try not to dwell on your problems. Look for solutions instead of recounting what went wrong.
- If something needs your attention take time to think about it, maybe seek advice from a friend and then take action if possible.

People who are content with their life take time to give thanks. They count their blessings and regularly express gratitude. Remember to practice kindness towards others and toward yourself. Give yourself a break at times. None of us are perfect. We sometimes stumble and fall. You could view yourself as a victim when life hands you lemons or you can decide to make lemonade and look for the bright side.

I wish you the best this coming New Year. Should you want 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

December 21, 2015.

Here is Mr. Boyd's report to the Board for the accounting period of November 17 through December 21, 2015.



Quality and Innovation

Service Excellence

To promote improvement in our service to internal customers in the area of timeliness, the Service Excellence department distributed a "talking point" flier promoting timeliness is...

- Respect
- Reliability
- Promptness
- Punctuality

Timeliness is a category which is rated as part of the Interdepartmental Satisfaction Survey each quarter and it was selected for targeted improvement for the October – December time period. Time management tips were included as well as these important points on timeliness:

1. Timeliness shows you are respectful
2. Timeliness proves you are reliable
3. Timeliness builds personal relationships.

The organization-wide goal for fiscal year 2016 is 84.0 compared to the organization-wide score of 83.3 for the quarter ending September 30, 2015.

Projects

PATIENT PORTAL

Patients, who used the portal, were included in a drawing for two prizes: a \$50 Chamber of Commerce gift certificate and a Mini iPad. The prizes are being sent to the winners.

HOME TO STAY

Reducing 30 day readmissions is our team's goal. Possible interventions will be discussed at the December Department of Surgery meeting. Discussion will center on patients with knee or hip replacement surgery that are advanced in

age and/or discharged directly to home without the support of Home Health services or a skilled nursing environment. The team will begin to participate on the readmission collaborative sponsored by the Hospital Engagement Network.

Patient Safety

MDH has joined the IHA-MHA HEN in efforts to engage in innovative and team-based strategies to reduce patient harms by 40% and preventable readmissions by 20%. On November 13th, a multidisciplinary team attended the HEN kickoff meeting in Springfield, Illinois. By participating in HEN 2.0, MDH will benefit from best practices, tools and resources to achieve optimal results and outcomes and collectively improve the health of our community. Additionally, MDH will participate in optional learning collaborative(s) to improve patient safety such as pain management and readmission.

Infection Control

Departments using high level disinfection for specific patient care instruments, other than Endoscopy, have standardized their disinfection equipment and completed competencies on their practice and the equipment. Standardization continues with gel and lotion warmers as departments that warm these products for patients have selected a warmer that will digitally display the temperature.

As of December 11th, we are at 85.5% of our employees receiving flu vaccination. That is still a bit shy of our low target of 88% for the December 15th incentive deadline. Infection Control has been working closely with Leaders and HR to contact employees who have an unknown vaccination status. When contacted, employees are offered the opportunity to receive flu vaccination, document reception of flu vaccination elsewhere or to inform us that they waive vaccination.

Physician Recruitment/Retention

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

Outpatient Primary Care

On-boarding activities continue for Dr. Minter. Currently, we are working on finalizing his IL medical licensure process. Dr. Minter's Community Welcome reception will be Wednesday, January 6th, 2016 from 2p-4p in Auditoriums A & B. We recently learned that Dr. Patel's J-1 waiver application was approved by the Illinois Department of Public Health. He will be returning later this month to work with a local realtor.

Hospitalist Medicine

We are working with Enterprise Medical Services, a contingency recruitment firm, to assist with leading the sourcing process for a Lead/Medical Director for the Hospitalist service.

Advanced Practice Provider

Primary Care: We are pleased to report that Jodi Abernathy has accepted a letter of agreement with MDH. Jodi is completing her Family Nurse Practitioner training at the end of December 2015. She will be joining the McDonough Medical Group and Dr. Weili Zhang in January 2016 following the completion of her board certification examination.

ENT: We are continuing to discuss an ENT practice opportunity with a Nurse Practitioner candidate at this time.

Psychiatry: Adrian MacGregor is continuing discussions with a Nurse Practitioner candidate that has expressed interest in the practice opportunity with Drs. Sarwar and Wright. We hope to have this individual visit MDH and Macomb in the near future.

Outreach Services

Outreach/Provider Programming

Dr. Tim Biagini and Sue Adams, FNP have agreed to be the keynote speakers for "Straight Talk" – a health awareness program for area 6th grade students that will be hosted by the University of Illinois Extension Center and MDH Outreach Services. This program will take place in January 2016.

Occupational Health

Adrian MacGregor and Diane Tate recently met with the Health Insurance & Wellness Committee of Macomb Schools District #185 to provide an update on year 1 of the employee wellness initiative. Outreach Services in partnership with Laboratory Services will be returning to Macomb Schools in January 2016 to roll out, year 2 of the wellness services partnership.

Information Systems

Cerner Electronic Medical Record

Cerner Super User training was completed in November and additional integrated testing preparation sessions were held at MDH the week of December 7th. The departmental subject matter experts and super users have a good look with hands on training of the Cerner system. There will be on-site physician training sessions in late January and early February to provide a good look at the applications that they will be using.

Optimum Payroll and Time and Attendance

The implementation process for the Optimum payroll and their time and attendance system is in process. There were some programming difficulties with the new time clocks that have created a delay in our official start time for the new system. We expect about a 30 day delay in the start-up process which will put us at the end of January or early February. Once we begin in the new system we will bring the year-to-date payroll information forward into the new system to insure that next year's W2 information is correct for the full year.

Financial Performance

November 2015

For the second month in a row, activity didn't hit our budget target – down by 7.5% for the month (down 1.9% YTD). Revenue was negative in all areas compared to the fixed budget with the exception of Senior Behavioral Health which exceeded its fixed budget by \$44K. While not a significant part of our patient revenue budget, the most notable negative patient revenue variance

continues to be in the area of Swing Beds as admissions were 79% below budget (5 compared to a budget of 24). Total Patient Revenue for the month was below the fixed budget by \$696K. When looking at the activity that we did have, we exceeded our revenue budget based on that activity (flex budget) which helped make up some of the loss due to volumes.

Bad Debt and Charity Care combined was positive to budget by 17.9% but Contractual Adjustments were above budget by 4.8% due to payor mix. Net Patient Revenue ended the month below the fixed budget by \$1,014,665. Total Operating Expenses were below the flex budget by 1.5%.

We ended the month with a negative bottom line of (\$600,217) – below our fixed budget by \$642,287 but above the budget based on our activity.

Facility Planning

Renovation Project

- Work on Phase 2 of Acute Care renovation is going well. O'Shea is planning to have everything in order by 12/21/15 to submit occupancy request papers to IDPH. Depending upon IDPH response we would hope to occupy the west wings of the building by the end of January 2016.
- Phase 3 of Acute Care renovation is somewhat contingent upon Phase 2 occupancy but is planned for the end of June, 2016. This would be the work on the South and North wings of 2nd and 3rd floor.
- Renovation of former ER space is also well underway with this aspect of the project also scheduled for completion by the end of June 2016.

Finish out of HSB 2nd Floor

- Construction documents for this project have been completed by the architects and are in the hands of the contractor and 3rd party estimator at this time. We expect to get pricing for this work from both parties by the end of December. The expectation is to reach a negotiated settlement with the contractor shortly thereafter and begin work with the hope of a completion date in May 2016.

Public Relations Report

Public Relations & Marketing Report for Activities within the month of November 2015.

Website and Social Media

During November there were 17,178 home page visit (-1,079 from October), 2,491 career views and 7,294 calendar views.

The MDH Facebook page is now at over 1,145 likes, while Twitter has increased to over 230 followers. Information promoted in November on Social Media included; Citizens Bank \$100,000 pledge to the Foundation, Senior Behavioral Health Caregiver Support Group, participation in the Big Brothers Big Sisters Bowl For Kids Sake, Nurse Practitioner Week, Hospice 'We Honor Veterans', AARP Driver Safety program, fundraiser for Linda's Fund, Festival of Trees, Convenient Care holiday hours, job of the week, and Apple Award winner.

News media

November news included the announcement of Citizens Bank pledging \$100,000 to the Foundation's Capital Campaign. A story on Veterans Day, "Honoring America's Veterans includes meeting their unique needs", promotion of the MDH Diabetes Education Program receiving the American Diabetes Association Certificate. Other items promoted; Festival of Trees weekend events, First Aid and CPR classes, Childbirth Classes, and Caregivers Support Group.

Advertising/Marketing

Commercial spots are running for Sports Medicine & Rehabilitation Services, Home Health and general MDH spot. Orthopedics and Sports Medicine, radio spots running during all sporting events, high school and WIU. New billboards are being put up for an updated Orthopedics and Sports Medicine board and a Sports Medicine & Rehabilitation Services board. Other November advertising included; Senior Behavioral Health, Home Health & Hospice, Orthopedics, Dr. Zhang and Festival of Trees.

Other

Winter issue of Vital Signs was created and will be in homes mid-December. Lynn Allen, Community Education Manager for the Senior Behavioral Health unit, went on KHQA news to talk about the Caregivers Support Group on November 18.

Foundation Report

This report reflects activity held within the month of November.

Annual Support

In November, \$53,878.57 was received; 262 gifts and 14 memorials were processed. Some of the areas receiving support include: Dolores Kator Switzer (DKS) Women's Center, Festival of Trees, Emergency Services Expansion, Indigent Care, Permanent Endowment, Linda's Fund, Hospice, PROS and Twomey Nursing Scholarship.

PROS

The annual appreciation committee meeting will be held December 16. Quotes from local contractors have been received for the Fitness Room with plans to begin the project in Feb/March 2016.

Festival of Trees (Nov. 30/Dec. 3-7)

A meeting was held on November 5 to finalize plans for the event. Themed baskets were assembled and wrapped for the silent auction. A total of 42 decorated trees will be displayed at the event. Approximately 100 ladies attended the Teddy Bear T sponsored by Laverdiere Construction, Inc. and Magnolia's on November 30. Participants donated stuffed animals for the Teddy Bear tree displayed during the Festival, then to be distributed to pediatric patient care areas at MDH. The Festival has raised nearly \$30,000 for the DKSWC campaign. A wrap up meeting will be held in January.

Year End Appeal

To date, nearly \$2,000 has been received in support of the DKSWC.

DKSWC Capital Campaign

Nearly \$3.1 million has been raised for the DKSWC Campaign. A \$20,000 grant was received from the Wesley Methodist

Church Fellowship Trust. Pella Rolscreen and DOT Foods are still reviewing our grant applications and content is currently being written for Ameren and Verizon grants. The next meeting is scheduled for January 13.

Golden Apple Society

Plans have begun for the Recognition Reception to be held at the Macomb Country Club on February 4. The next meeting is set for January 14.

Foundation Board

The next Board meeting will be held on January 13.

Community Support

Linda's Fund received \$830.00 from Bushnell Prairie City Paint the Gym Pink event and \$1,044.25 from Macomb High School Girls' Volleyball Think Pink evening.

Other

The Foundation office has moved to the old Sports Medicine and Rehabilitation reception area across the hall from Public Relations. Kim Harris, Foundation Assistant, has resigned and her last day is December 10. Kim has done an outstanding job coordinating the Golf Tournament, Tevar Run/Walk, Festival of Trees, PROS events, drives/appeals, web page content, and DKSWC campaign. Her replacement Jill Cook begins December 14. The layout and design for the Foundation annual publication Generosity Inspires has begun with plans to be in homes the end of February.

January Meetings Calendar

Tuesday, January 5

Credentials/Bylaws, 7:00 AM, PDR

Friday, January 8

Executive Committee, 12:00 PM, PDR

Wednesday, January 13

PHO Office Managers, 12:00 PM, PDR

Thursday, January 14

- Planning/Recruitment & Administrative Committee, 7:00 AM, TFBR
- Department of Medicine, 12:00 PM, Auditorium B

Friday, January 15

- Finance Committee, 7:00 AM, TFBR
- Medical Staff, 12:00 PM, Auditorium A/B

Monday, January 18

Board of Directors, 5:30 PM, TFBR

Tuesday, January 19

Employed Physicians/MMG Governance Council, 5:30 PM, TFBR

Wednesday, January 20

PHO Board of Directors, 12:00 PM, Auxiliary Workroom

Thursday, January 21

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

Tuesday, January 26

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

Wednesday, January 27

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

Friday, January 29

Medical Staff Quality Improvement, 12:00 PM, TFBR

HEN 2.0



(Left-Right) Pam Snyder, Jason Williamson, Courtenay Ring, Ashley Frederick, Lisa Patton, Jolyn Utter, Carolyn Grove and Terry Hostert

The MDH Hospital Engagement Network (HEN) Team attended the kickoff meeting on November 13 in Springfield, Illinois. MDH is one of more than 100 hospitals in Illinois participating in the Hospital Engagement Network (HEN) 2.0—a joint quality improvement program with the Illinois Hospital Association (IHA) and Michigan Health & Hospital Association (MHA). This unique year-long quality improvement program seeks to reduce hospital-acquired conditions by 40% and preventable readmissions by 20%. The team will be focusing on reducing patient harm in the following areas: readmissions and Hospital-Acquired Conditions, such as, Adverse Drug Events, CLABSI, CAUTI, Falls, OB Harm/Early Elective Delivery, Pressure Ulcers, Surgical Site Infections, Venous Thromboembolism, and Ventilator-Associated Events.

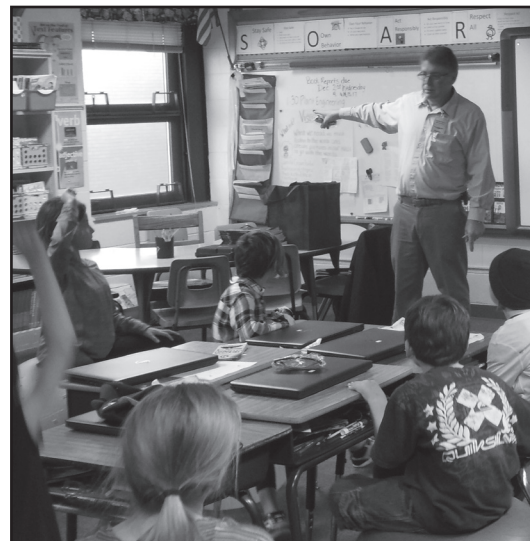


Each month during the school year McDonough District Hospital participates in the Adopt-A-Classroom program. This year MDH has adopted Mrs. Linda Poore's 3rd grade students at Lincoln School. A representative from MDH visits the classroom to educate students about various departments at the hospital.

Plant Engineering

David Cady, CHFM with Plant Engineering talked with the students about the water cycle, three forms of H₂O, emergency generators and tornadoes. He also talked about new construction in the hospital and how different departments all play a role in running the hospital. He even told them how important it is to read 15 minutes a day!

The students received sunglasses as a souvenir.



Answer from eye spy is: 16 total

