

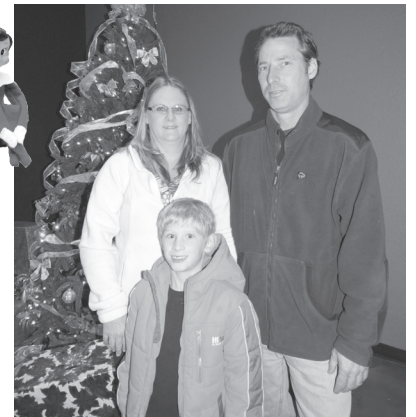
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McDonough District Hospital
Employee Newsletter

Making Rounds



December 20, 2016 • www.mdh.org



Employee Holiday Festivities

MDH employees brightened the holidays of many area residents. Fifty-three 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, Grand Prairie Assisted Living and Prairie City Rehab and Healthcare. Employees also gave to local agencies during the first "MDH Cares for All" where food, gloves, hats, school supplies, books and pet supplies were collected. Thank you for your kindness and for the generosity bestowed on others this year!

We also had more than 400 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 17**. Please submit your information, articles, thank-you notes, recipes, achievements, etc., to Public Relations.

MDH Says Goodbye

Paula Cutsinger, Registered Nurse, Emergency Services, 12/8/16

Amber Heitz, Certified Medical Assistant, OB/GYN Clinic, 12/7/16

Moving Around

Paula Duncan is the Leader of Staff Development. Paula previously worked as Instructor RN for the department.

Brianna Jones is a Patient Care Technician in Emergency Services after working as a Registration Clerk.

Peggy Jones is a Nurse Practitioner for Cardiopulmonary. Peggy previously worked as Leader of Staff Development.

Amanda Logan is a Chief Lab Technician. Amanda previously worked as a MLT for Lab.

Rachel Swift is a Registration Clerk. Rachel previously worked as a Certified Nurse Assistant in Acute Care.

Eye Spy

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

Find the answer on pg. 19.



Hint: This elf and the answer elf not included in total.

Job Opportunities



POSITIONS	DEPARTMENT	SHIFT	STATUS
PT Secretary-Non Trans	Rehabilitation Admin	Days	Full-time
Department Leader	Information Systems	Days	Full-time
Admin Care Manager	HH Nursing	Days	24 hrs/wk
Clinic LPN	Internal Medicine	Days	Full-time
Clinic RN	Family Clinic	Days	Full-time
Clinic RN	Internal Medicine	Days	Full-time
Clinical Care Coordinator	Acute Care/ICU	7a-3:30p	Full-time
LPN	Day Health	7:30a-4p	24 hrs/wk
House Supervisor Nonex	Nursing Support	7p-7:30a	Registry
RN	Intensive Care Unit	7p-7:30a	Full-time
Infection Control RN	Quality & Innovation	7:30a-4p	24 hrs/wk
Instructor RN	Staff Development	Days	24 hrs/wk
LPN	Acute Care	Variable	Registry
Nurse Practitioner	Psychiatry Clinic	Days	Full-time
RN	Senior Behavioral Health	7p-7:30a	Full-time
RN	Senior Behavioral Health	7a-7:30p	24 hrs/wk
RN	Senior Behavioral Health	7p-7:30a	24 hrs/wk
RN	Senior Behavioral Health	7a-7:30p	Full-time
RN	Acute Care	Variable	24 hrs/wk
RN	Acute Care	7p-7:30a	Full-time
RN	Emergency Services	7p-7:30a	Full-time
RN	Hospice	8a-4:30p	Full-time
RN	Obstetrics	Variable	24 hrs/wk
CNA	Obstetrics	Variable	Registry
CNA	Acute Care	Variable	Registry
CNA	Acute Care	7p-7:30a	24 hrs/wk
Medical Assistant	ENT Clinic	Days	Full-time
Paramedic	Ambulance	Variable	Registry
Paramedic	Ambulance	Variable	24 hrs/wk
Paramedic	Ambulance	Variable	Full-time
Inventory Clerk	Inventory Control	7:30a-4p	Full-time
Appl/Security Analyst	Information Systems	8:30a-5p	Full-time
BHS Specialist	Behavioral Health Services	Days	24 hrs/wk
Informatics RN	Information Systems	7a-7:30p	Full-time
Clinic Supervisor	McDonough Med Group	8a-5p	Full-time
Gynecologist	OB/GYN Clinic		Full-time
Histologist	Laboratory	5a-1:30p	Full-time
LAN Administrator	Information Systems	8:30a-5p	Full-time
MT(ASCP)	Laboratory	Variable	Full-time
Occupational Therapist	Sports Med & Rehabilitation	Days	Full-time
Physical Therapist	Rehabilitation Clinic	Days	Full-time
Physician-Family Practice	Pediatric Clinic	Days	Full-time
Speech Pathologist Nonex	Sports Med & Rehabilitation	9a-5:30p	Full-time

Full list also available online at www.mdh.org

As of December 13, 2016

New Faces at MDH

MDH Welcomes New Employees



Mary Dimmitt

Mary is a CNA in Senior Behavioral Health. She is originally from Missouri and is married to Jeff. They have three children,

LaDawna, Darrell and Waylon. Mary enjoys camping, scrapbooking and motorcycle racing.



Jesse Friday

Jesse is a Pharmacy Tech I in Pharmacy. He is originally from Macomb. Jesse enjoys reading and technology.



Jake Kemp

Jake is a Valet Parking Attendant in Valet Services. He is originally from Knoxville. He enjoys sports and fishing.



Jennie Scherer

Jennie is a Phlebotomist in Laboratory. She is originally from Industry. She enjoys watching movies and going on walks.



Whitney Fretueg

Whitney is a Student in Emergency Services. She is originally from Rushville. Whitney will graduate from WIU in February 2017 with

a MSN in Leadership and Management. She enjoys sports, Chicago Bears, Cubs and fishing.

Just Married

Crystal Walters and **James Broadhead** were married on November 23. Crystal is a Patient Account Representative in Patient Financial Services.



New Materials Management Leader



Jordan Ball has been named Leader of Materials Management effective December 5.

Jordan received a Bachelor of Arts degree in Economics from Knox College in Galesburg. He has been employed at Graham Health Systems since July 2011 where he held positions in reimbursement, inventory control and materials management.

His experiences include inventory management and logistics, cost/data analysis, supply chain analysis, vendor and contract management, Six Sigma Lean process and process improvement.

Jordan will have responsibilities for Purchasing and Inventory Control.

New Leader of Staff Development



Paula Duncan has been promoted to Leader of Staff Development assuming responsibility for employee education and development.

Paula has held many positions at MDH since 1978 including Dietary Aide, Switchboard Operator, Radiology Secretary/Transcriptionist, Unit Secretary, LPN, RN in Telemetry, Acute Care, ICU, Surgery, House Supervisor and Staff Development Instructor.

Paula is extremely well respected and trusted by all employees at MDH. She is efficient, diligent in completion of her job responsibilities, always seeking new knowledge, a kind and calm educator and a role model of MDH's core values.

She is a recent graduate of Western Illinois University, receiving a Bachelor of Science in Nursing.

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

Renee Houser-Anderson
Convenient Care



Renee Houser-Anderson

MVP Thank You - \$25

Amber Sparrow
Surgery



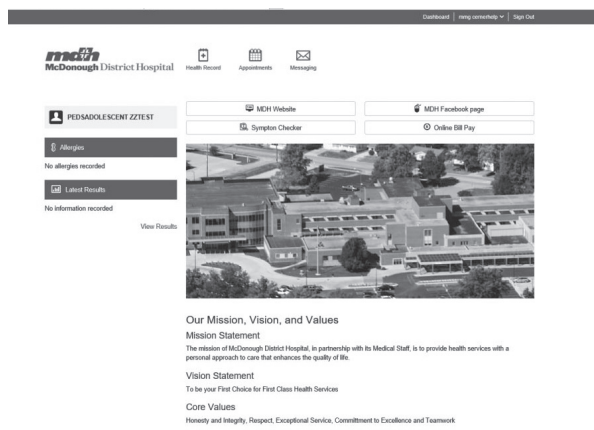
Amber Sparrow (left)



One group. One goal. Your care.

MDH HealtheLife Portal

MDH now offers our patients a convenient, streamlined and secure website to assist you in managing your health. Our patient portal connects you with your providers, and lets you manage upcoming appointments, check test results, request online refills, and view personal health information.



MDH HealtheLife users can:



Secure messaging provides you the convenience to ask questions directly to your healthcare providers. The message is sent encrypted and ensures your health information remains private



View, reschedule, cancel upcoming appointments, and requests a new appointment.



Review your medical record's accuracy, download visit summaries, view test results and request refills electronically!

Ready to Sign up?

Here's how:

1. Sign up at your next clinic visit during registration/ check-in process.
2. Staff will ask for your email address and a secret code you will need to enter when you complete registration.
3. You will receive an email invitation from McDonough District Hospital. You need to follow the instructions in the invitation in order to activate your account.

Farewell and Thank you!

Thank you to Dr. Reinertson for his service to the patients of the MDH OB/GYN Clinic for the last seven months. He has been a wonderful addition to the MMG team and will be greatly missed. We wish him luck in his next adventure!

We've Moved!

MMG Financial Services has moved to its new location in Health Services Building 2 basement!





PROS

A "Peek" at PROS!

Employee Giving Club

Minutes from the December 8, 2016 PROS Meeting - 12:00 PM

Present: Gary Anspach, Kenny Boyd, Jill Cook, Linda Cremer, Mel Dorethy, Connie Duffy, Lynn Durso, Vicky Kipling, Tracey Mowen, Connie Purdy, Vicki Reimolds, Linda Sampson, Michael Thompson and Barb Walters

Welcome / Appreciation: Linda C. and Jill C. thanked everyone for their hard work and dedication to PROS. Committee members received a big chocolate chip cookie as a thank you. Kenny B. expressed his appreciation and generosity of the committee. He is thankful for the good working relationship between the committee and other hospital staff. New committee members Gary Anspach and Michael Thompson were welcomed and the resignation of Nicole Wetterling was announced. The committee had a moment of silence to remember Kathy Sorenson, a valued member of the committee who recently passed away.

Review & Approve Minutes / Financial Report: The financial report was presented by Jill C. - Current PROS fund balance \$41,968 (as of 12/8/16). DKSWC pledge of \$40,000 is still outstanding. Motion to approve the financial report by Barb W. and seconded by Vicki R. - Approved.

DKSWC Update: Vicky K. gave an update on the campaign. To date \$4.2m has been raised. PROS pledge of \$40,000 will not be collected until the project is complete, which is expected to be June 2018. Vicky K. mentioned that naming opportunities are still available and an additional pledge of \$10,000 would be needed for naming. Additional pledge amount will be revisited at the next meeting.

Foundation Office Store: To date \$2,040 has been sold since having the items available for purchase in the Foundation office. There was discussion to expand the inventory in the future. New ideas may be brought to Jill C.

Christmas Decorations: Linda C. and Jill C. met with Plant Engineering to get the Christmas lights installed. There will be a Christmas tree in the Main Entrance and one in ER Entrance soon. Committee members were asked to assist decorating and assembling trees.

Big Game: Plans will begin soon for the Big Game Party set for February 3, 2017. A sub-committee was formed: Lynn D., Vicki R., Connie D., Tracey M., Barb W. and Mel D.

Teddy Bears & Umbrellas: Currently there is an ample supply. Jill will reorder as needed.

First Aid Kits: Committee agreed to order first aid kits for Farm Safety Day Camp as long as the expense stays under \$2,500. Date for Camp is 4-25-17. Motion to approve by Connie P. and seconded by Linda S. - Approved.

Summer Block Party: Following discussion, the committee agreed to host the 2017 event on the back patio with a date and theme TBD. A sub-committee was formed: Mel D., Gary A., Michael T. and Barb W.

Adjournment: 12:55 PM

End of Year Shirt Sales

Quantities and sizes are limited!

Available on a first-come-first-serve basis.

Payroll deduction, exact cash or check.

Available for purchase in the **Foundation Office**

Monday - Friday 8:30 AM - 4:30 PM

\$10.00 Each



All proceeds benefit the Dolores Kator Switzer Women's Center

11th Annual McDonough District Hospital Festival of Trees



Festival Sponsor

Citizens Bank

(A Division of Morton Community Bank Member FDIC)

Jingle 'n Mingle Sponsor

REMLO - Drs. Ron Rigdon & Alvin Weintraub

Teddy Bear T Sponsors

Laverdiere Construction, Inc.

Magnolia's - Lisa Ward

Gold Star Sponsors

First Bankers Trust Company, N.A.

Harold O'Shea Builders

The McDonough County Voice/
Choice

Pella Corporation

Table Grove State Bank

Silver Bell Sponsors

Melvin Plumbing, Heating,

Cooling & Electric - Mitch &
Brenda Melvin

MidAmerica National Bank

Purdum Gray Ingledue Beck, Inc.

Phil and Jackie Richmond

Dave and Jackie Thompson

United Community Bank

Dr. & Mrs. Scott E. Urch

West Pierce Liquors

Tree Sponsors

Advanced Rehab and Sports Medicine

Kenny & Nakina Boyd

Dr. Ed Card & Wanda Foster

Century 21 Purdum Epperson Inc. -

Lorraine Epperson

Colchester State Bank

Computer Masters International Inc. -

Kim & Lisa Limkeman

Maria & Tom Dunstan

Cathy Early State Farm Insurance

The Elms

Farmers and Merchants State Bank of Bushnell

First State Bank of Illinois



GastroHealth of Illinois, Dr. Timothy Biagini

Grand Prairie Assisted Living

Garry and Marilyn Johnson

Kim and Chuck Laird

Logonix Corporation - Kim and Lisa Limkeman

Peggy Ma

Macomb Area Convention & Visitors Bureau

Marine Bank

No Place Like Home

Springfield Clinic of Macomb

Dave and Jackie Thompson

Holiday \$200 Cash Raffle

Steve Silberer - Century 21

Tree Decorators

Advanced Rehab & Sports Medicine

Auxiliary to McDonough District Hospital

Barb Baily, Cindy Haines & Jeri Harper

Dr. Libby Balbort

Fran Biagini & Sydni Biagini

Abbie Bowen, Katie Brewer, Kristen Finley,

Amber Heitz & Betty Reinertson

Mary Brookhart & Lorraine Crawford

Century 21

Jenny Claudon, Larry Kerr & YMCA of

McDonough County

Jill Cook

The Elms

The Enchanted Florist

ePITome Dog Rescue

GFWC Macomb Women's Club

Mary Harn

Heartland Health Care Center - Macomb

Hy-Vee Floral Department



Kimberly Drive Home Decor - Maddie Gronewold
 Matt and Vicky Kipling
 Kim and Chuck Laird
 Living Alongside Nature Team
 Macomb Area Convention & Visitors Bureau -
 Jan Armstrong & Jackie Foxall
 McDonough County Historical Society
 MDH Cardiopulmonary Department
 MDH Diabetes Education Center & Nutrition Services
 MDH Obstetrics Department
 MDH Sports Medicine & Rehabilitation Services
 No Place Like Home
 Chuck Olson
 Amber Patrick & Christie Reynolds
 Mimi Pounders & Dr. Amy Waschull
 Jen Smith
 Teddy Bear T Participants
 Jackie Thompson, Jill Bainter, Griffin Bainter
 & Blake Bainter
 Kim Thorman & Kathy Waters
 TOPS
 Carrie Van Vleet, Shannon Dexter, Mariah Huston &
 Alexa Ashenhurst
 Judge Patricia Walton & Courthouse Elves
 Wesley Village
 West Central Illinois Arts Center
 Western Illinois Doll Study Club

Gift Givers

Anonymous
 Clugston-Tibbitts Funeral Homes -
 Steve & Mark Tibbitts and Scott Conlin
 Dodsworth Piper Wallen Corman Memorial Homes
 Lois Ganyard
 Hollister Home Center
 Nick Pano
 Pumo Insurance Agency, Inc.
 Phil and Jackie Richmond
 Vermont State Bank

Themed Basket Donors

All About You
 Barb Baily
 Buffalo Wild Wings
 Jenny Claudon
 Jill Cook
 Copperfields Book Sellers
 Cindy Feld
 Gelsosomo's Pizzeria
 Mary Harn



Jeri Harper
 Hy-Vee Wine & Spirits
 Matt and Vicky Kipling
 Missy Litchfield
 Macomb Country Club
 Macomb McDonald's
 Adrian and KC MacGregor
 Melvin Plumbing, Heating, Cooling & Electric -
 Mitch & Brenda Melvin
 Kathy Melvin - Edward Jones
 No Place Like Home
 Jordan and Mimi Pounders
 Princess Shoppe
 Phil and Jackie Richmond
 Mark and Jane Reynolds
 Spirit Hollow Golf Course
 Lin Stults - Engraving by Lin
 Kim Thorman
 Dr. & Mrs. Scott E. Urch
 Vitale's Restaurant
 Walmart
 Kathy Waters
 WIU Harry Mussatto Golf Course
 WIU Performing Arts Society



Entertainment

Brown Eyed Girls
 Miss Margaret Face Painting
 Sondra Mosley, pianist
 Ukulele Macomb
 WIU School of Music



Special Thank you...

Altrusa Club Volunteers
Charlene G. Callison & Larry T. Balsamo
Macomb Centennial Morning Rotary Club
MDH Plant Engineering
West Central Illinois Arts Center
WIU Document and Publication Services

FOT Committee

Ann Urch, Chair
Jan Armstrong
Barb Bailly
Jenny Claudon
Jill Cook
Marilyn Cox
Liz Duvall
Jackie Foxall
Cindy Haines
Mary Harn
Jeri Harper

Vicky Kipling
Nancy Laverdiere
KC MacGregor
Brenda Melvin
Amber Patrick
Mimi Pounders
Christie Reynolds
Jane Reynolds
Jackie Richmond
Kim Thorman
Marcia Twaddle
Carrie Van Vleet

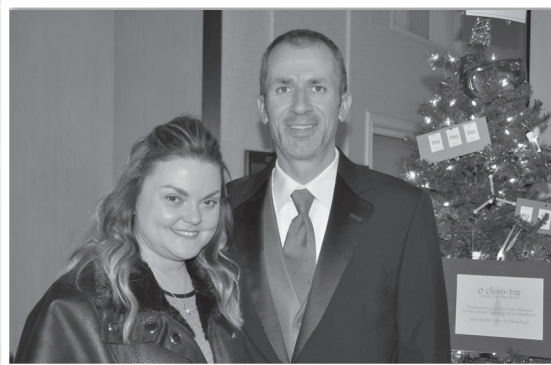


\$200 Cash Raffle Winner: Sarah Baca

“I-Spy” Winner: Lauren Young

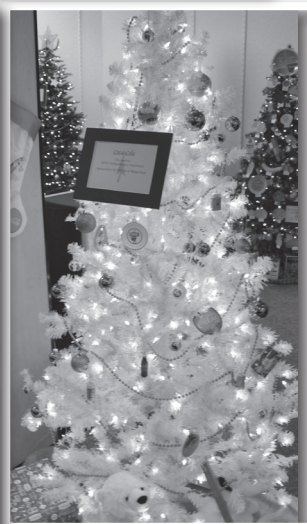
People’s Choice

1st Place: The Merry Merry Land of Oz /
Judge Patricia Walton & Courthouse Elves
2nd Place: A Soldier’s Gifts from Home -1863 /
Barb Bailly, Cindy Haines & Jeri Harper
3rd Place: Joy to the Woods / Kimberly Drive
Home Décor – Maddie Gronewold



***More than 1,100 attended and over
\$35,000 was raised for the Dolores Kator
Switzer Women’s Center at MDH!***

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



****Visit mdh.org for more information and additional photos.***

DKSWC Campaign Update

As of December 14, more than \$4.2M has been raised in support of the Dolores Kator Switzer Women's Center. The planning team has been working with architects to develop a schematic design for the project. Once complete and feedback is received from IDPH, designs for the final construction project will be developed. Work continues to write grants and recruit donors.

We need your help to reach our goal of \$5.5! Payroll deduction is available, including one time donations! Donations will be recognized in the Foundation's annual newsletter, *Generosity Inspires*. All donations of any amount are appreciated! If you're interested in giving clubs, specific levels are listed below for your convenience.

<u>Annual</u>	<u>Payroll Deduction Per Pay Period</u>
\$100 =	\$3.85 Century Club Centurion
\$250 =	\$9.62 Century Club Supporter
\$500 =	\$19.24 Century Club Friend
\$1,000 =	\$38.47 Golden Apple Society



Please remove the form below, complete designated amount/signature/date/employee #, and return to the **Foundation Office**, located in the lower level of the hospital.

DKSWC

Goal

— 5.5 million
 — 5 million
 — 4 million — \$4,249,122.28
 — 3 million
 — 2 million
 — 1 million



McDonough District Hospital PAYROLL DEDUCTION FORM

☐

One time donation

☐

Each pay period

Please deduct \$ _____ from my pay check for the **Dolores Kator Switzer Women's Center**.

Effective Date: _____

Signature: _____ Employee # _____

Please return to the Foundation office

APPLE Winner November 2016



Becky Moon

Please join me in congratulating **Becky Moon**, Maintenance III in Plant Engineering, on being named the recipient of the MDH APPLE Award for November 2016. APPLE stands for “Achieving outstanding Performance in Patient care, Leadership, Loyalty and Enthusiasm for MDH.”

Becky began her employment at MDH as a Maintenance III worker in Plant Engineering on October 26, 2015. Becky primarily upkeeps, beautifies and maintains the grounds during the warmer months and works indoors maintaining the building when the weather turns colder. Her job knowledge is exceptional. She believes in continual improvement, jumps at the opportunity to learn and never turns down an opportunity to work on a project. Becky always has confidence that she can take on the challenge of trying something new.

Becky goes above and beyond on a consistent basis. Becky has worked with MDH volunteers, high school volunteers and church member volunteers who were on campus to help beautify the hospital grounds. Becky has developed a composting process which is used to mulch the grounds. She has been instrumental in developing the sprinkler system for the Pendall Garden. Becky implemented Pristine Mondays which involves in-depth cleaning of sign areas, parking lots, entrance ways, etc. Becky is very concerned about the entire grounds as this is the first impression of MDH.

Becky is a cheerful motivator who gets people excited about what they are doing. She is very positive and people want to be around her. Her co-workers enjoy working with her on projects because she is knowledgeable and fun to work with. She is a wonderful employee with a strong work ethic. Becky is approachable, friendly and has lots of energy!

Some of Becky’s best qualities include her work ethic and her attitude. Her nominator has witnessed the work that she has accomplished and praises her for her dedication. “Becky is doing a fantastic job of keeping MDH’s lawn and landscape looking great! She is a hard-worker and takes pride in her work. She has improved the ‘first impression’ of MDH 100% since she started. With the mowing and mulching, the grounds have never looked better.”

Becky and her husband, Ryan, have two children, Cheyanne and Dalton. In her spare time, Becky enjoys working with her horses and spending time on the farm. She also volunteers at Plymouth Old Settlers and for St. Jude’s Children’s Hospital.



Out and About

On December 5, Senior Behavioral Health hosted “Dessert With a Doc” at the Spoon River College Outreach Center. **Dr. Sarwar** had an open discussion with community members in attendance about anxiety/depression, seasonal affective disorder, senior mental health, suicide awareness and holiday/winter blues.



January Calendar of Events

Bereavement Support Group-New Horizons

Monday, January 16

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

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

Anger Management

Tuesdays

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

Pre-registration required.

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

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

Thursdays, January 5, 12, 19 & 26

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

Class will meet one night a week for four weeks.

Pre-registration required.

Call Obstetrics at (309) 836-1570.



Divorcing Parents Education Program

Friday, January 6

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

Cost: \$60.00 payable at session,

Pre-registration required.

Contact Behavioral Health Services (309) 836-1582.

Community CPR Class

Wednesday, January 25

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

Fee: \$32. Pre-registration required.

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

Look Good Feel Better

Monday, January 30

4:00-6:00 PM, Auxiliary Workroom

Pre-registration required.

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

Interdepartmental Satisfaction Survey

Organization-wide IDS Results

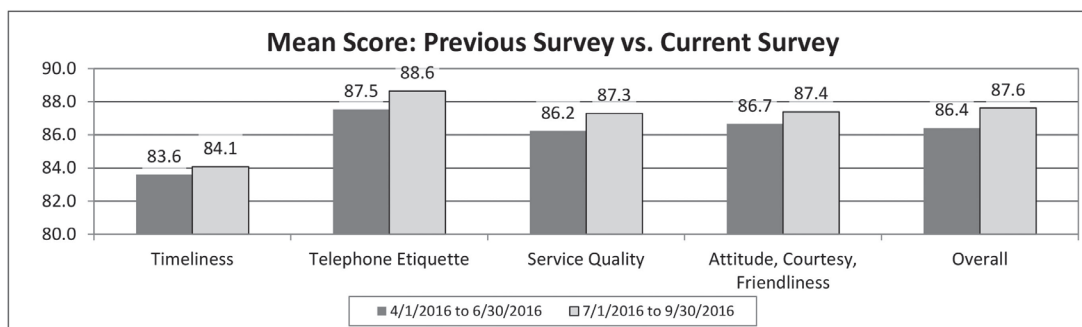
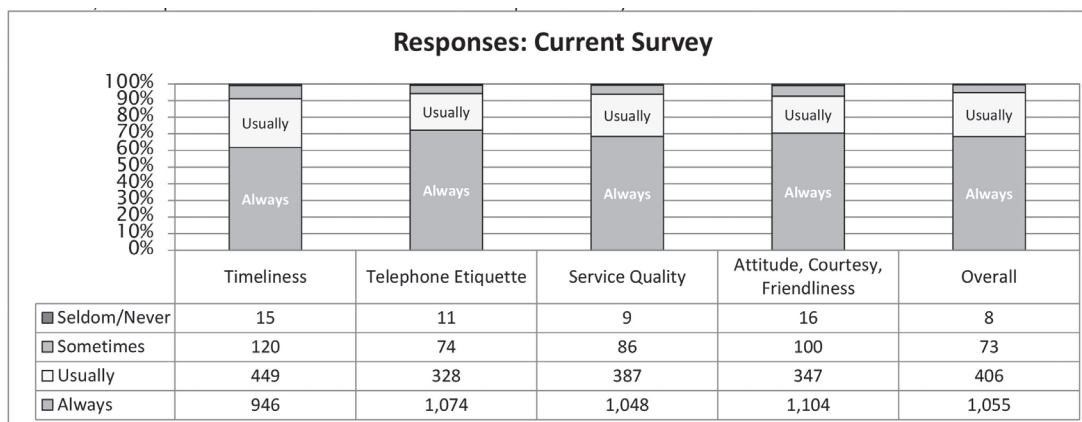
321 surveys were completed this quarter!

Overall mean score = 87.6

Department specific results and comments were distributed to department leaders November 14.

Survey Period: October 18 - November 1, 2016

Rating Period: July 1 - August 30, 2016



Looking for Advice?

Dear Lucy,

Another year has gone by and still behaviors I have intended to change remain the same. Each new year I set goals to improve certain areas of my life, determined to not be so destructive and unhealthy. I truly want things to change, but it seems the old habits win out. What can I do differently this year?

Looking for the New Me

Dear New Me,

As you so aptly stated, habits are very difficult to change, even though we recognize some of those behaviors haven't served us well. Once a habit is in place, it becomes somewhat hardwired into our brain and it's simply an automatic response. Oftentimes change isn't successful because we haven't fully defined what it is we want to do differently or we haven't truly committed to making the change. It's important we recognize how our own negative self-talk often leads to discouragement. We might tell ourselves we aren't strong enough or we can't do something because we have no will power. Be sure to challenge these beliefs. These beliefs about ourselves are simply thoughts and are not facts. You are not defined by your thoughts, but rather by your actions.

You may want to consider the scope of your goals. Are they focused on the belief that it's "all or nothing?" Working on mastery, meaning taking steps towards improvement as opposed to achieving the final goal, may be a way to accomplish the outcomes you want.

Something you may want to try is to write down one habit change you want to make and are fully committed to. Then share your plan with three people you trust and respect. Do so in a direct and confident manner. Letting others know what we want to accomplish instead of just telling ourselves makes our intent more real and pushes us to stick with our goals.

Another way to approach change is to imagine a friend experiencing a similar problem that you are struggling with. You're the listener in this case as your friend explains her dilemma. Then imagine yourself giving feedback to your friend, maybe offering insights she hadn't considered and providing advice in a kind and loving manner. Sometimes if we take a different perspective we can see solutions more clearly.

Don't forget the importance of acknowledging your accomplishments. Don't wait for others to notice, rather celebrate the small changes you make. Positive self-talk motivates us to move forward. Recognize the goal is not to be perfect; slips happen, it's not a reason to give up. A slip provides you with information. It might tell you what is getting in the way of your good intentions and what you might need to do in order to stay on track.

If you would like to learn more about this topic or any behavioral health concerns, please feel free to contact Behavioral Health Services at 836-1582.

Best regards and wishing you a Happy New Year,

Lucy

Recognition for Outstanding Customer Service – November

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

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

Recognition for outstanding customer service goes to the following professionals:

Emergency Services: **Dr. Raso; Cole Bavary, RN**

Food Services: **Christy Melo, Aide; Stephanie Courtois, Aide**

Laboratory: **Mercedes Seats, Phlebotomist; Matt Kessler, Phlebotomist; Shannon Heath, MLT**

McDonough Medical Group: **Dr. Ali; Heather Logsdon, Clinic RN; Kristen Finley, Clinic RN; Cynthia Greer, Secretary/Receptionist; Amy Royer, Clinic RN; Dr. Urch and staff; Megan Clemens, NP-C; Sue Adams, FNP-BC; Mary Thompson, CNM; Dr. Balbort; Dr. Smith; Dr. Wright and staff; Janelle Friday, Secretary/Receptionist.**

Obstetrics: **Dr. Smith; Dr. Reinertson; Mary Thompson, CNM; Sharie Harden, CNM; Ashley Behymer, RN; June Sapp, RN**

Registration: **Leslie Godfrey, Registration Clerk/Phlebotomist; Cindy Thompson, Registration Clerk/Phlebotomist**

Surgical Services: **Dr. Urch; Dr. Biagini; Debbie Bainter, RN**

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

“The Hospice Team was top notch. I was so glad to have such dedicated professionals helping during this difficult time.”

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

Recognizing our Hospice Staff

This picture is of the Hospice bulletin board displaying the many thank you messages and notes of recognition received over the past couple of months.

These notes are a wonderful testament of the compassionate, focused care they provide not only to their patients but to the families as well.

Please take a moment to thank a Hospice staff member for all that they do.



Stories from the Heart

I have recently been a guest at your facility. I presented to the Emergency room for evaluation of a worsening wound to my hand. I was admitted and spent a few more days as an inpatient. Every single employee that had contact with me was absolutely wonderful!

I got to experience the medical staff, ED personnel, laboratory, radiology, cardiopulmonary, surgical services, wound clinic, as well as housekeeping and dietary staff. Even though I did not feel my best, each and every one of the employees did their part to treat me like royalty. They were kind, compassionate and were genuinely concerned for my welfare. They were responsive to my visitors and repeatedly asked if they could do anything else for us.

I was very impressed by the attitudes that were portrayed by all of the staff and wanted to share that. I am very grateful that MDH is here in the community, providing the high-quality care that I observed on a first-hand basis.

MDH Patient

Hospice Team Members

Although the time together was a few short days, your team helped to ease a most difficult time. Your compassionate care of mother and knowing that you were always available relieved a great deal of anxiety.

Thank you for the gift of candle light and a reminder that you walked with us through the darkness.

Hospice Patient's Family

Hospital Improvement Innovation Network (HIIN)

MDH has joined the Michigan, Illinois and Wisconsin Hospitals Partner for Quality Improvement Program: **Hospital Improvement Innovation Network (HIIN)**. This unique partnership- the Great Lakes Partners for Patients- unites the quality improvement strengths of three statewide hospital associations, guiding participating members through a variety of best practices, resources and collaboratives, to reduce hospital-acquired conditions and readmissions over the course of three years. The work of the Hospital Improvement Innovation Networks (HIINs) builds on the ambitious multi-year HEN (Hospital Engagement Network) programs, which MDH participated in addressing the full spectrum of patient harm. Over the next three years, Great Lakes Partners for Patients hospitals will focus on addressing the following 11 types of inpatient harm:

- Adverse drug events
- Central line-associated blood stream infections
- Catheter-associated urinary tract infections
- Clostridium difficile bacterial infection, including antibiotic stewardship
- Injury from falls and immobility
- Pressure ulcers
- Sepsis and septic shock
- Surgical site infections
- Venous thromboembolism
- Ventilator-associated events
- Readmissions

...Benefit Break...

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



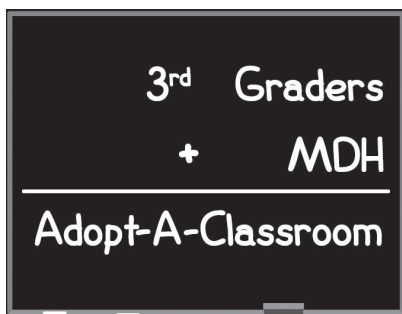
YMCA Membership

As a MDH employee, you are able to receive a discount for YMCA memberships and have it conveniently payroll deducted. The YMCA rates for MDH reflect a 15% discount by the YMCA and a \$20 annual payment made by the hospital.

The memberships are valid January 1, 2017 to December 31, 2017. A variety of memberships are available to fit the needs of you and your family. Human Resources has a complete list of the membership plans and the costs for each plan.

Sign up in Human Resources for your YMCA membership before December 23, 2016. Current MDH employees with YMCA memberships will remain enrolled in the same plan for 2017 unless Human Resources is contacted prior to the end of open enrollment.

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



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.

Radiology

Tim Tyler, Leader of Radiology, visited the students to talk about human anatomy and x-rays. The students learned that X-Rays were discovered in 1895. CT was discovered in 1972 and MRI in 1977. He brought in a view box to show them X-Rays, MRI's, CAT scans and ultrasounds of various parts of the body as well as fractures. He even had a model, Valencia, who came into the classroom to show the students the scars on her ankle that matched one of the x-rays. The students talked about their experiences with x-rays and Tim talked about the schooling it takes to be able to take and read x-rays.

The students received a mini pink football as a souvenir.



President's Report

The MDH Board of Directors met December 19. Here is Mr. Boyd's report to the Board for the accounting period of November 22 - December 19, 2016.



Quality and Innovation

Service Excellence

In response to the strategic plan goal of shared vision and teamwork, Service Excellence, with the assistance of Information Systems, has established a way to share positive stories and accomplishments within the MDH family via the Intranet.

Located at the top of the Intranet homepage is the area reserved for these inspiring messages. By sharing these stories we are reminded of our true purpose and that great care happens at McDonough District Hospital – everyday.

Outpatient Phlebotomy Throughput

The team is planning to measure the effectiveness of the three changes implemented:

1. escalation plan
2. scheduled appointments
3. single registration for multiple, future service

The goal is to achieve 95% or more of patients waiting 15 minutes or less. Project closure deadline is set for January 10, 2017.

Patient Safety

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strengths of three statewide hospital associations, guiding participating members through a variety of best practices, resources and collaboratives, to reduce hospital-acquired conditions and readmissions over the course of three years. The work of the Hospital Improvement Innovation Networks (HIINs) builds on the ambitious multi-year HEN (Hospital Engagement Network) programs, which MDH participated in addressing the full spectrum of patient harm. Over the next three years, Great Lakes Partners for Patients hospitals will focus on addressing the following 11 types of inpatient harm:

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- Readmissions

The Leapfrog Hospital Survey is the gold standard for comparing hospitals on standards of safety, quality, and efficiency. Every year, Leapfrog collects and reports hospital performance, empowering purchasers to find the highest-value care and giving consumers the lifesaving information they need to make informed decisions. MDH continues to demonstrate transparency and quality improvement through the Leapfrog

Hospital Survey. Leapfrog uses a letter grade scoring system which includes the following: A, B, C, D, and F. In the latest report there were 844 hospitals that received an "A", 658 received a "B", 954 received a "C", 157 received a "D", and 20 received an "F". MDH's Fall 2016 hospital safety score was a "C".

Infection Control

Current laryngoscope handles for ER and Inpatient areas are in the process of being replaced now through the end of September. Replacement of current handles will provide a standardized process of cleaning and disinfection that follow manufacturer guidelines. The standardization of brand and reprocessing procedures facilitates proper disinfection of the equipment and compliance with The Joint Commission standards.

Physician Recruitment/Retention

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

OB/GYN: Dr. Amerson will be joining MDH / McDonough Medical Group and relocating to the community in January 2017. We are working with her in regards to IL medical licensure and other on-boarding items. Please join us in welcoming Dr. Amerson to MDH and the Macomb community. A welcome reception is being planned for January 2017.

Pediatrics: We have received three candidate profiles at this time and we are reviewing their materials. Initial phone interviews are being scheduled at this time. Our direct mail campaign, targeting practicing

Pediatricians and those in training, is being finalized at this time and will be mailed out the end of December 2016.

Psychiatry Nurse Practitioner:

A search has begun for a second, Psychiatric Nurse Practitioner. We are utilizing both internal marketing resources as well as the support of a contingency based recruitment firm, specializing in Nurse Practitioner recruitment.

Hospitalist Medicine: We have extended a draft recruitment proposal for consideration to a practicing Hospitalist physician that provided excellent support to the Hospitalist service during the launch of the program. This individual has expressed interest in evaluating an opportunity with McDonough District Hospital.

Outreach Services

Community Outreach

Kelly Shiraki, CHES, Health Educator for Outreach Services provided a community education program for the Learning Is Forever Group, entitled: Normal Vs. Not Normal Aging. The program focused primarily on memory related issues associated with the aging process. Memory Support Services will be hosting, Teepa Snow, leading educator on dementia, February 22nd (program entitled: Dementia 360 – Seeing It From All Directions) and 23rd (program entitled: Helping a Faith Community Care for Its Members & Families Living with Dementia) at the Spoon River College Outreach Center. For more information about these community programs, or to RSVP your attendance by February

8th, 2017, please contact MDH Outreach Services at: 309-836-1584.

Employer Outreach

MDH Outreach Services Staff conducted the annual biometric screening program as part of our employee wellness partnership with Macomb School District. Total participation within the on-site screening program has increased by 10% from last year's participation.

Information Systems

Cerner Update

Work continues to progress with the Cerner implementation. Many of the outstanding implementation processes for Lab are being resolved. Cerner application specialists were on site in early December in the OB/GYN clinic and were able to address many of their workflow and documentation processes.

HIMSS Analytics Stage 6

Hospital Certification: Through our transition this summer to the Cerner system we have completed the necessary requirements for the Health Information Management System Society (HIMSS) to be certified as a HIMSS Stage 6 Hospital.

HIMSS Analytics developed the EMR Adoption Model in 2005 as a methodology for evaluating the progress and impact of electronic medical record systems for hospitals in the HIMSS Analytics® LOGIC™. Tracking their progress in completing eight stages (0-7), hospitals can review the implementation and utilization of information technology applications with the intent of reaching Stage 7, which represents an advanced electronic patient record environment.

Facility Planning

MDH Project

Final Occupancy was granted by IDPH on November 28th, 2016 following the final life safety inspection by IDPH. We are now working to obtain final cost reports from the contractors so we can complete the Certificate of Need cost report and close the project.

Dolores Kator Switzer Women's Center

Schematic design for the project is substantially complete. We are working to develop plans to take and discuss with IDPH regarding our options for the maintaining the ongoing operations of the OB department during the construction project. Once we get feedback from IDPH, the design team will be able to develop a phasing plan and final construction documents for the project.

Financial Performance

November 2016

Total Patient Revenue was down 7% from budget due to volumes. As a comparison, last month Total Patient Revenue was down 14.1%. In looking at the details, just about every area, while still negative to budget, made improvements from last month. As an example, Total I/P Admissions were down 14.1% in October and down 5.0% in November; Surgical procedures were down 30.5% in October and down 11.3% in November.

Inpatient Revenue was down 14.7% which is a reflection of the lower admissions including the reduction in the average length of stay from 3.4 days to 3.0 days. The decline in Emergency Room volumes had

the greatest impact on Total Patient Revenue causing a \$537K variance from budget though about a third of that will be recovered as the coding backlog is cleaned up. ER Visits also have a downstream impact in that they generate revenue in most all ancillary areas (Radiology, Cardiopulmonary, Lab). Swing Bed revenue continues to do better than budget with a 121.6% increase.

Total Deductions from Revenue were below budget by 1.0% again impacted by the reduction in Charity Care as well as the reduction in volumes. Total Operating Expenses were 8.4% below budget or a little over \$600K. We ended the month with a loss of \$131,367 – slightly better than our anticipated budgeted loss of \$136,816.

Public Relations Report

Public Relations & Marketing Report for Activities within the month of November 2016.

Website and Social Media

During November there were 20,772 home page visits, 3,141 career views and 11,531 calendar views.

The MDH Facebook page is now at over 1,485 likes. Twitter has increased to over 300 followers. Information promoted on Social Media included: donations to the Women's Center campaign, MMG providers out in the community, Sports Medicine and Rehabilitation Services, Caring For You program, Senior Behavioral Health Weekly note, Nurse Practitioner week, Festival of Trees, Angel Tree, Convenient Care Holiday hours, Dessert with a Doc, #GIVINGTUESDAY, Apple Award, job of the week and more.

News media

November news included the following: donations to the Dolores Kator Switzer Women's Center campaign, Sports Medicine and Rehabilitation expanding Silver Sneakers program, AARP Driver Safety Course, CPR & First Aid classes and childbirth 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, Senior Behavioral Health, Orthopedics & Sports Medicine, Home Health and Family Clinic. Other October advertising included; Senior Behavioral Health, Home Health & Hospice, Orthopedics, Obstetrics & Gynecology Clinic, Pain Management Center, Family Clinic and Dr. Ali.

Other

The Fall/Winter issue of Vital Signs featuring MMG Family Clinic was delivered to homes the week of November 14. The Winter issue of Health Connection (MMG newsletter) came out December 1.

Foundation Report

This report reflects activity held within the month of November 2016.

Annual Support

In November \$790,626.20 was received in cash and \$17,528.06 was pledged for a total of \$808,154.26 raised; 287 gifts and 11 memorials were processed. Some of the areas receiving support included: Dolores Kator Switzer Women's Center (DKSWC), Festival of Trees, Hospice,

Indigent Care, Linda's Fund, PROS and Baumann/Peterson/Twomey Nursing Scholarships.

DKSWC Capital Campaign

To date, \$4,244,102.28 has been raised toward the DKSWC Campaign goal of \$5.5M. A meeting was held on November 4. The committee welcomed new members Sharie Harden and Mary Thompson and work continues to identify and recruit donors. A grant application was submitted for American Family and eight others are in progress. Grants pending are Ameren, BNSF, Gladys Brooks, Niemann Foods, Springfield Clinic, Verizon and Walgreens. The next meeting is scheduled on January 11.

Planned Gifts: Richard "Dick" Switzer generously named the DKSWC as beneficiary to his Wells Fargo account and received a gift of \$713,074.78. In addition, a \$10,000 bequest will be distributed to Hospice; and following all other expenses and distributions, the DKSWC will receive the balance of the Switzer estate.

Golden Apple Society

New Golden level (\$10,000) member is Laurie Steinbrecher! A sub-committee meeting was held at the Macomb Country Club on November 17 to choose a menu and décor for the February 2 Recognition Reception. To date, there are 21 new members to recognize at the event. The next meeting is set for January 12.

PROS

Christmas lights were purchased and trees will be decorated for the hospital main entrances. The annual appreciation meeting is scheduled for December 8.

Festival of Trees

To date, more than \$35,000 has been raised in support of the DKSWC. A final report and wrap-up meeting will be in January.

Foundation Board

The quarterly meeting followed by the annual finance meeting is scheduled for January 11.

Community Support

In recognition of breast cancer awareness month, Linda's Fund received donations from the following groups and organizations: Women of the Industry United Methodist Church \$208; WIU Sigma Lambda Gamma \$104.59; The Cow Patty \$224; BPC Athletic Boosters Club "Paint the Gym Pink Night" \$1,500; BPC Elementary & Preschool Penny Drive \$54.88.

January Meetings Calendar

Wednesday, January 11

PHO Office Managers, 12:00 PM, PDR

Thursday, January 12

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

Friday, January 13

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

Monday, January 16

Board of Directors, 5:30 PM, TFBR

Tuesday, January 17

Employed Physicians/MMG Governance Council, 5:30 PM, Auditorium A/B

Wednesday, January 18

OB-Gyn Department, 12:00 PM, Aud. B

Thursday, January 19

Tumor Board, 12:00 PM, Aud. A/B

Friday, January 20

Medical Staff, 12:00 PM, Aud. A/B

Wednesday, January 25

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

Friday, January 27

Medical Staff Quality Improvement, 12:00 PM, TFBR



January 19

Assortment of Pease's Popcorn available in the Gift Gallery

Cheese, White Cheddar, Blazin Buffalo Cheese, Caramel Cheese Mix and Caramel Corn

Happy Holidays Word Search!



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

Can you find the following words?

CELEBRATION

ICICLES

SNOWMAN

WREATH

FAMILY

REINDEER

TRADITION

HOLIDAYS

SNOWFLAKE

WINTER



Answer: 15

