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McDonough District Hospital
Employee Newsletter

Making Rounds



February 24, 2015 • www.mdh.org

Doctor's Day 2015



McDonough District Hospital joins the nationwide Doctor's Day (March 30) celebration to recognize providers who meet the healthcare needs of our community.

Would you like to thank your provider for something special?
Here's your chance to tell them why!

- Visit www.mdh.org
- Click on the "Admire Your Provider" image on the homepage
- Fill out the form with your message
- Hit submit!

BIG Game – BIG Time!

Over 500 employees were served at the Big Game on Friday, January 30! Thanks to our wonderful PROS servers and Food Service for catering. Sponsored by MDH PROS.



PROS



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, March 17, 2015**. Please submit your information, articles, thank-you notes, recipes, achievements, etc., to Public Relations.

MDH Says Goodbye

Bill Akers, Paramedic, ER, 2/13/15

Carley Brown, Phlebotomist, Lab, 1/30/15

Karen Cale, Admin. Care RN, Home Health, 2/9/15

Megan Downs, BHS Specialist II, Behavioral Health, 2/4/15

Lynn Kempfer, Technician, Pharmacy, 2/5/15

Kristy Lovan, Crothall Env. Services Aide

Kurtis Mason, Morrison Food Service Aide

Doug McCullough, Crothall Env. Services Leader

Andria Rea, Phlebotomist, Lab, 1/28/15

Anu Sethi, Registered Nurse, Acute Care, 2/7/15

Katrina Sherman, Secretary/Receptionist, Family Clinic, 2/4/15

Moving Around

Jamie Riden is a Medical Assistant at Bushnell Family Practice after previously working at Convenient Care.

Job Opportunities



<u>POSITIONS</u>	<u>DEPARTMENT</u>	<u>SHIFT</u>	<u>STATUS</u>
Outpatient Coder (CERT)	Health Info. Mgmt.	Days	Full-time
Public Relations Specialist	Public Relations	Days	32 hrs/wk
Secretary/Receptionist	Convenient Care	Days	Full-time
Unit Secretary	Acute Care	Variable	24 hrs/wk
Leader	Cardiopulmonary	Days	Full-time
Admin. Care Manager	Home Health	Days	Full-time
Clinical Assessment Coord.	Gero-Psych		
Nurse Practitioner	Hospitalist	Days	24 hrs/wk
Program Director/Nurse Mgr.	Gero-Psych		
RN	Acute Care	7a-7:30p	Full-time
RN	Acute Care	7p-7:30a	Full-time
RN	Emergency Services	7p-7a	Full-time
RN	Emergency Services	7p-7a	24 hrs/wk
RN	Home Health	Days	Full-time
RN	Hospice	Days	24 hrs/wk
EMT	Ambulance	7p-7:30a	Full-time
ER Technician	Emergency Services	Evening	24 hrs/wk
Medical Assistant	Orthopedic Center	Days	Full-time
Paramedic	Ambulance	7p-7:30a	Full-time
Paramedic	Ambulance	7p-7:30a	Full-time
Clinic Coder	MMG	Days	Full-time
Community Education Mgr.	Gero-Psych		

List also available online at www.mdh.org

As of February 17, 2015

Eye Spy

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



New Faces at MDH

MDH Welcomes New Employees


Maimoona Batul

Maimoona is a Pharmacist in Pharmacy. She is originally from Chicago. Maimoona enjoys reading, swimming and exploring new places.


Cole Bavery

Cole is a Nurse Assistant in Acute Care. He is originally from Warsaw. He enjoys exercising, reading, being outdoors, watching movies and hanging out with family.


Andria Downs

Andria is a Nurse Assistant in Acute Care. She is originally from Rushville. She enjoys taking care of others and spending time with friends and family.


Kristen Finley

Kristen is a Clinic RN in the OB/GYN Clinic. She is originally from Troy, Missouri. She is currently engaged to Doug Miller. In her spare time, Kristen enjoys crafts, shopping and cleaning house.


Valarie Kinnard

Valarie is a Medical Assistant in Family Clinic. She is originally from Colorado Springs, Colorado. She has two children, Kanesha and Akeem.


Jess Otto

Jess is a Nurse Assistant in Acute Care. She is originally from Canton, Missouri. Jess has one daughter, Thea. In her spare time, Jess enjoys crocheting and spending time with family.


Taylor Reeves

Taylor is a Medical Assistant in Internal Medicine. She is originally from Colchester. She has one daughter, Braelyn. In her spare time, Taylor enjoys watching her daughter dance and making craft projects.


Maureen VanBrooker

Maureen is a Food Service Aide/Cashier for Morrison.


Tami Wanack

Tami is an ER Clerk in Registration. She is originally from Humble, Texas. She has three children, Josh, Meagan, and Heather. In her spare time, Tami enjoys spending time with her grandbabies and gardening.


Kee'Ana Wolfe

Kee'Ana is a Food Service Aide for Morrison.

MDH Welcomes New Interns


Diana Dihl

Diana is a Rehabilitation Intern. She is originally from Tinley Park. She enjoys painting in her spare time.


Bryonna Oden

Bryonna is an Intern for MMG. She is originally from Macomb. She has two children, Morgan and Braylon. In her spare time, Bryonna enjoys reading.


Jessica Sharp

Jess is a Music Therapy Intern. She is originally from Burbank, Illinois.

MDH Welcomes New Volunteers


Cheryl Baker

Cheryl is originally from Edgerton, Missouri. She and her husband, Andy, have four children, Drew, Evan, Cameron and Shelby. In her spare time, Cheryl enjoys vacationing with her family.


Samantha Mapes

Samantha is a Therapeutic Recreation Major at WIU. She enjoys fishing, biking, crocheting, reading and video games. She is the oldest of five girls.


Paige Noecker

Paige is a Forensic chemistry major at WIU. She enjoys bowling. She has one sister and a dog.


Myrna Osborn

Myrna is originally from Nebraska, is very active in her church and enjoys volunteering.


Lauren Settles

Lauren is a Senior at WIU. Her major is in Social Work. She lives in Bushnell.


Sue Wanninger

Sue enjoys cooking in her spare time.

Debbie Sanderson Retirement



It is with warm wishes that we announce the retirement of Debbie Sanderson, RRT, RDCS, RVT, LRCP, FASE effective March 4. Debbie has served as Department Leader of Cardiopulmonary since she began her career at MDH in 1982. Under Debbie's direction,

Cardiopulmonary has grown to encompass: Respiratory Therapy, Pulmonary Function Lab, Non-Invasive Cardiology, EEG, Non-Invasive Vascular Lab and Sleep Lab.

Debbie has always had a strong interest in ventilator patients and with Dr. Mullangi and Dr. Card, promoted the utilization of techniques of mechanical ventilation to improve survival from ARDS, including Inverse Ratio Ventilation and APRV (Airway Pressure Release Ventilation). Debbie has published two articles on utilization of these techniques, with application in a community hospital.

Deb participated in a research study in conjunction with Mike Godard of WIU and Kathryn Godard, MDH Cardio staff, on the changes in cardiac function evaluated by Global Longitudinal Strain Measurements from swim training in children. This study was presented at the *American College of Sports Medicine* conference.

Debbie was also instrumental in leading the team that developed the MDH On-Line Policy and Procedure System and also the Rapid Response Team – both having a far reaching impact for our MDH staff and patients.

Debbie plans to enjoy her family and take a scenic drive with her husband along the original Route 66. Debbie also raises Lusitano horses and competes in dressage riding events.

You're Invited!

We will honor Debbie for her contributions with an informal farewell reception to be held in the Cardiopulmonary Department throughout the day March 4.

A+ Achievement

On February 3, **Darlene Row** successfully completed re-certification testing for a Certified Wound Ostomy Continence Nurse. The re-certification is for a five-year period. Darlene provides a valuable service to MDH Home Health and Hospice patients. Congratulations Darlene!

Susan Phillips, RN, BSN, CWON recently passed the board exams to become a Certified Wound, Ostomy Nurse (CWON). She completed the webWOC Nursing Education Program through Metropolitan State University, Minneapolis, MN. Her training and instruction covered assessing comprehensive factors affecting wound care, principles of wound management including pressure wounds, lower extremity venous, arterial and neuropathic disease; assessment and management of fecal and urinary diversions, ostomies, fistulas and drains. Susan has been a staff RN in the MDH Wound Ostomy Clinic since September, 2013. She previously was a home health nurse.

Out and About

Ruth Ann Willis spoke at the noon Rotary Club on Tuesday, January 27. She presented on the history of the Auxiliary to MDH and how it has changed since 1956. Ruth Ann also discussed the Auxiliary revenue sources and how they use them to give out loans and scholarships. She encouraged Rotarians to volunteer and share with family and friends the need for volunteers.

Behavioral Health Services **Matt Cooley**, BS and **Angie Hoyt**, MC, LPC, presented *Effective Communication* to students 8-12 grade at West Prairie High School on February 13. Students learned about passive, aggressive, and assertive communication styles and *I* statements. A total of 55-60 students attended.

On February 17 & 24, **Angie Hoyt**, MC, LPC and **Kim Laird**, MC, LPC, of Behavioral Health Services presented *Wellness Throughout the Lifespan* at the Spoon River College Community Outreach Center for the L.I.F.E. (Learning Is ForEver) course. Topics included; how to keep your brain strong, what's causing your stress and how to reduce the effects of stress, how your body has changed, sleep routine, depression, eating well and how mindfulness will help guide you to better living.

APPLE Winner January 2015



Robyn Kilburn

Please join me in congratulating **Robyn Kilburn, Secretary/Receptionist at Convenient Care**, on being named the recipient of the MDH APPLE Award for January 2015. APPLE stands for “Achieving outstanding Performance in Patient care, Leadership, Loyalty and Enthusiasm for MDH.”

Robyn began her employment at MDH on September 8, 2003 as a Communications Operator. She then worked as a Registration Clerk from March 15, 2004 to May 16, 2005 before transferring to Human Resources where she worked as a Clerk. In September 2006, Robyn returned to Registration as an ER Clerk. From June 2008 to November 2009, Robyn also worked as an EMT for Emergency Services in addition to her role as ER Clerk. In August 2014, Robyn began her current role as Secretary/Receptionist at Convenient Care.

Robyn’s focus remains on what is best for the patients and their family members. She has excellent communication skills and is a great listener. Robyn does an excellent job in keeping everyone informed. Robyn remains calm in all situations and shows outstanding commitment to her work.

Robyn is the patient’s first contact at Convenient Care and she strives to make the patient feel welcome and informed by explaining wait times and other processes. She was the first employee to fill the secretary role and has been key in defining responsibilities and establishing smooth work flows. Robyn’s success has proven her position at Convenient Care was necessary for patient satisfaction. Robyn has taken the newly created role and made it flourish.

Robyn has a pleasant attitude and gets along well with her co-workers. Robyn provides excellent service excellence by being respectful, courteous, and available to all she encounters. Her nominator states, “Robyn’s attitude should be an example of what all of us should strive for.” Robyn is an exceptional employee who deserves to be recognized as an asset to Convenient Care and MDH.

Robyn and her husband, Shane, have three children, Spencer, Grant, and Ava. In her spare time, she enjoys reading and watching movies along with attending her children’s events. Robyn recently started fostering puppies and enjoys being able to help the puppies who are in need.



MDH Participates in Ag Mech Show

MDH participated in the 45th annual Ag Mech Show at Western Illinois University on February 7 & 8. MDH representatives from the Diabetes Education Center provided free blood glucose screenings, Home Health offered free blood pressure testing and Outreach Services provided the “Wellness Wheel”.



West Prairie Lady Cyclones donate \$4,600 to Linda's Fund

On January 31, the West Prairie Lady Cyclones basketball team hosted its 4th annual *Paint West Prairie PINK* night to raise money for Linda's Fund. The event features a cake raffle and live auction. The team presented Diane Tate, MDH Outreach Services, with a check for \$4,600. To date, the Lady Cyclones have donated a total of \$9,381 to Linda's Fund at MDH.



MDH Sponsors WIU Basketball

MDH sponsored the Western Illinois University Women's Basketball game (January 31) and the Men's Basketball game (February 18) at Western Hall. The women's game was a *Think Pink* game for breast cancer awareness. Money raised was donated to Linda's Fund at MDH.



MDH President/CEO Kenny Boyd (right) accepted the sponsorship ball from WIU Director of Athletics Tommy Bell (left) at the women's game January 31.



MDH President/CEO Kenny Boyd (center) accepted the sponsorship ball from WIU President Dr. Jack Thomas (left) & Director of Athletics Tommy Bell (right) at the men's game February 18.

WIU Big Pink Volleyball Donation

Western Illinois University's 14th Annual Big Pink Volleyball Tournament was held October 20-23, 2014. The Tournament is a four-day philanthropic event co-sponsored by WIU Campus Recreation and University Housing and Dining Services; and Thompson Hall to raise funds for breast cancer charities. MDH received a donation of \$5,840.00 to be split between Linda's Fund and Cancer Education & Screening. Including MDH Participants, there were 1,305 students and staff members who took part in the event.



Health Alliance Tips to Maximize Pharmacy Coverage and Participate in Cost-Savings Plans

DailyMed Eases Minds

Managing multiple medications can be confusing and even dangerous. Health Alliance offers a program as part of your standard pharmacy benefit called DailyMed. DailyMed helps members on multiple medicines take them in the right dose at the right time by delivering a 30-day-supply of pre-sorted, labeled dosing packets directly to members' homes each month. For more information, call DailyMed at 1-855-RX-DAILY or 1-855-793-2459 or visit DailyMedRx.com.

At the Store or at Your Door— You Choose with Retail 90

Many people fill their maintenance prescriptions at a local pharmacy where they enjoy peace of mind from having their questions answered by a familiar pharmacist. For others, the convenience of having prescriptions delivered right to their door better suits their lifestyle. Health Alliance leaves the choice to you. Below is a list of chain retail pharmacies that participate in the Retail 90 program, which allows you to get a 90-day supply of many medications at a 60-day price.

- CVS
- Hy-Vee
- Kmart
- Meijer
- Target
- Walgreens
- Walmart

This list is subject to change; please call the Health Alliance Pharmacy Department for additional participating pharmacies. Approximately 50 independent pharmacies also participate. To enroll in our mail-order program, please contact Catamaran, our pharmacy benefits manager. They can be reached at 1-866-814-7105. You can also enroll through YourHealthAlliance.org.

Online Help Available

Visit YourHealthAlliance.org and log on as a member. If you don't have a member login, you can sign up for one. Directions are on our website. Once you've logged in, select "My Drug Benefit" toward the center of your screen. Then, select "Price & Save Drug

Pricing Center" from the menu on the left. Enter the name of the drug you want to know the price for and what strength you've been prescribed. The retail price of the drug will appear, along with what similar drugs may cost. You can find out more about the drugs you are taking, if there are any side effects to be concerned about or any possible interaction between a new medication and one you are currently taking. You can also view your plan's pharmacy benefit design and what pharmacies are in your network. You should also visit WorldDoc while you're logged in. Learn about different prescriptions, over-the-counter medications and other helpful pharmacy tips.

Go Generic and Save Big

Generic drugs are just as good as the brand-name version. The FDA reviews, approves and regulates them the same way it does the brand-name drugs. Switching to generic saves you money without sacrificing effectiveness. So, the next time you are at the doctor, ask, "Can I get a generic?" For more information visit AskForGenerics.org.

RXtra Benefits

Health Alliance members with prescription coverage can save money based on where they have their 30-day-supply of prescriptions filled. The program, RXtra is simple. Here's how the pharmacy levels work:

- **Primary**—When you visit these pharmacies, you'll pay the standard copayment for your plan.
- **Preferred**—When you use Preferred pharmacies, you'll pay nothing out-of-pocket on hundreds of the prescriptions you use most.
- **Preferred Plus**—In addition to the discounts of Preferred pharmacies, you also pay nothing for Simvastatin, Pravastatin Sodium and Ventolin HFA. These cholesterol and asthma medications help keep you healthy, our ultimate goal.

For a list of pharmacies and included drugs, visit HealthAlliance.org.



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

Mark Grieve

Phone System Equipment Tech, Information Systems

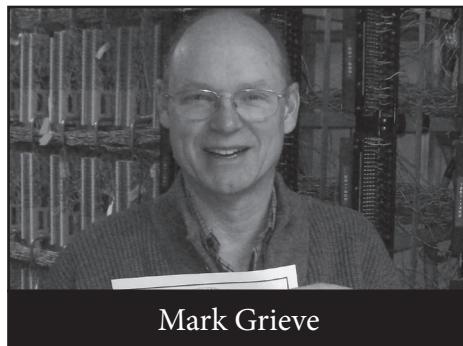
MVP Thank You - \$25

Connie Belshaw

RN, Intensive Care Unit

Michelle Hite (Not Pictured)

RN, Emergency Services



Mark Grieve



Connie Belshaw (right)

Follow The Leader

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

Who: Outreach Services Staff is composed of three health educators, an administrative assistant and department leader.

Our health educators provide a variety of health education and wellness services including bio-metric screenings, lunch and learn sessions, monthly challenges, and wellness coaching.

Wellness coaching is where you work with a coach to develop and achieve goals related to your overall well-being. Our coaches work with you to develop vision and attainable goals related to your values and wellness desires.

This is a free service for all MDH employees! Wellness coaching is also a component of our new alternative means program. Alternative means allows MDH employees who do not automatically qualify for a day off with pay (being in range for 4 different bio-metric markers) to earn their day off with pay!

If you would like to learn more about wellness coaching, or the alternative means process, please call x13415 TODAY!

Challenge for the month: Visit the Outreach Services Staff!

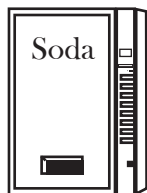
Why: We love to see our fellow employees! We are located in the lower level of Health Services Building 1. We can assist you with the *LifeSteps* program, answer questions about the wellness program and tell you about other services we have!



MDH Suggestion Form Submission

Suggestion: We need a drink machine in HSB 1. Water, juices and Diet Pepsi, please!

Answer: Vending in the Coin Café is managed through Morrison Healthcare. Pepsi and Coke machines on campus are managed by those local distributors directly.



The determination of whether to provide a machine or not is a business decision by each of these vendors. If the volume of business is not sufficient to support the expense, the vendors have the option to remove the units, which is what happened in HSB 1.

Pepsi has agreed to place a machine in HSB 1 to trial and will determine whether or not it is a location that can support a unit.

Interdepartmental Satisfaction Survey

Organization-wide IDS Results

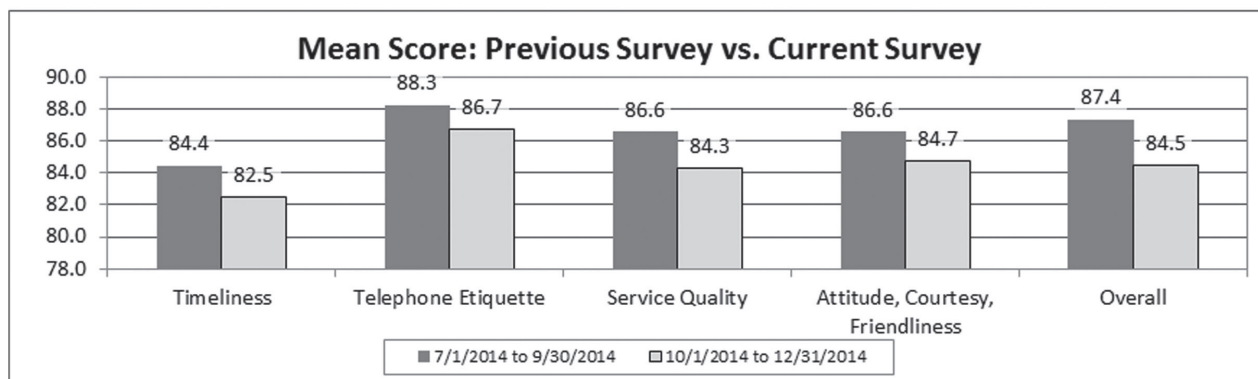
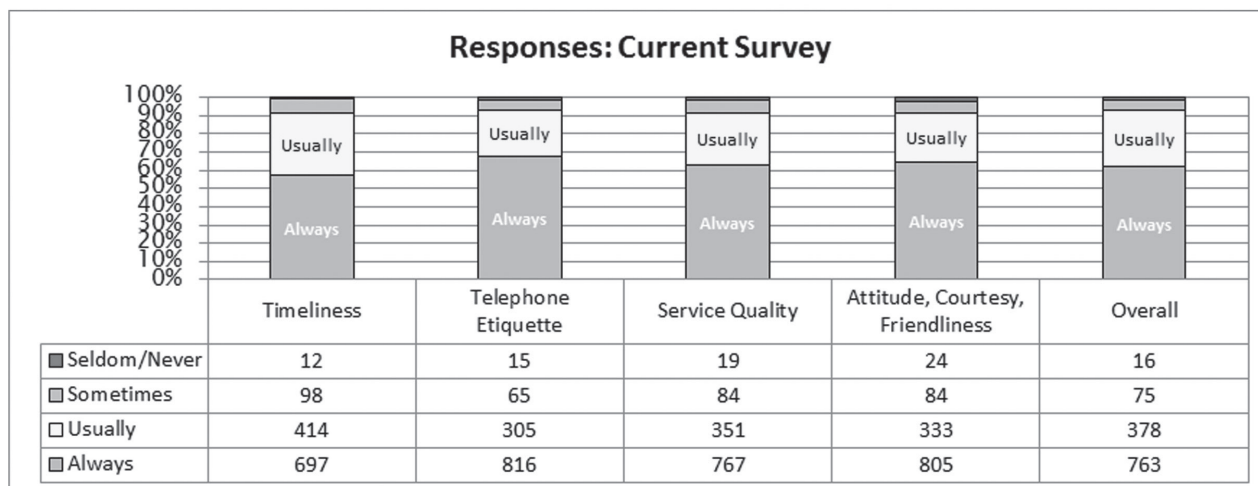
235 surveys were completed this quarter!

Overall mean score = 84.5

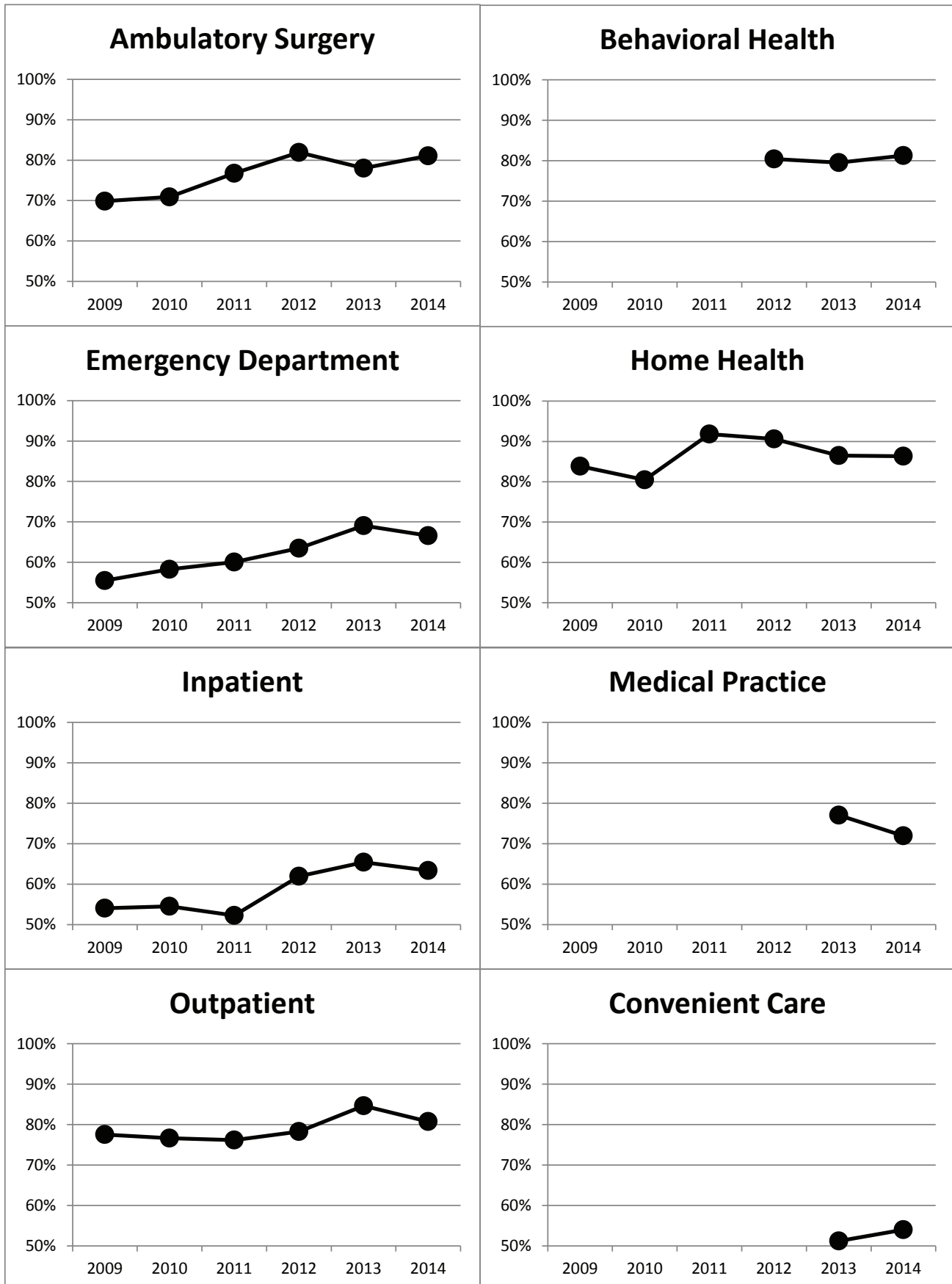
Individual department results and comments were distributed to department leaders February 11.

Interdepartmental Satisfaction Survey (IDS)

Survey Period: 1/5/2015 to 1/19/2015 Rating Period: 10/1/2014 to 12/31/2014



Percent of Positive Comments for all Press Ganey Surveyed Areas



Recognition for Outstanding Customer Service – January

For the month of January, the Service Excellence department at McDonough District Hospital would like to recognize and say thank you to 39 employees and physicians for their outstanding customer service to patients.

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

Recognition for outstanding customer service goes to the following professionals:

Acute Care: **Nikki Miller**, RN; **Lois Kissinger**, RN; **Donna Nelson**, RN; **Dr. Jack McPherson**

Cardiopulmonary: **Jerry Raby**, LRCP

Convenient Care: **Susan Adams**, FNP

Diabetes Education Center: **Lynn Henderson**, RD, LDN

McDonough Medical Group: **Dr. Sujata Karkare**; **Dr. Yousaf Jalil**; **Dr. Liberty Balbort**; **Dr. John Arnold**; **Dr. Sajjad Sarwar**; **Dr. David Reem**; **Dr. Noel Flores**; **Dr. Scott Wright**; **Patty Irish**, LPN; **Tiffany Bentz**, RN; **Amy Jones**, LPN; **Rachelle McCoy**, RN; **Jasmine Norton**, Reception; **Tracy Daniels**, Medical Assistant

Obstetrics: **Sara Jones**, RN; **Kristen Jackson**, RN; **Julie Elliott**, RN; **June Sapp**, RN; **Janet Sullivan**, RN; **Sharie Harden**, CNM; **Dr. Troy Eckman**; **Dr. Tamara Smith**

Registration: **Andrea Hall**

Rehabilitation Services: **Holly Clauson**, PT; **Sandra Whitmire**, SLP, PTA

Surgical Services: **Dr. Shea Trost**; **Dr. Jill Brody**; **Dr. Dan Ruiz**; **Marty Frier**, RN; **Steve Hilligoss**, CRNA; **Sue Jennette**, CRNA

In addition, the following employee received customer service recognition through a note:

Shawn Stranger, RT (R) (MR) (ARRT) for MRI Services in Radiology

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

March Meetings Calendar

Wednesday, March 11

PHO Office Managers, 12:00 PM, PDR

Thursday, March 12

Department of Medicine, 12:00 PM, Auditorium B

Friday, March 13

Executive Committee, 12:00 PM, PDR

Monday, March 16

Board of Directors, 5:30 PM, TFBR

Tuesday, March 17

MMG Governance Council, 5:30 PM, TFBR

Wednesday, March 18

McDonough PHO Board of Directors, TBA

Thursday, March 19

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

Tuesday, March 24

Auxiliary to MDH Annual Mtg, 6:30 PM, Auditorium A & B

Wednesday, March 25

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

Friday, March 27

Medical Staff Quality Improvement, 12:00 PM, TFBR

Reminder 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.

Please contact Human Resources at ext. 13492 if you would like more information about these valuable benefits.

Looking for Advice?

Dear Lucy,

I lost my husband three years ago after 25 years of marriage. His death followed a brief illness that left me feeling devastated. I still think about him every day and miss him terribly. Sometimes when I reflect back on experiences we shared together I find myself crying inconsolably. When I mentioned this to a coworker recently she told me I should no longer be grieving and it's time to move on with my life. She suggested I begin to think about dating which sounds like a terrible plan. Is there something wrong with me because I am still mourning my husband?

Sincerely,
Very Sad

Dear Sad,

Please accept my condolences on your loss and my admiration that you didn't confront your colleague on her unsolicited advice. That's a topic for another day. Grief is a natural emotion and how we grieve is very personal. There's no right plan and no set time table for how to handle loss. How long it will take often depends on the closeness of the person you've lost, the circumstances of the death (was the loss sudden or did you have time to prepare), what your prior experiences have been with death, your belief system and your support network.

Grieving not only has a physical component, such as crying, feeling physically ill, fatigue, loss of appetite and disrupted sleep, but there are also emotional and social experiences connected as well. Emotionally we might feel sadness, anger, frustration, worry, irritability and guilt. Socially we might experience loneliness, detachment, neediness and anger towards others who seem to be going on with their lives. Our spiritual beliefs also come into play. A person might be angry at God, the person might question the meaning of life or there can be a resurgence of feelings of faith and a need to feel closer to God. In addition to these symptoms, some people report seeing, hearing or feeling their loved one. These are normal experiences and typically will dissipate after a period of months.

Mourning the death of a loved one is one of the hardest experiences we will cope with in our lives. The sense of loss can be profound and understanding the change in identity is confusing. Emotional pain is a normal part of the grieving process. To help cope with loneliness I strongly recommend connecting with people, whether you do so with a grief support group to be with others who are familiar with what you're going through, engaging in community activities or making it a point to do things with friends. If you find yourself feeling overwhelmed by emotions to the point that you are avoiding daily tasks or responsibilities I would suggest seeking support from a counselor who can help you sort through your feelings and help you move forward with your life. You may also want to discuss symptoms you are experiencing with your doctor if you feel that would be helpful.

Should you have further questions about this topic or any other 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 February 16, 2015. Here is Mr. Boyd's report to the Board for the accounting period of January 20, 2015 through February 16, 2015.



Quality and Innovation

Service Excellence

Effective January 1, 2015, all Medicare-certified hospices must participate in the Hospice CAHPS survey or risk 2% reduction in their 2017 Annual Payment Update (APU). The CAHPS Hospice Survey is administered to decedents/caregivers from all payer sources.

The CAHPS Hospice Survey is an experience of care survey and is sent to caregivers (i.e., family members and friends) after the death of the hospice patient. It asks questions about domains that are important to patients and their families.

Topics included in the CAHPS Hospice Survey are:

- Hospice team communication
- Getting timely care
- Treating family member with respect
- Providing emotional support
- Support for religious and spiritual beliefs
- Getting help for symptoms
- Information continuity
- Understanding the side effects of pain medication

Hospices with 50 to 699 survey-eligible decedents/caregivers in the prior year will be required to survey 100 percent of cases

Projects

CHARGE ENTRY FOR MMG REVENUE CYCLE

The team goal is 100% of all MMG visits billed by MMG Patient Financial Services (MMG-PFS). In January, 91% of the 3,700 MMG visits were billed by MMG-PFS. The surgeon group, WISA, is the last MMG clinic to convert its billing to MMG-PFS. WISA conversion is scheduled for May 2015.

PATIENT PORTAL

The portal is functioning well with 94% of inpatient health records online within 36 hours; our goal is 50% or more. Inpatient use of the portal by viewing, downloading or transmitting their health record is at 7%; which barely meets our goal of 5% or more. The first quarterly drawing for a \$50 chamber of commerce gift certificate will include 44 inpatients.

HOME TO STAY

The reduction of 30 day readmissions is the business problem our team is working on. The team is auditing compliance to discharge instructions for CHF patients.

Infection Control

Lab and Infection Control identified an opportunity for improvement in resulting our MRSA screens. Lab incorporated this opportunity into a Do-It project and trained more staff on reading the culture plates to meet the 24 hour turnaround time after set up. This process change facilitates timely identification of patients that require isolation. Infection Control has started a whooping cough (Pertussis), vaccination promotion program. The goal is to achieve a 10% increase in the number of eligible employees by the end of the year.

Patient Safety

MDH submitted two applications to participate in quality programs

to reduce the incidence of falls and pressure ulcers. The Agency for Healthcare Research and Quality (AHRQ) is leading the patient safety initiative to help hospitals reduce the incidence of falls and pressure ulcers. This federally funded project is offered free to qualifying hospitals. The initiative is a two year commitment project with ongoing in person workshops, webinars and regular conference calls. Notification of acceptance will be sent at the end of February.

Physician Recruitment/Retention

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

Outpatient Primary Care

The practicing Family Practitioner from the region has decided to stay in his current location due to personal circumstances at this time. We are moving forward with a comprehensive recruitment plan, including a partnership with the Medicus Firm, for dedicated search assistance for additional primary care physician options within the community. To date, we have received two initial responses from primary care physicians. Adrian MacGregor and Dr. Anderson are further evaluating their candidacies at this time.

Hospitalist Medicine

The on-boarding of Jodi Melton, ANP is going well within our Hospitalist service. The search for the second, advanced practice professional continues. Adrian MacGregor and Jane Myers are evaluating a recent expression of interest for the medical director opportunity.

Advanced Practice Provider

Primary Care: We are pleased to report the addition of Michelle Schlieper, FNP to the McDonough

Medical Group. Michelle will be focusing her time at Convenient Care as well as providing some assistance to the Family Clinic. Michelle is tentatively scheduled to start with MDH on April 1st, 2015.

ENT: Dr. Sparks and Adrian MacGregor will be meeting with two candidates this month to further discuss the practice opportunity within the ENT clinic.

Outreach Services

Outreach Programming

Kelly Shiraki, Health Educator provided a community program on the MDH Memory Support Services to the Charles Place in Rushville, IL in January 2015. Approximately, 20 community members attended the program.

Physician Outreach

Outreach Services is coordinating several site visits for Dr. Tammi Smith, OB/GYN to several outlying primary care providers within the MDH service area.

Occupational Health

The Outreach Services team will be on-site at Macomb Schools providing guided enrollment into the MDH LifeSteps Program's on-line health risk assessment. This will take place throughout February and March 2015.

Diane Tate and Nicole Schaub, Health Educators with Outreach Services, coordinated an on-site health screening program for McDonough Power Cooperative employees in January 2015.

Information Systems

Hospital and Physician Office

Software Evaluation

We have completed the evaluation process of for the EMR systems and are reviewing the application configurations and costs of the

systems. We anticipate that a final decision can be made within the next few months.

Patient Portal Update

Admitting staff have been actively registering patients for the Patient Portal functionality since October 1st, 2014. We have over 1,000 inpatients and outpatients that have opted into portal participation. To meet Meaningful Use Stage 2 goals, we need more than 5% of inpatient and observation patients to actively access their information. Our current rate for this group is at 7.29%.

OB Perinatal Charting Upgrade

The upgrade to the GE Centricity OB Charting system was made in January. We are continuing to implement additional interface functionality with the new system.

Financial Performance

January 2015

Activity for the month was below budget by 5.3% -- though Year-to-Date above budget by 1.5% overall. Total admissions were below budget by 5.3% or 9 admissions and patient days were below budget by 20% or 112 days. While newborn admissions were just 1 off for the month, that translated into a 17.5% decrease in OB patient days and 14% decrease in newborn patient days. Both month and YTD, we are still below budget and last year's numbers in terms of inpatient services.

Total Patient Revenue, both inpatient and outpatient, was below the fixed budget for the month but above year-to-date. In aggregate, YTD patient revenue is where it should be based on our activity. Total Deductions from Revenue continue to be above budget as the mix of patient payors shifts which leaves Net Patient Revenue below budget by 6.5%. Operating Expenses were slightly

below budget though some significant swings in specific categories due to some operational changes (i.e., outsourcing)

We ended the month with a positive bottom line of \$258,413 -- below the monthly budget based on our activity by \$371,221 and only slightly below our planned fixed budget (\$37,338). Our year-to-date net income is \$1,736,796 -- above our fixed target Net Income by \$167,134 -- however, below our budget based on our activity.

Facility Planning

MDH Addition and Renovation

Work in both areas continues to progress well. The masonry exterior of the ambulance garage is complete. Framing in the addition is complete with work progressing on drywall and taping.

Acute care renovation is progressing with the start of installation for the ceiling grid, casework, and flooring.

Public Relations Report

Public Relations Report for Activities in January 2015

Website and Social Media

During January there were 14,097 home page visits, 3,974 career views and 3,059 calendar views. Since its launch, the MDH Facebook page has increased followers/likes to more than 940. Information includes hospital news, additions to the medical staff, healthy practices, a featured job of the week, construction updates, outreach activities, classes and events. The hospital recently signed a contract with In10sity to redesign the MDH website so it can be viewed on multiple platforms and maintain design and information placement. The site was previously revised in June 2012.



News media

January news included MDH Foundation gift of \$1.9 million, with stories in the newspaper and reports on television and the announcement of the first baby born at MDH. The addition of Dr. Tamara (Leonas) Smith to MMG, announcement of MDH services at the upcoming AgMech Show, and classes for CPR, Hospice volunteers, parenting class and teen groups were sent to media outlets. Hospital information and news items were published in Macomb, Bushnell, Rushville, and Fulton County weekly newspapers.

Advertising/Marketing

During January the emergency expansion project television commercial was broadcast on local television stations to promote awareness of MDH efforts to improve facilities. Other January advertising included print advertising and new billboards as part of a campaign to promote surgeons Card, Gonzales, Ruiz and Whitley. Advertising was started to promote the addition of Dr. Smith as a hospital employed OB/GYN. Advertising continued on orthopedic and sports medicine services by Drs. Ronald Wheeler and Scott Urch, and home health care.

Other

Staff arranged MDH participation in the WIU Think Pink women's basketball game Saturday Jan. 31. Proceeds from the game go to Linda's Fund. Staff prepared for the WIU AgMech Show Feb. 7 and 8 at Western Hall, coordinating participation with other departments.

Foundation Report

This report reflects activity held within the month of January 2015

Annual Support

A total of \$13,891.58 was received; 78 gifts and 6 memorials were processed.

Some of the areas receiving support include: Hospice, PROS, Indigent Care, and Women's Center.

PROS

The Big Game Party was held on January 30 with more than 500 meals served! A big thanks to Food Service for catering and to those who volunteered during the event! First Aid kits were ordered to give to each participant at this year's Farm Safety Day Camp in April. Plans are underway to coordinate National Hospital Week/Membership Drive (Taco Tuesday) and Summer Blast.

Golden Apple Society

Cathy Early pledged an additional \$10,000 bringing her to Platinum level. The committee met on January 22 to update the prospect list and to discuss changes to the Society invitation and pledge card. The Recognition Reception sub-committee met on January 5 to finalize plans for the upcoming event scheduled for February 5 at the Macomb Country Club. Invitations were created and mailed, menu and décor decided. To date, more than 50 members have RSVP'd. The next meeting is scheduled for April 2.

Festival of Trees (FOT)

A wrap up meeting was held January 7. The committee celebrated their success of raising a record high \$30,491.00 and made suggestions and set dates for the 2015 event.

Planned Gifts

A meeting is scheduled for February 4. The committee is in the process of re-designing the Heritage Circle brochure, offering planned giving opportunities and financial planning online, and determining future articles and/or programs to offer the community.

Teva 5K Run/Walk

The 2015 event has been scheduled for Saturday, May 2. A committee was formed along with many improvements to the event which include a more modern logo and t-shirt design. A company that specializes in 5K runs has been secured to provide chip timing, immediate race time results and automatic posts to the MDH web site. A planning meeting is scheduled for February 10. Watch for details!

Linda's Fund

A meeting was held on January 22 with Brad Bainter, founder of Linda's Fund, to discuss guideline changes to the brochure, and give an update on funds raised. The brochure was re-designed and printed to reflect a more user-friendly and contemporary look. WIU Think Pink basketball shirts were sold for the January 31 event. Funds raised will be designated to Linda's Fund. Since its inception, an impressive \$203,000 has been raised from community events and private donations. A total of \$143,000 has been awarded to breast cancer patients.

Foundation Publication

The first annual Foundation publication Generosity Inspires was completed and sent to print. It will be distributed to homes at the end of February.

Foundation Board

The quarterly Foundation board meeting was held on January 14. Members voted to initiate a \$3.25 million campaign for the future Women's Center. This will be in addition to the lead gift of \$1.9 million donated by Dick Switzer, in honor of his wife Dolores Kator Switzer. Final approval will go before the MDH Board in February.

...Benefit Break...

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

Apple Award Recipient



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

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

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

Word Search!

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

Can you find the following words?

BASEBALL

FLOWERS

BLIZZARD

NASCAR

CANDY

PRESIDENTSDAY

COCOA

VALENTINESDAY

FIREPLACE

WINTER

Malignancies of the GI Tract: *From Top to Bottom*

Spoon River College Community
Outreach Center

2500 East Jackson Street, Macomb

March 10
6:00 PM

Free Hemoccult-ICT test kits will be
available March 1 to April 24.

Call Outreach Services (309) 836-1584

Keynote Speakers



Timothy Biagini, MD
Gastroenterology
GastroHealth of Illinois



Dan Ruiz, MD
General/Colon Rectal Surgery
McDonough Medical Group

Creating a Cyber Secure Home

SECURING Your Home Network



Here are some steps to keep your network secure.

1. Encrypt your Wi-Fi network.

Give your Wi-Fi network, identified by its SSID (a string of characters), a password so that (ideally) only those users you know and trust can connect to your network. This password should be hard to guess, but easy to remember and type -- even on a small smartphone keyboard. The password should be at least eight characters long and should include both numbers and letters. And if your router lets you use passwords with spaces, that's even better.

2. Change important default settings.

A router comes with many default settings. Since those are set by the vendor, they are public knowledge. Using the default settings may help make the setup process easier, but it also makes your router more susceptible to un-authorized access. The two settings that you should change to keep your router safe are its default IP address and default log-in password. These are the two pieces of information that let you access your router's Web interface and manage all of its settings.

3. Turn off remote access-related features.

Most routers are accessible over the Internet, so even when you're not at home you can remotely manage and use FTP (specifically for routers that come with a USB port to host an external hard drive for network storage). Don't turn these features on unless you know what you're doing.

4. Update the router's firmware.


Typically, firmware updates from the manufacturer help improve a router's performance and security. Depending on the router, updating the firmware can take a few easy clicks, or you may have to first download the firmware and install it manually. Either way, though, the process should take just a few minutes. Remember; don't do anything until the upgrade process is done. Otherwise, the router might become permanently nonfunctional (aka, you might brick it.).

- Note that some firmware might reset the router's settings to the factory default. That's why it's a good idea to back up the router's settings before upgrading or making any major changes.

5. Log out properly.

- This step may sound trivial, but it's quite important. Make sure that you log out of the router's Web interface when you're finished making changes. Some interfaces have a log-out button, but with others you'll need to close the browser, too. Keeping a log-in screen open all the time could allow an attacker to access your router settings if your computer has already been compromised.

For more information on this subject, go to the intranet page and look for the link, [Creating a Cyber Secure Home](#).



Reminder

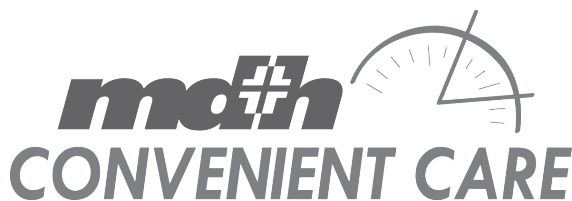
Don't Forget...

Please pick up your paycheck or direct deposit stub EACH pay period.

Thanks for your cooperation.

What's happening in MMG Primary Care?

1. Dr. Karkare, one of our Internal Medicine doctors, will be closing her practice as of March 31. Dr. Karkare has served the healthcare needs of McDonough County and the surrounding area for 17 years. We are very grateful for her commitment and service to her patients during her time as part of the McDonough Medical Group. Her patients have been notified of her departure and have been assured that the other providers within MMG are available to provide them with continued care. Patients have the option to transfer to Drs. Jalil, Flores, Reem or Arnold in Bushnell. Nurse Practitioners Mimi Pounders and Carrie Helle are also available.
2. Nurse Practitioner, Kirsten Clerkin returned from maternity leave February 11 on a part-time basis. She is not currently accepting new patients but will resume care for those patients with whom she had established care prior to her leave. Kirsten's return is also providing us with an opportunity to improve same day access to care within the MDH Family and Pediatric Clinic. We are now offering extended hours to patients on Mondays and Wednesday from 8:00AM-6:00PM.



Learn More about MDH Convenient Care

The MDH Convenient Care Clinic (CCC) located at the Macomb Hy-Vee is part of MMG. It is a walk-in clinic available to provide medical care and treatment for uncomplicated minor illnesses, injury, and skin conditions for patients greater than 18 months old. We have received many questions about our hours and wait times; here are answers to some of our most frequently asked questions:

Did you know?

Why is there such a long wait?

Since we are a walk-in clinic, we do not take appointments, patients are seen on a first come, first serve basis. The wait time at MDH Convenient Care is often shorter than the emergency room and there is often no wait at all. At other times, a number of patients may come in all at the same. With only two exam rooms, we are limited in the number of patients we can see at a time, unfortunately we may have a longer wait time than desired. Wait times are difficult to predict since they are based on the number of people seeking care as well as the severity of their condition. They vary by time of day, day of the week and season. During cold and flu season in the winter, our wait times are often much longer than the wait time in the summer months.

I went to CCC and was turned away before you closed. Why?

We currently accept our last patient 15-30 minutes prior to close to allow our staff and providers time to complete the exam and other necessary tasks prior to the end of their shift. When patient volume is high, we may stop accepting new patients even earlier to ensure we can attend to all patients who have checked in prior to close.

When do you close for lunch?

Our providers and staff try to take a 30-minute lunch break in the afternoon around 2:00 Monday-Friday and on Saturday. Specific times may vary, but we will always be open from 12:00-1:00 PM to ensure we are available during your lunch hour.

Are you doing anything to improve the wait time?

Yes. Our recent improvement efforts are mainly focused on improving efficiency and decreasing our wait time. We have added a second provider to assist on Mondays and plan to double staff our providers on other days in the future. We are also planning to make additional staffing changes to provide patient care through the advertised hours. We don't like having to turn patients away because of high volume and are working hard to make improvements.

MDH Ambulance Service Receives New Equipment

A new 2014 Chevy-Marque Ambulance was added December 30 into the MDH fleet of four ambulances. "We are very excited to have this new piece of equipment and will be able to continue our mission of providing the best medical care both in and out of the hospital," said MDH EMS System Coordinator Dylan Ferguson.

The McDonough County Farm Safety For Just Kids Chapter donated three GPS units to be utilized in the ambulance to allow the EMS crews to locate addresses quickly, especially in the rural areas. MDH Ambulance Services would encourage everyone to make sure your address is visible to allow the ambulance crew to locate places in the event of an emergency.



Pictured are members of the Farm Safety For Just Kids Chapter and MDH EMS System Coordinator Dylan Ferguson with the new ambulance and one of the new GPS units. From left are; Abby Ruebush, Lisa Fulkerson, Dylan Ferguson, Sarah Grant and Diane Tate.



Sloppy Joes

Prep

15 minutes

Cook

40 minutes

Ready in

55 minutes

Ingredients

- 1 pound ground turkey
-beef may be used instead
- 1 cup ketchup
- 2 tablespoons white sugar
- 2 tablespoons white vinegar
- 2 tablespoons yellow mustard

Directions

1. Place the turkey in a large skillet over medium heat, cook until evenly brown, and drain.
2. In a large saucepan over medium heat, mix the ketchup, sugar, vinegar, and mustard. Mix in the turkey. Cook, stirring often, 30 minutes.

Save the dates

Tevar 5K Run/Walk

May 2

Memory Matters Ladies Caddie Auction/Cocktail Party and Golf Classic

June 4 & 5

MDH Foundation Golf Tournament

September 12

Teddy Bear T

November 30

Festival of Trees Gala

December 3

Festival of Trees

December 4-7

March Calendar of Events



Bereavement Support Group-New Horizons

Mondays, March 2 & 16
3:00-4:30 PM, Medical Arts Building, Conference room
For more information, call Hospice at (309) 836-1543.

Breast Cancer Support Group

Monday, March 2
5:30 PM, Auditorium B
Contact Outreach Services at (309) 836-1584.

Community First Aid

Tuesday, March 3
6:00 PM, MDH Auditorium A
Cost: \$30.00, Pre-registration required.
Contact Outreach Services at (309) 836-1584.

Life Course:

The Importance of Sleep for Mental Health

Tuesday, March 3
3:00-4:00 PM, SRC Community Outreach Center
Speaker: Dr. Sajjad Sarwar, MDH Psychiatrist
Free; Pre-registration recommended.
Visit: www.wiu.edu/life

Diabetes Support Group

Tuesday, March 3
6:00 PM, Private Dining Room
Eating Well for Diabetes. Free & open to the public.
Contact Jennifer Soucie 309-836-1631 or
jjsoucie@mdh.org.

Seniors' Day at Citizens

Thursday, March 5
8:30 AM-4:30 PM, Citizens Bank, Downtown Macomb
Topic: Colorectal Cancer kits, 8:30-10:30 AM
For more information, call Outreach at (309) 836-1584.

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

Thursdays, March 5, 12, 19 & 26
7:00-9:15 PM, Auditorium B, MDH
Class will meet one night a week for four weeks. Free.
Pre-registration is required.
Call MDH Obstetrics at (309) 836-1570.

Risk Education

Monday-Thursday, March 9-12
2:00-4:30 PM, HSB 1 Auditorium
Pre-registration required.
Call Behavioral Health at (309) 836-1582.
Fee: \$150.00

Malignancies of the GI Tract: From Top to Bottom

Tuesday, March 10
6:00 PM, SRC Community Outreach Center
Speaker: Dr. Timothy Biagini & Dr. Dan Ruiz
Pre-registration required.
Call Outreach at (309) 836-1584 by March 6
Free and open to the public. Light meal will be served.
Free Hemoccult-ICT kits will be available
March 1-April 24.

Community CPR Class

Wednesday, March 11
6:00 PM, Auditoriums A & B, Auxiliary workroom &
conference room, MDH.
Fee: \$30. Pre-registration required.
Contact MDH Outreach Services at (309) 836-1584.

Spring Book Fair

Books Are Fun

Monday, April 27
7:00 AM – 5:00 PM
Tuesday, April 28
7:00 AM – 1:00 PM

This event is brought to
you by the
Auxiliary to MDH.
Payroll deduction will be
available.

