

Employee Newsletter

Making Rounds

February 19, 2019 ★www.MDH.org









Local 4-H Club Makes Donation to McDonough District Hospital

Patients of McDonough District Hospital will benefit from a local 4-H club's community service project. Members of the Scotland Clever Clover 4-H Club of McDonough County created several fleece tie blankets during their January meeting. The blankets will be gifted to inpatients during a stay at MDH. Club member Ryan Haney was lead on the project, organizing the fabric needed, making measurements, and instructions.

Pictured: Scotland Clever Clover 4-H members present the blankets to MDH Foundation Assistant Erica Smith (right) at their February meeting.

Big Game Party

Over 400 meals were served at the Big Game Party on Friday, February 1!

Thank you to the Morrison staff for catering and to our fantastic employee volunteers ?**\$**\$ who helped serve.









MDH Hotline

Do you have a compliance concern you need to share confidentially? Call the MDH Hotline at (309) 836-1630.

Next Deadline

The next *Making Rounds* deadline is Noon on **Tuesday, March 12**.

To view the February 2019 MDH Board Report, go to the Intranet and click on

Departments \rightarrow Administration

MDH Says Goodbye

Mary Aurelio, Scan Document Clerk, MMG Patient Financial, 1/24/19

Marilyn Bricker, Unit Secretary, Wound Care Clinic, 1/15/19

Karen Bucholtz, Clinic RN, Family Clinic, 1/17/19

Alexis Clark, Clerk, Registration, 2/1/19

Queen Graves, RN, Surgery, 2/12/19

Laura Harden, Clinic RN, MMG Administration, 1/24/19

Sandra Hern, Leader, HIM, 2/1/19

Brittnee Jarrett, Office Assistant, MDH Physician Offices, 1/18/19

Elizabeth Peterson, CNA, Acute Care/ Senior Behavioral Health, 2/11/19

Jennifer Pontifex, Operator, Communications, 1/10/19

Kaeleigh Prier, Clerk, Registration, 2/1/19

Thank you

Thank you everyone for the cards, kind words, and the contributions to my son's memorial. Your thoughts, prayers, and support have been greatly appreciated.

-Barbara Parker

Job Opportunities



• • •	- Lance					
POSITIONS	DEPARTMENT	SHIFT	STATUS			
Accounting Assistant	Fiscal Services	Days	Full-time			
Registration CL-NONPHLEB	Registration	11p-7:30a	24 hrs/wk			
Secretary/Receptionist	Radiology	Days	Full-time			
Leader	Health Information Management	Days Full-time				
President/CEO	Administration	Days	Full-time			
Supervisor	Quality and Innovation	Days	Full-time			
VP of Finance	Fiscal Services	Days	Full-time			
VP of Medical Practices	Physician Clinics	Days	Full-time			
Clinic LPN	Physician Clinics	Days	Full-time			
Clinic LPN	Physician Clinics	Days	Full-time			
Clinic RN	Urology	Days	24 hrs/wk			
Clinical Quality Improvement Coordina	Quality and Innovation	Days Full-time				
RN	Senior Behavioral Health	7a-7:30p	24 hrs/wk			
RN	Acute Care	7p-7:30a	Full-time			
RN	Emergency Department	7p-7:30a	Full-time			
RN	Emergency Department	7p-7:30a	Full-time			
CNA	Senior Behavioral Health	7a-7:30p	Full-time			
Medical Assistant	Internal Medicine	Days	Full-time			
Medical Assistant	OB/GYN Clinic	Days	Full-time			
Medical Assistant	OB/GYN Clinic	Days	Full-time			
Medical Assistant	Psychiatry Clinic	Days	Full-time			
OR Tech	Operating Room	7a-3:30p	Full-time			
PBX Operator	Communications	Variable	24 hrs/wk			
Ambulatory Informatics Supervisor	Information Systems	Days	Full-time			
Athletic Trainer	Sports Medicine and Rehabilitation Services	Variable	Full-time			
Cardiovascular Sonographer	Cardiopulmonary	Days	Registry			
Clinic Supervisor	Physician Clinics	Days	Full-time			
Gynecologist	OB/GYN Clinic	•	Full-time			
Histologist	Laboratory	5a-1:30p	Registry			
Occupational Therapist	Sports Medicine and Rehabilitation Services	Days Full-time				
Pediatrician	Pediatric Clinic	Days Full-time				
Pharmacist	Pharmacy	Variable	Registry			
Polysomnographic Tech	Cardiopulmonary	7p-6:30a	Registry			
Respiratory Therapist	Cardiopulmonary	7p-6:30a	Full-time			
Social Worker	Senior Behavioral Health	Days	2 hrs/wk			
Full list also available online at www.MDH.org As of February 13, 2019						

New Faces at MDH

MDH Welcomes New Employees



Bill Akers
Bill is a Phlebotomist
in Laboratory. He is
from Fountain Green
and is married to Kathy.
They have two children

together.



Carter Atwater
Carter is a BioMed Tech
in BioMed. He is from
Ipava.



Fannie Chen
Fannie is an Aide in
Food/Nutrition Services.
She is originally from
China and enjoys hiking
and traveling.



Anastasia Crail
Anastasia is a
Housekeeping Aide in
Environmental Services.
She is from Decatur and
enjoys reading, biking,

and camping.



Sentorra Eason

Sentorra is an Agency Certified Surgical Tech in Surgical Services. She is from Vidalia, Georgia. She has three children:

Akina, Lakia, and Jacari. Sentorra enjoys reading, cooking, and traveling.



Lori Eddy
Lori is a Float Office
Assistant in Physician
Practices. She is from
Cuba and is married
to Jim. They have three

children: Mike, Jessica, and Mark. They also have seven grandchildren. Lori enjoys playing the piano.



Madi Merritt
Madi is a Patient Care
Tech in Emergency
Services. She is from
Carthage and enjoys
reading, baking, and

traveling.



Julie Newell
Julie is a Certified
Medical Assistant in
Cardiopulmonary. She is
from Wyoming and has
five children: Vivianne,

Eva, Dominique, Stephanie, and Rodger. Julie enjoys teaching water aerobics and Zumba.



Demetria PopeDemetria is a

Housekeeping Aide in Environmental Services. She is from Chicago and enjoys volleyball.



Jen Reedy

Jen is a Secretary for Sports Medicine and Rehabilitation Services. She is from Macomb and enjoys skating,

cooking, and learning to ride a motorcycle.





Emma Kovachevich
Emma is a Music
Therapy Student in
Acute Care. She is from
Huntley.



Melliza Malabanan Melliza is a Music Therapy Student in Acute Care. She is from Chicago.



Katie Owens
Katie is a Student
in Food/Nutrition

Services. She is from Chicago.



Michael Peterson

Michael is a Medical Student for Pathology and Nuclear Medicine.



Jessica Potter

Jessica is a Student in Sports Medicine and Rehabilitation Services. She is from Preston, Iowa and enjoys

volleyball and weight lifting.



Paula Ramirez

Paula is a Music Therapy Student in Senior Behavioral Health.



Tiffany Tanksley

Tiffany is a Student in Rehabilitation Services. She is from Macomb and is married to Isaac.

MDH Welcomes a New Intern



Ianie Lantz

Janie is an intern for Pharmacy. She is from Quincy and is married to Nicholas.

MDH Welcomes New Volunteers



Kylee Fall

Kylee is a senior at WIU. She is a Biology major with a Pre-Med focus. Kylee enjoys meeting new people, traveling,

and learning new things.

Continued on pg. 4



Emily Maze
Emily is originally from
Peru and is currently
working on her undergrad
at WIU as a RPTA major
with an emphasis in

Therapeutic Recreation. Emily enjoys art, music, and the outdoors.



Erika Sanchez
Erika is from Chicago and is a WIU student pursuing a degree in Health
Services Management. She enjoys reading and hiking.

Moving Around

Nornil Barnes is a Unit Secretary for Acute Care after previously working as a Clinic Supervisor for MMG Administration.

Alaina Cagle is a float Medical Assistant for the MDH Physician Offices after previously working for the OB/GYN Clinic.

Danielle Jones-Koile was a RN for Senior Behavioral Health and is now a Clinic RN for the OB/GYN Clinic.

Casey Roberts is now a Certified Medical Assistant for both Internal Medicine and Urology.

Debra Runge-Ashby is Interim Leader of Health Information Management in addition to her role as Physician Offices Financial Services Manager.

A+ Achievement

Marc Kessler, ATC, recently completed a course to add the credential of Corrective Exercise Specialist (CES) through the National Academy of Sports Medicine. A CES utilizes a variety of static and dynamic assessments to identify imbalances and use the results to design effective programs for clients.

New Department Leader Announcements



Deb Lawver is now Leader for MDH Home Health Care and Hospice. Deb previously served as Leader of Clinical Support for the McDonough Medical Group. Prior to her work with MMG, Deb was the Clinical Coordinator of MDH Home Health and Hospice for seven years. Deb also has experience in the MDH Transitional Care unit as Clinical Care Coordinator and prior to that had served as

branch manager for Memorial Health Systems Home Health Services in Jacksonville, IL.

Deb holds a Bachelor of Science in Nursing from Illinois Wesleyan University in Bloomington, IL. Deb's favorite pastimes are watching Major League baseball and NFL football games with her husband, cooking for her family, and getting to know her new grandson, Henry.

Amber Depoy has been named Leader of Surgical Services at McDonough District Hospital. Amber began her career at MDH in 2013 as a Registered Nurse in the Intensive Care Unit. In 2014, Amber transferred to her current role as periOperative RN / Circulator in Surgical Services. In addition to filling in as charge nurse for surgery, Amber has worked with Infection Control and Cerner to develop a follow up quality improvement project regarding wound classification accuracy.

Amber holds a Diploma in Nursing from Graham Hospital School of Nursing and a Bachelor of Science degree as well as Master of Science in Nursing Leadership and Management from Western Governors University. Amber is a member of the Association of periOperative Registered Nurses (AORN) and of Sigma Theta Tau International Honor Society of Nursing.

Amber enjoys spending time with her three children and reading. Amber is also a member of the McDonough County Medical Reserve Corps, which assists with community health needs.

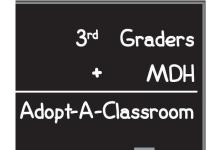
Children's Grief and Hope Retreat

Susan Denecke, LCSW, is organizing a Children's Grief and Hope Retreat at Lakeview Nature Center on May 4, 2019.

This event will combine counseling, art, and movement activities to help children cope and heal from losing a loved one.

The Fellheimer Trust of Wesley United Methodist Church is funding this program which is free to children ages 6-18 from McDonough County and the surrounding area.

For more information email Susan at svdenecke@mdh.org or call (309) 836-1582 for registration information.



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.

MDH Cardiac Rehab

In February, Alicia Ladd, Exercise Physiologist, and Tiffany Hamrick, Intern, visited our Adopt-A-Classroom students. They discussed heart health and the risk factors associated with heart disease. The students learned to take their heart rate and did a short exercise activity.

The class received MDH footballs and basketballs for being great listeners.







A Message from Information Systems

Information Systems would like you to know Cerner offers support via Client Support. There are two types of Application Supports, "Applications" being Power-Chart, Scheduling book, etc. Non-critical issues are logged as AMS Tickets or "Application Manage Service". IRC or "Immediate Response Center" is for Cerner issues that are Critical Application issues, for example no staff member is able to log into Power Chart. IRC issues would be labeled as Cerner issues or failures throughout the organization that are critical to patient care or safety. When logging a ticket to AMS or IRC you will need to call 1-866-221-8877.

There are different options after calling Cerner Client Support. They are as follows:

- AMS choose option #5, then based on your needs, select one of the following:
 - "For Calling on an Existing Ticket, Press 1"
 - "For Single User or Non-Critical Application Issues, Press 2"
- IRC choose option #3
 - "For Multi-User Critical Application Issues, Press 3"

Remember after you submit a ticket to Cerner please notify Information Systems and keep the Service Record number. The Cerner agent will give you the Service Record number or "SR" at the end of the call. You may also add this issue to help desk. If you have any questions about this process please call Information Systems.

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 Vice President of Quality and Innovation Maggie Dubil. Individuals recognized receive a customer service *Thank You Certificate* for their outstanding hard work.

Recognition for outstanding customer service goes to the following professionals:

Cardiopulmonary: Deann Yerk, Respiratory Technician

Emergency Department: **Alexis Murk**, NP Environmental Services: **Cindi Thompson**

Laboratory: Kory Harman, Lab Assistant; Matt Kessler, Lab Assistant; Paul Copeland, Phlebotomist

MDH Clinics: Dr. Zhang; Sue Adams, FNP-BC; Dr. Card; Dr. Gonzales; Dr. Arnold; Dr. Wright; Robyn

Kilburn, Office Assistant; Nicole Campbell, Float Office Assistant

Obstetrics: June Sapp, RN; Shawna Sprinkle, RN; Kymberly Lockard, RN; Ashley Behymer, RN; Stephanie

McCleery, RN; Julie Elliott, RN; Vickie Vawter, Unit Secretary

Radiology: Lynn Durso, X-Ray Technician

Registration: Cindy Thompson

Surgical Services: Dr. Trost; Dr. Mitchell; Debbie Elsner, RN

Congratulations to those recognized in this article and thank you for your ongoing commitment to providing

an exceptional patient experience!

Get Your Free Colorectal Cancer Kit!

In recognition of Colorectal Cancer Awareness Month, MDH is providing **FREE** Hemoccult-ICT test kits. These test kits are the first step in detecting colorectal cancer.

The Hemoccult-ICT is a screening, not a diagnosis for colorectal cancer. Those who are age 45 or older, or are at higher risk because of personal or family history of colorectal cancer or colon polyps, should consider this screening.

>>Did you know?

According to the National Institutes of Health, cancers of the colon and rectum (colorectal cancer) are the third most common diagnosis among men and women in the United States. Colorectal cancer is the second leading cause of cancer death in the United States.

Free test kits are available through April 26.

Kits are available at the following locations:
Admitting | Family Clinic | Internal Medicine | Outreach Services

APPLE Winner January 2019



Please join in congratulating **Julie Bartlow**, Nurse Practitioner in the MDH Pediatric Clinic, on being named the recipient of the MDH **APPLE** Award for January 2019. APPLE stands for "Achieving outstanding Performance in Patient care, Leadership, Loyalty and Enthusiasm for MDH".

Julie attended Saint Louis University and graduated with a Bachelor of Science in Nursing in 1999. In 2002, Julie graduated from Vanderbilt University with a Master of Science in Nursing. She started at MDH in her current position on January 3, 2017.

Iulie Bartlow

She is always very friendly and welcoming. She puts her co-workers and patients at ease. Julie's clinic skills are exceptional. Others trust and feel confident in her care. Julie demonstrates a

strong desire to make the MDH Pediatric Clinic an exceptional facility. She takes great interest in improvement opportunities and trying new things.

Julie is a solid clinician, both in the quality and quantity of her work. She makes every moment count. Julie displays a positive and cooperative attitude all the time. A patient commented, "Julie makes us feel like we are the only patients she'll see today, even though we know she is very busy." Another patient said, "Julie is so kind and takes time to answer my questions. She loves on my baby and even changed a diaper the last time we were there!"

Her nominator explains Julie is more than deserving for the award. Julie is always going above and beyond for her patients and staff. There have been times when Julie has stayed late to see patients who were unable to get care elsewhere. She will also rearrange her schedule to benefit her patients. She is a pleasure to work with and makes the best out of every situation. Julie is always thinking of the staff as well. She asks opinions of staff to see what will work best with everyone. Julie is an awesome asset to the Pediatric Department and is loved by all.

Julie is married to Andrew. They have two children: Delaney and Macie. In her spare time, Julie enjoys cooking, scrapbooking, traveling, spending time with family, and being involved in her daughters' dance activities.







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Word Search!

AORTA	PULMONARY
ARTERY	SEPTUM
ATRIUM	VALVE
BLOOD	VEIN
CARDIAC	VENTRICLE
OXYGEN	

Notification of Password Expiring:

Users are being notified when their domain (network/email) passwords are scheduled to expire. This is what the notice will look like:

From: passwordexpiryreminder@mdh.org [mailto:passwordexpiryreminder@mdh.org] Sent: Thursday, February 04, 2016 8:00 AM

To: Last, First Name

Subject: Password Expiry Notification

Dear First Last Name,

Your password will expire on 2016/02/10 08:20 PM. So, please change your domain password as soon as possible.

Thank you.

Regards

Administrator

NOTE: Users will continue to receive this notice daily until they change their domain (network/email) password.

Non - DigitalPersona users

To Change Network/Email Passwords using OWA

- 1. To change your email/network password (Image 1)
 - Enter your user name-mdh and the 5 digit number
 - Enter your current password
 - Click Sign In
- 2. On the next screen go to the upper right corner (Image 2)
 - Select Options
 - Select Change Your Password
- 3. Complete the following fields (Image 3)
 - Current password- current password
 - New password
 - Confirm new password
 - Click on SAVE
- 4. Click OK
- 5. You will be returned to the login screen. (Image 4)
 - You must log back in with your new password to complete the process
- 6. When you log back into OWA, you are returned to the 'Change Password' screen. To get to your INBOX, click on My Mail located at the upper right corner. (Image 5)

If you have any questions or issues please call extension 13263. Thank you!











March Calendar of Events

Chronic Pain Management Group

Mondays

1-2 p.m., Health Services Building 1 Auditorium Pre-registration and screening required. 8-week group. Contact Behavioral Health Services at (309) 836-1582.

Anger Management

Tuesdays

3:30-5 p.m., Health Services Building 1 Auditorium Pre-registration required.

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

Divorcing Parents Education Program

Friday, March 1

1-5 p.m., Health Services Building 1 Auditorium Fee: \$60 payable at session, Pre-registration required. Contact Behavioral Health Services (309) 836-1582.

Breast Cancer Support Group

Monday, March 4

5:30 p.m., Auditoriums A & B

Support group committed to helping women deal with the emotional, social, psychological, and physical aspects of breast cancer. For more information contact the Outreach Services Department at (309) 836-1584.

Forget-Me-Not Support Group

Monday, March 4

6-7 p.m., Health Services Building 2 Multipurpose Room Free. Support group for anyone affected by loss during pregnancy or the loss of an infant. For more information call MDH Public Relations (309) 836-1557.

Suicide Support Group

Monday, March 4

7-8 p.m., Health Services Building 1 Auditorium Contact Behavioral Health Services at (309) 836-1582.

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

Thursdays, March 7, 14, 21, 28

6:30-8:45 p.m., Auditorium B

Class will meet one night a week for four weeks. Pre-registration required. Call OB at (309) 836-1570.

Bereavement Support Group - New Horizons

Monday, March 18

3-4 p.m., Private Dining Room

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

Community CPR Class

Wednesday, March 20

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

Fee: \$40. Pre-registration required.

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

March Meetings Calendar

Tuesday, March 5

Credentials & Bylaws, 7 a.m., PDR

Friday, March 8

Exec Committee, 12 p.m., PDR

Wednesday, March 13

- Planning/Recruitment & Administrative Committee, 7 a.m., TFBR
- Department of OB/GYN, 12 p.m., Auditorium B

Thursday, March 14

- Finance Committee, 7 a.m., TFBR
- Department of Medicine, 12 p.m., Auditoriums A & B

Monday, March 18

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

Tuesday, March 19

- Department Leaders, 2 p.m., Auditoriums A & B
- Medical Group Operations Council, 5:30 p.m., TFBR

Thursday, March 21

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

Wednesday, March 27

Quality Council, 2:30 p.m., TFBR

Friday, March 29

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



DKSWC Wish List:

Obstetrics Naming: \$250,000

Imaging Center Naming: \$250,000

OB Patient Private Suites Naming (8): \$50,000

Beds: \$15,000 each

Imaging Art Sponsor: \$10,000

Bassinets: \$5,000 each

Sofas: \$1,500 each

Chairs: \$1,000 each

Tables: \$500 each

Robes/Gowns: \$100

Swaddles: \$50

To support a wish list item, go to MDH.org/MakeAGift or contact the MDH Foundation office at (309) 836-1757. All contributors will be recognized on the Dolores Kator Switzer Women's Center Recognition Board to be unveiled at the grand opening!

Community Support

Macomb Women's Club | \$50 to Baby Talk

Nelson's Clothing | \$200 to DKSWC & \$200 to Linda's Fund

WIU Campus Recreation Center | \$2,731.52 to Linda's Fund



Employee Suggestion

Have MDH offer two Weather Days to staff per calendar year. The Weather Days can be used any time of the year as long as it is for a weather related issue. They could use it for snow storm, flooding, etc. These two days would not be paid days off. They are only two days that are excused from an absence.

Senior Leadership Response: Thank you for your suggestion. We are always open to new ideas and welcome your input! Many years ago, employees wanted a no fault Attendance and Punctuality policy to be enacted. Employees knew staffing could be difficult without the existing policy in place. The current policy allows for 3 incidents in a 6 month period without discipline. These days are built in without punishment and allows employees to determine if they need to miss work for weather, family issues, sickness, etc. Employees are left to apply their best judgment to when they need to miss work. Healthcare workers are in a stressful environment where the care of our patients and the support work involved to provide that care is a 24 hour/7 day a week commitment. We value your commitment and dedication to make these things happen. Our current policy will remain as enacted. We hope employees continue to make their own personal best judgment when these difficult situations arise. If you have any questions, please contact Human Resources or refer to the MDH Attendance and Punctuality Policy.

...Benefit Break...

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

Changing Your Tax Withholdings

Now that tax season is upon us, you may want to adjust your tax withholdings or change tax exemptions. To make these changes, complete a Federal and/or Illinois W-4 form. Human Resources has these forms available to employees.

An alternative way to reduce your taxable income is by increasing your pre-tax pension contribution. Your retirement contributions can be deducted from your paycheck on a pre-tax basis for federal and state withholdings.

If you have questions concerning this topic, please contact Human Resources at extension 13492.

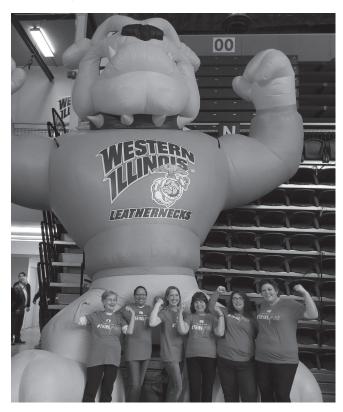
MDH Sponsors WIU Basketball

MDH sponsored the Western Illinois University Women's and Men's Basketball "Think Pink" games (February 16) at Western Hall.

Money raised from the "Think Pink" game will go to Linda's Fund at MDH.



Diane Tate, Facilitator of the MDH Breast Cancer Support Group and group members accepted the sponsorship ball from Danielle Surprenant, Interim Director of WIU Athletics.





Get to Know

Thomas Patterson, MD Urology



Dr. Thomas Patterson attended medical school at Columbia University College of Physicians and Surgeons in New York, NY. He completed a surgical internship at University of Alabama Hospital & Clinics and a residency program in the Department of Urology at University of Tennessee, Center for Health Sciences in Memphis, TN. Most recently he worked at Cottage Urology with hospital privileges at Cottage Hospital in Galesburg, IL.

Dr. Patterson is board certified by the American Board of Urology.

He has a passion for continued learning, serving others, developing multi-generational relationships, and mentoring others.

Independent provider partnering with MDH

(309) 836-1760