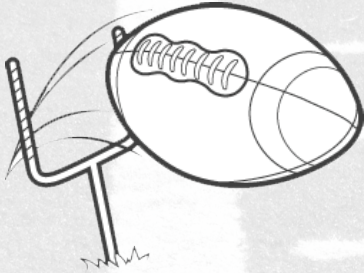


MR

McDonough District Hospital
Employee Newsletter

Making Rounds

February 20, 2018 • www.MDH.org



Sponsored by MDH

PROS

Touchdown!!

Over 400 meals were served at the Big Game Party on Friday, February 2!

Thank you to the fantastic servers and to Morrison for catering.



Grateful Patient Program

McDonough District Hospital congratulates the Admitting/Registration Staff for receiving a Healing Hand award, an honor within the Grateful Patient Program at MDH. Grateful Patient, Sarah Schoper, thanked the staff for their kindness and patience.

The Grateful Patient Program provides an opportunity for patients and/or families to show their gratitude and appreciation in honor of the excellent care received. In addition to recognizing a Healing Hand, patients and/or families may make a financial contribution to support an area of care or direct their gift to a more specific cause. Gifts are used to enhance and continue the outstanding level of care in our community.



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

MDH Says Goodbye

Rob Boeke, Operator,
Communications, 2/9/18

Cassie Davis, Certified Nurse
Assistant, Senior Behavioral Health,
2/16/18

Roxie Ford, Clinic Coder, MMG
Patient Financial, 2/7/18

Jen Herbster, Registered Nurse,
Intensive Care Unit, 2/2/18

Melissa Hines, XRay Tech, Radiology,
2/14/18

Anna Pumo, Registered Nurse, Acute
Care, 2/8/18

Maresa Visel, Physical Therapist,
Home Health Rehabilitation, 2/5/18

Stork Landings

Jennifer Carey is the proud mother of Carson Reed. Carson was born on February 9, 2018. Jennifer is an Acute Care RN.

Dan and **Molly McKee** are the proud parents of a baby boy, Kane Alyn. Kane was born on January 27, 2018. Molly is an Outreach Administrative Assistant.



Job Opportunities



<u>POSITIONS</u>	<u>DEPARTMENT</u>	<u>SHIFT</u>	<u>STATUS</u>
Registration CL-NONPHLEB	Registration	Variable	24 hrs/wk
Unit Secretary	Acute Care	Variable	24 hrs/wk
Leader	Pharmacy	Days	Full-time
Admit/Discharge RN	Acute Care	7a-7:30p	Full-time
Hospitalist Nurse RN	Hospitalist	7a-4:30p	Registry
Nurse Practitioner	Hospitalist	7a-7:30p	Registry
Nurse Practitioner	Hospitalist	Variable	24 hrs/wk
Nurse Practitioner	Hospitalist	Variable	Full-time
RN	Intensive Care Unit	7p-7:30a	Full-time
RN	Intensive Care Unit	7a-7:30p	Full-time
RN	Senior Behavioral Health	7p-7:30a	Full-time
RN	Acute Care	7p-7:30a	Full-time
RN	Emergency Services	7p-7:30a	Full-time
RN	Home Health	8a-4:30p	Full-time
RN	Obstetrics	7p-7:30a	24 hrs/wk
RN	Obstetrics	7p-7:30a	Full-time
CNA	Senior Behavioral Health	7p-7:30a	Full-time
CNA	Senior Behavioral Health	7p-7:30a	24 hrs/wk
CNA	Acute Care	7p-7:30a	Full-time
Medical Assistant	Convenient Care	Variable	Full-time
OR Tech	Operating Room	7a-3:30p	Full-time
Maintenance III	Plant Engineering	7a-3:30p	Full-time
PBX Operator	Communications	Variable	Registry
PBX Operator	Communications	Variable	24 hrs/wk
BIO-Med Tech	Plant Engineering	7a-3:30p	Full-time
Hospitalist	Hospitalist		Full-time
MT(ASCP)	Laboratory	Variable	Full-time
Occupational Therapist	Sports Medicine and Rehabilitation Services	Days	Registry
Pharmacy Technician I	Pharmacy	Days	Full-time
Polysomnographic Tech	Cardiopulmonary	7p-7:30a	Registry
Respiratory Therapist	Cardiopulmonary		Full-time
Respiratory Therapist	Cardiopulmonary	Variable	24 hrs/wk
Respiratory Therapist	Cardiopulmonary	Variable	Registry
Social Services Associate/BS	Advocacy Services	Days	24 hrs/wk

Full list also available online at www.MDH.org

As of February 14, 2018

New Faces at MDH

MDH Welcomes New Employees


Caleb Ackers

Caleb is an Office Assistant in Family Clinic. He is from Macomb and enjoys Freelance Graphic Design.


Jamie Bainter

Jamie is a Health Info and Application Specialist in Home Health. She is from Macomb and enjoys watching sports and spending time with family and friends.


Chalyn Chance

Chalyn is a Certified Medical Assistant for Pediatric and OB/GYN Clinic. She is from Rushville and enjoys hanging out with family and friends.


Tamra Chipman

Tamra is a Float Registered Nurse for MMG Administration. She is from Good Hope and is married to Steven. They

have three children: Amanda, Devin and Darrin. She enjoys reading, movies, going out to eat, hiking and biking.


Jennifer Cunningham

Jennifer is an Agency Registered Nurse in Acute Care. She is from Pekin and has three children: Rylan, Jaden

and Azaylia. Jennifer enjoys watching her kids' activities.


Christina Denning

Christina is an Agency Registered Nurse for ICU. She is from Virginia and is married to Jay. They have four children:

Denton, Josh, Adam and Christopher. Christina enjoys camping and reading.


Daniel Flener

Daniel is an Agency Registered Nurse in ICU/Acute Care. He is from Peoria and likes to have fun.


Jordan Green

Jordan is a Public Safety Officer in Public Safety. He is from Dwight.


Kalen Meacham

Kalen is a Nurse Assistant in Acute Care. She is from Canton and enjoys basketball, softball, volleyball and reading.


Mike Millison

Mike is a Food Service Aide in Food/Nutrition Services. He is from Macomb.


Aubree Ourth

Aubree is a Certified Assistant in Acute Care. She is from Carthage and enjoys being with her niece and nephew.


Valerie Wilson

Valerie is an Agency Registered Nurse in ICU/Acute Care. She is from Fiatt and is married to Howard. They have

three children: Marie, Brian and Jennifer.

MDH Welcomes New Interns


Mohsenah Mashiwi

Mohsenah is an Intern in Nuclear Medicine. Mohsenah is from Saudi Arabia and is married to Majed. They have one

child, Lamar.


Cheri Newell

Cheri is an OT Intern with MDH Sports Medicine and Rehabilitation Services.

MDH Welcomes New Volunteers


Danielle Burlingame

Danielle is a current student at WIU and is majoring in Social Work. She hopes to eventually work in a hospital setting.


Bre Chandler

Bre Chandler is a Biology major at WIU. She enjoys reading and traveling.


Payton Huffman

Payton is originally from Marca-Forsyth. She is a student at WIU majoring in Biology with a minor in Chemistry and

Psychology.


Karen Kuras

Karen is retired from West Prairie School District as a High School Counselor. She is married to Ed. They have

four daughters and six grandchildren. Karen enjoys volunteering as an AWANA Leader, bible study, gardening, line dancing, painting and spending time with her family.


Ali Al Nemer

Ali is originally from Saudi Arabia. He is an accountant graduate from WIU and enjoys reading, soccer and

spending time with family and friends.

Medical Staff Officers



President

Tim Biagini, MD



Vice President

Jeffrey Sparks, DO



Secretary-Treasurer

Ronald Rigdon, MD



Chairman, Department of Medicine

Weili Zhang, DO



Chairman, Department of Surgery

James Gonzales, MD



Chairman, Department of OB-GYNE

Tamara Smith, DO



Chairman, Department of Radiology

Alvin Weintraub, MD



Chairman, Department of Pathology/Nuclear Medicine

Jerome Anderson, DO



Chairman, Department of Emergency Medicine

Jim Brown, MD



Staff Member at Large

Edwin Card, MD



Staff Member at Large

Amy Waschull, MD



Staff Member at Large

Jack McPherson, MD

A+ Achievement

Amber Depoy, BSN from Surgical Services received her Bachelor of Science in Nursing degree in January.

Brandon Logan received the distinct honor of being able to use the title Certified Biomedical Equipment Technician (CBET). He passed the certification exam on November 6, 2017, with the Association for The Advancement of Medical Instrumentation (AAMI). When he first became a Biomedical Technician in 2014, it was always his goal to become certified and ranked as one of the best in the profession. In the state of Illinois, there are only 141 Certified Biomedical Equipment Technicians and hopefully in the future that number will continue to grow.

Debby Runge-Ashby, CPC, CPMA received the Certified Professional Medical Auditor credential on February 10. She completed an extensive exam that covers proficiency in auditing medical records for documentation, coding and billing compliance as well as fines, penalties and communication.

Out and About

Becky Derry, Behavioral Health Services, was a guest speaker for the Early Beginnings Program on January 26 to a group of parent educators who do in-home assessment and work with at-risk children in the birth to three age range.

Thank you

I recently started at the ENT office as a medical assistant. I would like to thank everyone in the office. They have all been so welcoming and helpful. Dr. Sparks and Kamie McKee are wonderful people to work for. Both of them are very kind to their staff and to their patients. I feel very lucky to be a part of this team!

-Cheyenna Howell

4-H Club Donates to MDH

Members of Scotland Clever Clovers 4-H club attended their January meeting and helped make six fleece tie blankets, as a community service project, for patients at McDonough District Hospital.

Presenting the blankets to Jill Cook, MDH Foundation are (L-R): Kenadie Webster, Grace Dunseth, Madelyn Cooper, and Allison Stortzum, 4-H members. Stortzum was lead on the project, organizing the fabric needed, measurements and instructions for making the blankets. Wal-Mart donated a \$25 gift card to use toward the purchase of the material.



Words to Remember

Shut down - to power off a computer by removing power from a computer's main components in a controlled way. At least once a week your computer should be shut down for at least 30 seconds to 1 minute, then turned back on. You should NOT leave workstations off. Certain updates are pushed out at night. If your computer is off, this will force the update to load while you are trying to work.

Restart - also known as reboot, is a quick way to refresh the operating system of your computer. You should restart/reboot your computer at least once a day.

Log off - to terminate a user's connection with a computer or network. Whenever you walk away from the computer be sure to log off. Logging off does NOT refresh or restart your computer's operating system.



...Benefit Break...

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

Life Insurance & Long-term Disability Open Enrollment

All active full-time employees and part-time employees working 24 hours per week or more receive life insurance and long-term disability as a benefit. Life insurance is valued in the amount of the yearly base salary. Long-term disability coverage may be available after being off work due to an injury or illness for 6 months or longer and is valued at 50% of your monthly income.

During open enrollment, you are able to purchase additional life insurance for yourself and eligible family members. The insurance is portable and available to you after you leave employment at MDH.

Additional long-term disability insurance can be purchased for yourself at the 60% or 66.7% level. The premium is based on the employee's yearly salary and age.

A representative will be available in the next coming weeks. Details will be sent via email closer to the open enrollment. Walk-ins are encouraged.

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

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

Influenza

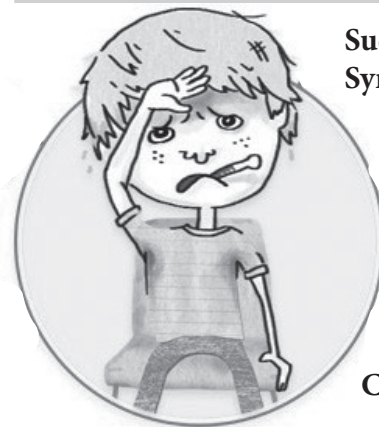
The flu and why you should care

Influenza-or the flu as its commonly known-has been a very controversial topic in most households since December of 2017. The main reason is the death toll that continues to increase each week. According to reports from the Centers for Disease Control and Prevention the flu this season has peaked early stretching to 46 states causing increased sickness and severe symptoms. This year has been the first in many years where the entire continental US has the same level of flu activity. More hospitalizations and emergency room visits have been documented this season than in previous years. Death tolls have increased taking the lives of 30 children thus far. Death from the flu has been common this season and very unexpected; ranging from children to the elderly and even healthy adults in their prime. These numbers are alarming because they are already doubled from last year's entire flu season and there are still many months left until the season is over. Experts advice for vulnerable populations to get vaccinated and take extra precautions if they are to contract the flu.

Populations most vulnerable for contracting the flu are children under the age of 6 and adults over the age of 65. The dominant strain this year is h3n2 which was also the dominant strain in Australia causing thousands of hospitalizations and record number of sick people. This flu season has started off with very high infection numbers which increase when large amounts of the population are not vaccinated. Although the flu vaccine has only been 10% effective this season experts' advice to get vaccinated in order to increase heard protection for yourself and vulnerable populations. The flu vaccine can be found in clinics, hospitals or other healthcare facilities.

Soup for the soul

Although soup is not the best solution or medicine for the flu, research has proven it does indeed help relieve flu symptoms. Enjoying your grandma's old chicken soup recipe can help reduce inflammation associated with the flu. According to Dr. Keri Peterson of Mount Sinai Hospital in New York City, all liquid broth soups will speed up the movement of mucous in your nose simply because it's a hot fluid. This causes dilation of blood vessels which causes increased blood flow and allows the mucous to flush everything out. That will help alleviate congestion.



**Sudden
Symptoms**

Tiredness

Fever

Aches

Chills

Word Search!

FEBRUARY

HEART

MONTH

RED

FOR

WOMEN

STRESS

MANAGEMENT

HEALTHY

EATING

EXERCISE

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

Looking for Advice?

Dear Lucy,

I have accompanied my husband twice this month to the emergency department because he was experiencing chest pains. He does not have a history of heart problems, but we went as a precautionary measure. He described his chest feeling tight, he had difficulty breathing, he was sweating profusely and he was very frightened. He underwent extensive testing and no cause for his symptoms was found. Today we met with his health care provider and she suggested it's possible he is experiencing panic attacks. We'll be meeting with a cardiologist next week, but we'd like to learn more about how to manage panic symptoms if that's what's going on.

Sincerely,
Concerned Wife

Dear Concerned,

Anyone who has experienced a panic attack can verify the experience is very scary and the symptoms do mimic those of having a heart attack. In addition to the symptoms your husband described, others include an accelerated heart rate, shaking, feelings of choking, nausea, feeling light headed and unsteady and an intense fear of "going crazy". The symptoms have an abrupt onset and there isn't necessarily some identified precipitant. The symptoms peak after a few minutes although in serious attacks they might persist for a half hour.

Panic Disorder is a real and treatable condition. Although the sensations and symptoms are frightening, they are neither dangerous nor harmful. The symptoms reflect the normal "fight or flight response" that happens when we are confronted by something stressful. However, it's more exaggerated. Serious worry could trigger panic. However, sometimes there may be no intense stimuli present and the symptoms seem to happen for no reason.

Left untreated, panic attacks and panic disorder can disrupt a number of areas of someone's life. A person may be so afraid of having more panic attacks that they live in fear, ruining their quality of life. A person may become avoidant of social situations and previously enjoyed activities. Certain phobias might develop, more doctor visits occur and a risk of depression increases. Medications prescribed by your husband's health care provider can be helpful in reducing symptoms. Cognitive-behavioral therapy is also recommended. In therapy, clients are encouraged to understand what they are experiencing and to not fight the feelings they are going through. Clients are reminded to stay in the present, notice the emotions and not focus on how much worse things might get. Breathing techniques are taught to help a person move through the experience. Using distractions while experiencing an attack can help ease discomfort such as engaging in a simple, manageable task. Regular physical exercise will be encouraged and learning ways to manage exaggerated worry will be addressed.

Should you have more questions about this topic or any other mental health or substance abuse concern, please call Behavioral Health Services at (309) 836-1582.

Best regards,
Lucy

MDH Sponsors WIU Basketball

MDH sponsored the Western Illinois University Women's Basketball "Think Pink" game (January 27) at Western Hall. Money raised from the "Think Pink" game will go to Linda's Fund at MDH.

Dr. Scott Urch accepted the sponsorship ball from WIU Director of Athletics Matt Tanney (left) and WIU President Jack Thomas (right) at the Women's "Think Pink" game.



APPLE Winner January 2018



Alicia Long

Please join in congratulating **Alicia Long**, Medical Assistant in the OB/GYN Clinic, on being named the recipient of the MDH APPLE Award for January 2018. APPLE stands for "Achieving outstanding Performance in Patient care, Leadership, Loyalty and Enthusiasm for MDH".

Alicia earned a Certified Nursing Assistant Certificate in May 2010 from Carl Sandburg College. Continuing her health career education, Alicia enrolled in Spoon River College and earned her Associates Degree in Health Information Management in May 2013. During this time, she completed an internship as a Medical Assistant at MDH's Convenient Care. Alicia joined MDH as a Certified Medical Assistant in the OB/GYN Clinic on June 1, 2016.

Alicia takes ownership in her role and demonstrates professionalism at all times. She asks appropriate questions, is knowledgeable about the intake procedure, and consistently collects important information for providers. She adjusts to change well and is swift and thorough in her work. Alicia is pleasant and supportive to new employees. She often offers her knowledge to new staff and shows them ways to become more efficient with technology.

Alicia is a leader, a great resource for others, and a hard worker. She is a self-starter, quick learner, and excellent teacher. She is eager to help others and her compassion for patients is exemplary. Alicia always goes the extra mile to provide quality and compassionate healthcare. She is efficient, cheerful and committed to her job and understands the importance of customer satisfaction.

"Her warm smile is reassuring to the patient," states one of Alicia's nominators. She always greets her patients with a smile and provides them her utmost respect. She consistently provides the best care possible. Her co-workers are grateful to have Alicia as part of the team.

Alicia is married to Logan. In her spare time, Alicia enjoys craft shows and decorating her house in a rustic décor. She loves shopping and getting a great deal. Alicia also enjoys four-wheeler riding and camping with her husband and their dog, Diesel.



President's Report

The MDH Board of Directors met February 26. Here is Mr. Boyd's report to the Board for the accounting period of January 23 - February 26, 2018.



Quality

Service Excellence

- Organization Wide AIDET training began January 10th and to date 133 employees have completed the training. Majority of the training sessions take place during staff meetings but we also offer sessions within the department or various "open" sessions that employees can sign up for. Managing Up training is taking place at the same time. All departments will receive new and improved AIDET and Managing Up posters to display in their areas.
- Improvement Plans for ED and CCC continue but are close to completion. The ED has 2 training sessions left – Coping with Stress/Healthy Work-Life Balance and Teambuilding workshop. CCC has one training session left – Teambuilding workshop.
- There has been some improvements to the Journey to Excellence weekly huddle initiative. In addition to showing Patient Satisfaction and CAHPS scores that align with the scorecard – we are now displaying the trends and the sample size. Medication Administration Data, which shows the patient scan rates per department, is also shared on a bi-weekly basis.

Clinical Quality

MDH is participating in the Sepsis Improvement Action Network (IAN) from January-March 2018 through the Illinois Hospital Association (IHA) Hospital Improvement Innovation

Network (HIIN). The goal of the HIIN is to reduce hospital acquired conditions by 20% and readmission by 12%. The hospital aim statement for the Sepsis project includes the following:

We will increase our bundle compliance for all adult sepsis patients from a 2016 baseline of 37% to the strategic goal of 64.03% by the end of FY2018 through a multidisciplinary team approach with the guidance of physicians including Dr. Brown, Dr. McPherson, Emergency Department Leader Stefany Myers, ICU/Acute Leader Connie Elting and CNO Wanda Foster.

Infection Control

Newly revised isolation precaution signs were implemented in January. The revised signage incorporates color coding to assist in identification of the type of precautions that are needed. They also assist environmental services in easily identifying rooms that require a different disinfectant at discharge and/or termination of the isolation precautions. The new signs were developed in coordination with Infection Control and Public Relations with feedback from staff.

Physician Recruitment/Retention

Physician Recruitment and Outreach Services - Update:

Hospitalist Medicine: We are moving forward with a plan to incorporate one of our Family Practitioners into the Hospitalist physician schedule starting this spring. This will continue to improve the overall quality of care for the service in addition to proving a greater level of continuity.

OB/GYN: Our OB/GYN marketing materials have been updated and Adrian MacGregor is moving forward with our sourcing plan for this search and enlisting the support of an

additional contingency recruitment firm to this search, totaling three firms as well as our in-house e-mail blasting and other internet postings.

Additional Psychiatry Support: Our Psychiatrists have expressed support and interest in having us move forward with evaluating tele-psychiatry options. We are awaiting a final proposal from a tele-psychiatry service provider to evaluate service offerings, as well as costs associated with integrating this into our Psychiatry services.

Outreach Services

Community Outreach

MDH Outreach Services health educators have been teaching a variety of First Aid & CPR classes within the community throughout the month of January. Thirty-two students participated in classes held at the Macomb Park District, as well as the community First Aid & CPR class conducted at MDH.

Provider Outreach

Dr. Richard Minter and Jodi Heller, FNP met with representatives from NTN Bower in the month of January to discuss our ongoing employee health partnership.

Employer Outreach

In January, Outreach Services staff were on site at Macomb School District providing a tutorial for utilizing the health risk assessment software – as part of our ongoing employee wellness partnership with District #185. Two new employers have agreed to work with MDH for employee wellness related services (an assistive living facility & regional retail store). NTN Bower Corporation is evaluating a proposal for incorporating pre-placement screenings offered by MDH Rehabilitation Services into the pre-employment testing provided by MDH.

Information Systems

Cerner Update

Implementation of the Cerner Power Chart Maternity application in OB was completed in January. We have completed our initial support phase with this transition and are continuing to work with the OB department and Cerner to address outstanding issues.

Echo and Vascular Studies Upgrade

We purchased a new E95 ultrasound unit for our cardiopulmonary department in October 2017. Since that time we have been working to coordinate an upgrade to the EchoPacs viewing workstation software and Image Vault storage system that it will use. The new system will allow for easier access to the studies for the provider completing the interpretation. The integrated testing started the week of February 15 with conversion to the new system set for February 26.

Financial

January 2018

We ended the month with a positive bottom line of \$1,688,680. Total Patient Revenue was 24.7% above budget or \$1,689,860 for the month with the largest positive variance being Inpatient Services at \$2M above budget due to both an increase in volumes and an increase in total Patient Days including ICU patient days. Both Swing Beds and Emergency Room Services were below budget due to decline in volumes in those areas. Year to Date, Total Patient Revenue is 4.1% above budget or \$4.7M.

Operating Expenses were above budget by 9.0%. We again see an increase in employee salaries partly due to volumes as well as reliance on contract labor in some key areas. Professional fees were impacted due to the accrual of several provider vacations and leased equipment was above budget as we added PET Scan as a new leased

service. Deductions from revenue were above budget due to an increase in financial assistance for the month as well as the continued tweaking of the bad debt expense as we evaluate the aging of the receivables and how we calculated the expected collectability.

Public Relations

News and Website Updates

During January there were 37,123 home page visits, 3,479 career views (nearly 1,000 more than December), and 17,764 calendar views.

The most-read news story for the month of January was the feature story on the first baby born of 2018, followed closely by the feature story on Board member Rita Moore.

A press release highlighted the return of Bojan Pavlovic, MD, to the Pain Management Center. Three public service announcement press releases were posted on the offering of Childbirth classes, First Aid, and Community CPR. The OB/GYN clinic was highlighted in a story as January was Cervical Health Awareness Month.

MDH congratulated the Admitting Staff for receiving a Healing Hand Award within the Grateful Patient Program (GGP). WGEM did a news story on the HealtheLife Portal, the free service available to all patients of MDH and MMG clinics.

Western Illinois volleyball raised money during the month of October for Breast Cancer Awareness. The program presented a check in early January to MDH totaling \$1,197 which will go to Linda's Fund.

At the end of January, MDH announced a renaming of a program for patients in need of additional care following an illness or injury. The Hospital To Home (H2H) Swing Bed program offers a transition for patients who no longer require

hospitalization and who would benefit from additional short term skilled services before returning to independent living. The program relaunched was announced via press release and on social media. A commercial was filmed by WGEM mid-January and debuted on television in early February.

Social Media

The MDH Facebook page increased to 1,889 followers, a jump of 35 followers from last month. There were 15 posts in January that reached more than 1,000. The highest interacted Facebook post was the MDH statement on the passing of former Board member Crystal Bedwell and sharing the obituary. There was an increase of 40 on number of MDH page likes, ending the month with 1,904.

Our Twitter account gained more followers in January, now at 386. Our tweets earned 15,300 impressions, averaging nearly 500 per day. The most impressions of a tweet was a video of the Think Pink WIU women's basketball game in which our Breast Cancer Support Group members were announced and walked out with the Leatherneck starting lineup. The biggest media tweet was our photo of staff members wearing Think Pink t-shirts and promoting the sale.

As 2018 marks the 60th anniversary of MDH, to honor the milestone we have shared every Thursday a photo for #TBT (Throwback Thursday). The photos in January highlighted were: the original groundbreaking ceremony, Auxiliary member serving patrons as the former hospital café, MDH's first administrator, Earl Dresser, examines one of the first control boards, and the first nine MDH Board of Directors.

Additional Information promoted throughout January on social media included:

- Alicia Long was the January APPLE

Award recipient

- Sports Medicine and Rehabilitation offering Free assessments
- WIU Think Pink women's basketball game and MDH as a game sponsor
- Obstetrics Department with four Certified Lactation Consultants on staff
- MMG complete list of primary care providers accepting new patients

Advertising and Marketing

During the week of January 19, MDH was featured on Regional Media's K100 as its "Business of the Week".

The Public Relations and Marketing department worked with WGEM and created a new commercial for the Hospital to Home Swing Bed program. Other television commercial spots are running for: MMG Family Medicine, Sports Medicine & Rehabilitation Services, Home Health, and general branding.

Newspaper and website ads were ran on: Ear, Nose and Throat clinic, Senior Behavioral Health's Free Hats, Gloves and Scarves drive, Sports Medicine and Rehabilitation services, Convenient Care clinic, and general MDH branding ads.

Radio spots include: Bushnell Family Practice, McDonough Medical Group, Pain Management Center, Sports Medicine and Rehabilitation, Obstetrics & Gynecology clinic, 3-D Mammography, Leapfrog "A" grade for patient safety, and Home Health.

Foundation

This report reflects activity held within the month of January 2018.

Annual Support

In January, \$29,028.78 cash received and \$5,000.00 pledged for a total of \$34,028.78 raised; 260 gifts and 15 honor/memorials were processed.

Some of the areas receiving support included: Emergency Services, Hospice, Linda's Fund, PROS, Permanent Endowment and Switzer Women's Center.

Golden Apple Society

New pledges for the month include Lorraine Epperson (Platinum) and Dick and Azelia Severs & family (Platinum). Plans were finalized for the Recognition Reception on Feb. 1 at the Macomb Country Club. The next meeting is March 1.

Festival of Trees

A committee wrap-up meeting was held on Jan. 26 at Magnolias to report financials, review statistics and gather suggestions for the 2018 festivities.

PROS

The menu was finalized and promotional materials were distributed for the Big Game Party on Feb. 2 in Auditoriums A & B.

DKSWC Capital Campaign

To date, a total of \$4,662,661.93 has been raised toward the campaign goal of \$5.5M.

Foundation Board

The quarterly meeting was held Jan. 10 directly followed by the annual finance meeting. Investment objectives were established for 2018 including CD's purchased with Switzer funds so they would be accessible as the Women's Center project begins to move forward.

Community Support

WIU Volleyball Pinktober \$1,197 to Linda's Fund

Grateful Patient Program (GPP)/

Healing Hand

Sarah Schoper and John Salazar \$100 to Admitting/Registration.

March Meetings Calendar

Tuesday, March 6

Credentials/Bylaws, 7 a.m., PDR

Thursday, March 8

Department of Medicine, 12 p.m., Auditorium A/B

Friday, March 9

Executive Committee, 12 p.m., PDR

Wednesday, March 14

PHO Office Managers, 12 p.m., PDR

Thursday, March 15

Tumor Board, 12 p.m., Auditorium A/B

Friday, March 16

Finance Committee, 7 a.m., TFBR

Monday, March 19

Board of Directors, 5:30 p.m., TFBR

Tuesday, March 20

MMG Governance Council (Board only), 5:30 p.m., TFBR

Wednesday, March 21

OB-Gyn Department, 12 p.m., Auditorium B

Wednesday, March 28

- PHO Physicians, 12 p.m., PDR
- Quality Council, 1:30 p.m., TFBR

Friday, March 30

Medical Staff Quality Improvement, 12 p.m., TFBR

MVP Awards

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

MVP Award - \$50



Sara Trautmann

MVP Thank Yous - \$25



Mel Dorethy (left)



Sarah Stehl (left)

Recognition for Outstanding Customer Service

For the month of January, 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 Patient Satisfaction surveys call attention to employees who demonstrate excellent customer service, according to Administrative Leader of Quality and Innovation Maggie Dubil. Individuals recognized receive a customer service *Thank You Certificate* and are nominated for the MVP award for their outstanding hard work.

Recognition for outstanding customer service goes to the following professionals:

Acute Care: **Dr. McPherson; Tammy Eckert, FNP-BC; Keith Engel, RN; Mindy Pilat, RN; Jennifer Sullivan, RN; Audra Kerr, CNA; Rikki Bolen, CNA**

Cardiopulmonary: **Shawn Evans, Cardiopulmonary Technician; Darlene Zeh, Respiratory Therapist**

Convenient Care: **Kaye Stone, NP-C; Sandra Lambert, LPN**

Environmental Services: **Cindi Thompson, Aide**

Food Services: **Meghan Cousins, Aide**

Hospice: **Dr. Roodhouse; Lisa Hood, RN; Stacie Mynatt, RN**

Laboratory: **Linda Cremer, Section Head; Kory Harman, Phlebotomist; Jean Shelly, Phlebotomist; Kathryn Shockley, Phlebotomist; Christy Savage, Phlebotomist**

McDonough Medical Group: **Dr. Minter; Dr. Urch; Dr. Patel; Ali; Dr. Gonzales; Dr. Zhang; Brenda Powell-Allen, WHNP; Sue Adams, FNP-BC; Jodi Heller, NP-C**

OB/GYN: **Nicole Carithers, RN; Jessica Thorman, RN**

Radiology: **Sarah Green, Ultrasound Technician; Lynn Durso, X-Ray Technician-RT; Gwynne Worthington, X-Ray Technician-RT**

Registration: **Susan Lester, Registration Clerk-Phlebotomist**

Sports Medicine and Rehabilitation Services: **Patrick Smith, Physical Therapist; Roger Reno, Physical Therapy Assistant**

Surgical Services: **Dr. Sparks; Steve Rogers, RN; Marti Frier, RN**

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

"I could not have asked for more caring people. They are the BEST!"

"The services, support, and information my brother and I received from MDH Hospice was incalculable value in the remaining days of our mother's life."

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

March Calendar of Events



Seniors' Day at Citizens

Thursday, March 1

8:30-11:30 a.m., Citizens Bank, Downtown Macomb

Topic: Colorectal Cancer Awareness.

Contact Outreach Services at (309) 836-1584.

Divorcing Parents Education Program

Friday, March 2

1-5 p.m., Health Services Building 1 Auditorium

Cost: \$60 payable at session, Pre-registration required.

Contact Behavioral Health Services (309) 836-1582.

Chronic Pain Management Support Group

Mondays

1-2 p.m., Health Services Building 1 Auditorium

Sessions run through an 8-week course. For a free screening or more information, call MDH Behavioral Health Services at (309) 836-1582.

MDH Breast Cancer Support Group

Monday, March 5

5:30 p.m., Auditorium B, lower level

For more information contact the Outreach Services Department at (309) 836-1584.

Suicide Support Group

Monday, March 5

7-8 p.m., Health Services Building 1 Auditorium

For more information, call Behavioral Health Services at (309) 836-1582.

Anger Management

Tuesdays

3:30-5 p.m. Health Services Building 1 Auditorium

Pre-registration required.

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

Community First Aid

Tuesday, March 6

6 p.m., Auditorium A

Cost: \$40, Pre-registration required.

Contact Outreach Services at (309) 836-1584.

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

Thursdays, March 8, 15, 22 & 29

6-8:15 p.m., Auditorium B, MDH

Class will meet one night a week for four weeks.

Pre-registration required.

Call Obstetrics at (309) 836-1570.

Bereavement Support Group-New Horizons

Monday, March 19

3-4 p.m., Medical Arts Building, Conference Room

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

Community CPR Class

Tuesday, March 20

6 p.m., Auditoriums A & B, Auxiliary conference room

Fee: \$40. Pre-registration required.

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

Colorectal Cancer Program

Wednesday, March 29

6:00 p.m., Auditoriums A & B

Speakers: Drs. Tim Biagini and James Gonzales

Learn more about Colorectal Cancer Diagnosis and Treatment plus take a tour of the MDH Endoscopy Suite.

Free and open to the public. Free Hemoccult-ICT kits.

Contact Outreach Services at (309) 836-1584.

Get to the Heart of the Matter



Wednesday, February 21

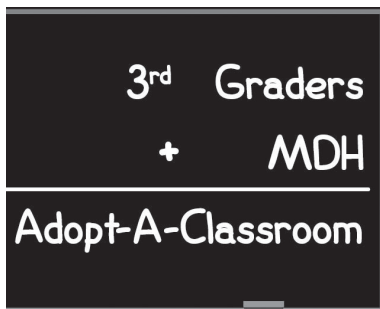
6:00 p.m.

MDH Radiology Department

This free informational program is open to the public.

Program will feature Suellen Carmody-Menzer, and Peggy Jones from the MDH Cardiopulmonary department and Cardio Rehab specialist Alicia Ladd from Sports Medicine and Rehabilitation. They will speak on various cardiopulmonary topics, and those attending can tour the Cardio department and Cardiac Rehab center.

There will be heart healthy hors d'oeuvres and drinks provided for free. To RSVP for the program, contact MDH Outreach Services at (309) 836-1584.



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.

Obstetrics Department

In January, Obstetrics Department Nurses **Shawna Sprinkle** and **Lisa Patton** visited our Adopt-A-Classroom class at Lincoln School. Shawna and Lisa took an infant doll so students could measure the baby and learn how to swaddle. The class asked many questions including how babies get nutrition while in utero. Students took turns learning to hold the 'baby' properly, providing support to the head. They also shared how the Obstetrics Department helps new mommies before the baby comes and after the baby is born. The students received MDH coloring books for being such great listeners!



GET TO THE **HEART** OF OUR PROVIDERS

*Jodi Heller, NP-C
Family Clinic*



Jodi grew up in the Table Grove area and has 15 years of nursing experience at MDH serving in the Medical/Surgical, Intensive Care and Emergency Services Departments.

Jodi completed the Post Graduate Family Nurse Practitioner Certificate Program at Saint Francis School of Nursing in Peoria. Previously, she had earned a Master's of Science in Nursing with a focus in Healthcare Administration from Walden University in Minneapolis, MN.

When she's not caring for patients, Jodi enjoys spending time with her husband, Faron, and their four children as well as attending her children's extra-curricular activities and reading.

"My general approach is to listen to the patient. Dr. McPherson once told me if you listen to your patient they will tell you what is wrong."

-Jodi Heller, NP-C

"I love being able to build relationships with my patients and become familiar with them and their health history. The greatest reward is sharing what I know and discovering what works for my patients."

MDH Care Coordination Services



Let us help you achieve your optimal health

Our Care Coordinators work directly with you, your family, and the rest of your health team to maximize your healthcare experience and help you identify and achieve your health related goals.

What can a Care Coordinator do for me?

Your provider and Care Coordinator want to make sure you have the tools and support you need to achieve and maintain the best health choices possible. Your Care Coordinator will help make things go more smoothly between your medical and social service providers and you. They will support you in improving your overall health and well-being.

Your Care Coordinator can:

- Help you work on health goals that are important to YOU
- Identify and help you overcome barriers to getting care needs met
- Arrange care and connect you to important community resources
- Provide education, resources or materials about any chronic condition you may have
- Work with your healthcare team to make sure they are working together to meet your needs
- Assist you in coordinating your health care with primary and specialty care providers, as well as your care within the hospital, clinic and community
- Help you learn ways to stay as healthy as possible
- Support you in becoming an active participant in your own healthcare
- Provide information about advanced directives

Am I eligible for Care Coordination Services?

You must be under the care of a McDonough Medical Group primary care provider, as well as meet some of the program's criteria such as having two or more illnesses or multiple visits to the Emergency Department or hospital admissions.



Colorectal Cancer Program

Wednesday, March 28 | 6:00 PM

Auditoriums A & B, Lower Level, McDonough District Hospital

Colon Health is Whole Health

Learn more about Colorectal health as it relates to the rest of your body, as well as about Colorectal Cancer diagnosis and treatment. Plus take a tour of the MDH Endoscopy Suite. See the rooms where procedures and surgeries are done and view the equipment they use. Information on preparing for a Colonoscopy will also be discussed. Healthy hors d'oeuvres and drinks will be served.

Free Hemoccult-ICT test kits will be available March 1 to April 27.



Timothy Biagini, MD*
Gastroenterology
GastrollinoisHealth



James Gonzales, MD
General Surgery
McDonough Medical Group

**RSVP by March 23 to MDH Outreach
Services at (309) 836-1584**



McDonough District Hospital

525 East Grant Street | Macomb, IL 61455 | (309) 833-4101 | MDH.org

*Independent provider partnering with MDH