



Switzer's Gift Designated To Future Women's Center

The MDH Foundation is pleased to announce that Richard "Dick" Switzer has donated a lead gift of \$1.9 million to build a Women's Center in memory of his beloved wife, Dolores who passed away October 19, 2013 at the age of 91. Dick has also named MDH in his will designating the Dolores Kator Switzer Women's Center as the primary beneficiary. Those gifts combined will exceed \$2 million.



Dolores was a graduate of and worked at Western Illinois University for 34 years as the Registrar; and was later appointed the first Director of Graduate and Foreign Admissions. Dick was extremely proud of Dolores and her accomplishments. "I'm adamant that everything be named after Dolores because it was her income we invested. She trusted me and it paid off," said Dick. "It's important to me that everyone knows what an amazing woman Dolores was. I loved her with all of my heart."

Switzer's lead gift is the kick-off to a future capital campaign for the Dolores Kator Switzer Women's Center. The project will consist of a newly designed Obstetrics department with private suites for new mothers; a wing for gynecological services; a diagnostics area providing mammography, biopsy, ultrasound, and more.

Read more about Dick and Dolores Kator Switzer in the upcoming MDH Foundation newsletter *Generosity Inspires* February 2015.

Visit MDH at the Ag Mech Show

Stop by the MDH booths at the 45th Annual Agriculture Mechanization Show on Saturday, February 7 from 9:00 AM – 5:00 PM or Sunday, February 8 from 10:00 AM – 4:00 PM in Western Hall on the Western Illinois University campus.

MDH representatives from the Diabetes Education Center will be on hand at the expo giving free Blood Glucose screenings from 9:00 - 11:00 AM on Saturday. Home Health will be there on Sunday from 10:00 AM – 1:00 PM giving free Blood Pressure checks. Outreach Services will be available Saturday from 11:00 AM – 5:00 PM and Sunday from 1:00 – 4:00 PM, providing wellness tips and a chance to spin the "Wellness Wheel".

MDH booth at Ag Mech Show 2014





MDH Hotline

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

Next Deadline

The next *Making Rounds* deadline is 12:00 NOON on **Tuesday, February 17, 2015**. Please submit your information, articles, thank-you notes, recipes, achievements, etc., to Public Relations.

On this Date - January 27

2010 - Steve Jobs, CEO of Apple, unveils a new invention, a tablet PC called the iPad, at a press conference in San Francisco

1984 - Michael Jackson is burned during filming for Pepsi commercial

1948 - 1st tape recorder sold

1944 - Casey Stengel, manager of the Boston Braves since 1938, resigns
Lou Perini, Guido Rugo, and Joseph Maney buy control of Boston Braves

1927 - Harlem Globetrotters play their 1st game

1926 - 1st public demonstration of television, John L Baird, London

1918 - "Tarzan of the Apes," 1st Tarzan film, premieres at Broadway Theater

1785 - 1st U.S. state university chartered, Athens Georgia

Job Opportunities



<u>POSITIONS</u>	<u>DEPARTMENT</u>	<u>SHIFT</u>	<u>STATUS</u>
Outpatient Coder (CERT)	Health Info. Mgmt.	Days	Full-time
Registration CL-NONPHLEB	Registration	Evening	24 hrs/wk
Secretary - Float	MMG	Days	Full-time
Unit Secretary	Obstetrics	Days	24 hrs/wk
Admin. Care Manager	Home Health	Days	Full-time
House Supervisor	Nursing Support	3p-7p	24 hrs/wk
Nurse Practitioner	Hospitalist	Days	24 hrs/wk
RN	Acute Care	7a-7:30p	Full-time
RN	Emergency Services	Variable	Full-time
RN	Emergency Services	Variable	Full-time
RN	Home Health	Days	Full-time
RN	Obstetrics	7p-7:30a	Full-time
EMT	Ambulance	7p-7:30a	Full-time
ER Technician	Emergency Services	Evening	24 hrs/wk
Medical Assistant	Family Clinic	Days	Full-time
Nurse Assistant	Acute Care	7p-7:30a	Full-time
Phlebotomist (trained)	Laboratory	Variable	Full-time
Phlebotomist (trained)	Laboratory	10a-6:30p	24 hrs/wk
Materials MGMT Tech	Surgery	7a-3:30p	Full-time
Clinic Coder	MMG	Days	Full-time
Pharmacist	Pharmacy	10:30a-7p	Full-time
Pharmacy Technician	Pharmacy	10:30a-7p	24 hrs/wk

List also available online at www.mdh.org

As of January 21, 2015

Eye Spy

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



Find the answer on page 19.

Snowman in this box does not count!

New Faces at MDH

MDH Welcomes New Employees



Farrell Lewis

Farrell is an EMT and Public Safety Officer. He is originally from West Chicago. In his spare time, Farrell

enjoys theatre, soccer, and the University EMS.



Sarah Manser

Sarah is a Medical Assistant at Convenient Care. She is originally from Oquawka. She and her husband,

Justin, have one child, Aiden. In her spare time, Sarah enjoys shopping and playing Mario with her son.



Lacey Remington

Lacey is a BHS Specialist. She is originally from Astoria and is married to Arthur. In her spare

time, Lacey enjoys attending WIU basketball games, playing board games, participating in church activities, and spending time with family and friends.



Rachel Williamson

Rachel is an EMT in Emergency Services. She is originally from Colorado. In her spare time, Rachel enjoying

hiking, art, and reading.

MDH Welcomes A New Volunteer



Ammar Al-Furaiji

Ammar is originally from Iraq. He has a Bachelor of Biochemical Technology at

Technology University in Baghdad. In his spare time, Ammar enjoys swimming and soccer.

MDH Welcomes New Interns



Jess Dudek

Jess is an Intern in Behavioral Health Services. She is originally from Schaumburg. In her

spare time, Jess enjoys playing hockey and basketball.



Kate Klodnicki

Kate is an Advocacy Intern. She is originally from Plainfield. In her spare time, Kate enjoys reading, cooking, and dancing.

MDH Says Goodbye

Pam Hill, Wound Resource Nurse, Wound Clinic, 1/7/15

Connie McWard, Histologist, Lab, 1/7/15

Anna Melhus, RN, Acute Care, 1/3/15

Alyssa Page, RN, Obstetrics, 1/1/15

Marty Thurman, Pharmacist, Pharmacy, 1/13/15

Out and About

Victor Lidaywa, PT in Rehabilitation Services presented to the Rotary Club on Tuesday, January 13. Lidaywa spoke about his recent trip to Kenya, where he is originally from, about the culture, economy, government and lifestyle in Kenya. After his presentation, he answered questions the attendees had.

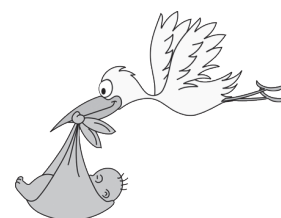
Moving Around

Kristi Morris is a Secretary/Receptionist for OB/GYN Clinic. She formerly was a Float Secretary/Receptionist for McDonough Medical Group.

Katie Smith will be working for Behavioral Health Services as a BHS Secretary in addition to her role as BHS Specialist for the department.

Stork Landing

Dylan and Kelsey Ferguson are the proud parents of a baby girl, Anneliese Marie. Anneliese was born on 12/30/14. Dylan is an EMS Coordinator for Emergency Services.



New Plant Engineering Leader



David Cady joined MDH as the Plant Engineering Leader on Monday, January 12.

David is a highly skilled professional who brings to MDH a diverse background of healthcare plant engineering and extensive experience in management

through positions held in the US Navy, National Semiconductor and most recently as the Engineering Maintenance Supervisor for 13 years at MultiCare Health System in Tacoma, Washington. David has successfully completed JCAHO and CMS inspections resulting in full compliance and accreditation. David is active in many professional organizations and is accredited through the American Society of Healthcare Engineers as a Certified Healthcare Facility Manager.

David is originally from University Place, Washington which is home to the 2015 US Open. He and his wife, Wendi Ann, have four children, Tanita, Kaitlyn, Thea, and Dillon. In his spare time, David enjoys skiing, fishing, camping, and cooking.

Foundation Leader



Vicky Wallen became the first Foundation Leader at MDH in October after MDH transitioned from a Development Council to a 501(c)(3) Foundation.

Vicky has developed the trust and confidence of donors through serving as MDH's Fund

Development Coordinator since 1998. Vicky is very familiar with MDH, our employees and the community as she has held positions in Food Service, Human Resources and Public Relations since her employment in 1980. Vicky earned a Bachelor of Arts degree from Western Illinois University minoring in Management.

Vicky will be responsible for providing support and leadership to the Foundation staff, board members and its volunteers. Along with identifying, cultivating, soliciting, stewarding donors and monetary contributions through annual fundraisers, planned and deferred giving, capital and major campaigns, endowment development, special events, business partnerships and grant acquisition.

MDH Welcomes Jodi Melton, ANP-C



MDH welcomes the addition of **Jodi Melton**, Adult Nurse Practitioner, to the medical staff. Melton will work with the hospitalists in providing coverage for patient care.

Jodi received her Master of Science in Nursing, Adult/Gerontology Nurse Practitioner degree and Bachelor of Science in Nursing degree from Barnes Jewish College at Goldfarb School of Nursing in St. Louis, Missouri. Melton completed a Nurse Residency Program at the Barnes Jewish Hospital in St. Louis Missouri as well. Prior to joining MDH she worked as a registered nurse in acute medicine at Barnes Jewish Hospital for three years while furthering her education.

She is certified as an Adult Nurse Practitioner. Jodi is a member of the American Association of Nurse Practitioners and the St. Louis Nurses in Advanced Practice.

Jodi and her husband have four children. In her spare time she enjoys reading, crocheting, spending time with family and updating the family home.

APPLE Winner December 2014



Jo Anna Eidson

Please join me in congratulating **Jo Anna Eidson, Counselor II in Behavioral Health Services**, on being named the recipient of the MDH APPLE Award for December 2014. APPLE stands for "Achieving outstanding Performance in Patient care, Leadership, Loyalty and Enthusiasm for MDH."

Jo Anna has an Associate's degree from Spoon River College and two degrees from Western Illinois University, a Bachelor of Science degree in Health Services Administration and a Master's degree in Community Health Education. In 2009, Jo Anna earned a Master's degree in Social Work from the University of Illinois at Urbana-Champaign. Jo Anna began working as a registry BHS Specialist on May 24, 2010. On April 2, 2012, Jo Anna became a Counselor for the department before moving into her current position as Counselor II on May 7, 2012.

Jo Anna is a strong communicator. She has very good writing skills and is always straight forward in her interactions. She is a wonderful therapist with an excellent knowledge base and outstanding skill levels. She gives 100% to everything she does and everyone witnesses how dedicated she is. Jo Anna is always focused on patient care.

Jo Anna is funny, kind, friendly, and supportive. She is always courteous and willing to help. She is a team player who is creative and perceptive. Jo Anna is appreciated by her colleagues for her strong work ethic, sense of humor and her dedication.

Her nominator explains that Jo Anna is a very hard worker who does a wonderful job. "Jo Anna strives to do the best job possible in every situation," states her nominator. Jo Anna is always willing to help out whether it's to cover call, help additional patients, or cover the front desk.

Jo Anna and her husband, Bruce, have three children, Matt, Josh, and Grace. In her spare time, Jo Anna enjoys doing puzzles, quilting, painting and exercising.



Low Calorie Superbowl Recipe - Buffalo Chicken Dip

Ingredients:

- 16 oz boneless, skinless chicken breasts
- 1 tsp salt
- 1/2 tsp pepper
- 1 tsp garlic powder
- 1 tsp onion powder
- 8-oz. fat-free cream cheese, softened
- 1/2 cup fat free sour cream
- 1/2 cup Frank's RedHot Original Cayenne Pepper Sauce
- 2 tbsp low calorie butter
- 1/2 packet of Hidden Valley Ranch Dressing Dry Mix



Entire recipe makes 12 servings
Serving size is approximately 1/2 cup
Each serving = 2 Point Total
(Weight Watchers)

NOTE: If you are feeling lazy, you can use two 9.75oz cans of white chicken meat in water (drained), instead of the grilled chicken, but the taste isn't nearly as good as using actual grilled chicken breasts.

Directions:

Preheat oven to 325 degrees. Rub chicken breasts with salt, pepper, garlic powder and onion powder. Spray a skillet with non-fat cooking spray, and set on med/high heat. Put in chicken breasts, and cook until brown on both sides and meat is cooked through. Once meat is cooked, cut it up into bite sized shredded chunks. Set aside. In a large, oven safe bowl, stir cream cheese and butter until smooth. Add in chicken and other remaining ingredients, and mix until thoroughly combined. Bake in the oven for about 20-25 minutes, or until dip has heated all the way through.

Straight Talk!

Approximately 290 students spent the day at the Western Illinois University Union as part of the *Straight Talk* program on January 14. Sixth grade students from Macomb, Bushnell-Prairie City, West Prairie, and St. Paul schools took a day out of the classroom to hear some straight talk about a variety of issues including; body image and health, bullying, internet safety, stress management, time management, nutrition and fitness. The boys and girls were divided into separate groups and attended a series of break-out sessions.

Speakers and the topics they covered include:

Troy Eckman, MD, FACOOG &
Mary C. Thompson, CNM - "Between You and Me"
Trooper Dan Hill - "Netsmartz"
Nicole Schaub, MPH - "Stop Stressing"
Tessa Hobbs-Curly - "Bullying"
Cindy Cavett and Jamie O'Neill - "Garbage In/Garbage Out"
Jami Minter and Karigan Spalding (District 185 counselors) - "Time Management"

Thank you to Citizens Bank for funding, to the presenters for their time and all involved who helped the day run smoothly.

MDH has held the *Straight Talk* program annually since 2006, with help from the University of Illinois Extension educators, and members of the MDH Outreach Committee.

Straight Talk Committee & Volunteers

Kelly Shiraki, MDH Outreach Services, Chair
Diane Tate, MDH Outreach Services
Nicole Schaub, MDH Outreach Services
Lisa Fulkerson, U of I Extension



PROS PERKS

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



Also

Now available, MDH bears to show your pediatric & elderly patients a little extra love. Order for your department at no charge compliments of PROS. Order through Office Supplies/HMS Materials Management (Storeroom).





A "Peek" at PROS!

Employee Participation of the
MDH Foundation

Minutes from the December 18, 2014

PROS Meeting

Attendance: Linda Cremer, Mel Dorethy, Connie Duffy, Jill Foster, Carolyn Grove, Kim Harris, John Maguire, Trish McMillen, Tracey Mowen, Connie Purdy, Todd Rash, Vicki Reimolds, Linda Sampson, Kathy Sorenson, Terry Standard, Vicky Wallen, and Jason Williamson.

Minutes: Approve minutes from September 24, 2014. Motion to accept by Carolyn. Seconded by Linda. Approved.

Appreciation: Jill thanked the PROS committee for their time served on the committee. Kim presented Jill with a gift for her on-going commitment to lead PROS.

2014 Review: Jill reviewed the 2014 PROS activities which included the recruitment of 33 new PROS members - 26 at Century Club level (\$100 annually). There are currently 339 PROS members and a total of \$36,403.67 was raised during the year.

Summer Blast (SB): Attendance was down in 2014. The committee voted to hold the 2015 SB at the hospital. Terry and Trish checked into renting a tent for an on campus Summer Blast. It is feasible to hold Summer Blast on campus. Some discussion took place about sending out a questionnaire to determine if employees would prefer an on campus event, a family event, or continuation of off campus evening event. A subcommittee formed: Linda Sampson, Connie Duffy, Terry Standard, Linda Cremer.

Financial Report: Jill presented the financial report. Currently, the PROS fund has a balance of \$50,775.53. After review, Todd made a motion to accept, second by Terry. Motion approved.

Online Store: The online store is up and available for orders. The Foundation office will send out an email and information to employees about the store after Vicky receives the test item she orders. Employees can have everything shipped to MDH at

no shipping charge. MDH jackets and polos are not approved as part of MDH uniform codes.

Teddy Bears: PROS purchased 4 different bear options as an MDH promotion. Employees can request bears for patients through storeroom at no charge.

Foundation/New PROS Logo/Donor Board: The Foundation is up and running with a bank account and official approval from state and federal governments. The Foundation board held its first meeting in October. The Committee reviewed new PROS logo and color. A new donor board has been installed outside the cafeteria to reflect the new logo.

Big Game Party: Kim passed around a sign-up sheet for those interested in serving for the Big Game. She will send out volunteer time requests closer to January 30.

National Hospital Week/PROS Drive: Taco Tuesday will be May 12, 2015 during National Hospital Week. The beginning of a subcommittee was formed: Kathy Sorenson, Vicki Reimolds, Jill Foster, Jason Williamson.

Farm Safety First Aid Kits: Carolyn motioned to allocate \$2,500 for Farm Safety First Aid Kits. Second by Kathy. Motion approved.

Other: Jill discussed finding new options to replace the traveling cart and healthy/unhealthy cart. The committee talked about other options and will further discuss new ideas at the next meeting. The committee discussed options for new big projects. They discussed renovation of the 2nd floor outdoor patio and update of the exercise room. Terry will check on the condition of the picnic tables by the Pendell Garden to see if they have a lifetime warranty. He will also check on better quality picnic tables, the cost and warranties.

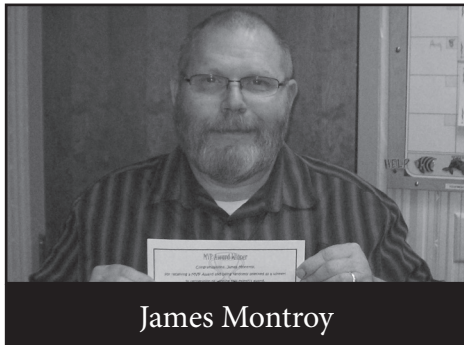
Adjournment 12:56 PM: Motion to adjourn by Connie Duffy 2nd by Kathy S. Approved. Respectfully submitted by Connie.

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

James Montroy, Information Systems



James Montroy

MVP Thank You - \$25

Don Kindhart, Plant Engineering and Sarah Stehl, Registration



Don Kindhart (left)



Sarah Stehl (left)

Follow The Leader

WELLNESS WARRIOR ADDITION!

*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: 35 MDH staff members pushed their fitness to the limit this past November and December! Each week, these Wellness Warriors worked on fitness challenges such as; burpees, squats, and jumping jacks along with their regular fitness routine.

Four winners came out on top and each received a \$115 gift card from Amazon for their participation. Winners were chosen based on the number of inches they lost over the course of the challenge. One very deserving spirit award winner was chosen for their dedication and enthusiasm during the challenge. Our winners and wellness leaders for this month are:

- Waist Inches Lost 1st Place: Marc Kessler - Rehabilitation Services
- 2nd Place: Meagan Wohlfeil - Human Resources
- 3rd Place: Katrina Sherman - MMG
- Spirit Award: Sue Bricker - Health Information Management

Challenge for the month: Sign up for your biometric screening by calling x13415. Final screening day is January 30!

Why: Getting a baseline for your health can help kick start your fitness goals and New Year's resolutions!

Getting screened and doing your online health risk assessment earns you 50 LifeSteps credits. All employees can sign up for a free screening and you can sign up a non-MDH employee for free also! Best of all, getting screened means you might be able to get a day off with pay!



February 2015 Calendar of Events

Bereavement Support Group-New Horizons

Mondays, February 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, February 2

5:30 PM, Auditorium B

Presenter: Marsha Dace, MSED, LCPC

Topic: My Personal Journey with Breast Cancer

Contact Outreach Services at (309) 836-1584.

Community First Aid

Tuesday, February 3

6:00 PM, MDH Auditorium A

Cost: \$30.00, Pre-registration required.

Contact Outreach Services at (309) 836-1584.

Seniors' Day at Citizens

Thursday, February 5

8:30 AM-4:30 PM, Citizens Bank, Downtown Macomb

Topic: Day Health Services, 8:30-10:30 AM

For more information, call Day Health at (309) 836-1656.

Cesarean Section Class

Thursday, February 5

7:00-9:00 PM, Auditorium B

Pre-registration required. Call OB at (309) 836-1570.

Divorcing Parents Education Program

Friday, February 6

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

Cost: \$50.00 payable at session

Pre-registration required.

Contact Behavioral Health Services (309) 836-1582.

Saturday "L.A.T.E." Childbirth Instruction Class

Saturday, February 7

8:00 AM-4:30 PM, Auditorium A & B

Pre-registration required, call OB at (309) 836-1570.

Risk Education

Monday-Thursday, February 9-12

2:00-4:30 PM, HSB 1 Auditorium

Pre-registration required.

Call Behavioral Health at (309) 836-1582.

Fee: \$150.00

Community CPR Class

Tuesday, February 10

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

Fee: \$30. Pre-registration required.

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

Post-Partum Care & Understanding Your Newborn

Thursday, February 12

7:00-9:00 PM, Auditorium B

Pre-registration required. Call OB at (309) 836-1570.

Life Course: Taking Care of Your Whole Self

Tuesdays, February 17 & 24

1:00-3:00 pm, SRC Community Outreach Center

Speakers: Angie Hoyt & Kim Laird; Behavioral Health

Free; Pre-registration recommended.

Visit: www.wiu.edu/life

Childbirth and Infant Care: Breastfeeding

Thursday, February 19

7:00-9:00 PM, Auditorium B

Free. Pre-registration required.

Contact OB at (309) 836-1570.

Childbirth and Infant Care: Sibling Class

Saturday, February 21

10:00-11:00 AM, MDH Auxiliary Workroom

Pre-registration required.

Contact MDH Obstetrics at (309) 836-1570.

Look Good Feel Better

Monday, February 23

2:00-4:00 PM, Auxiliary Workroom

Pre-registration required.

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



Creating a Cyber Secure Home

SECURING YOURSELF

PHISHING, SMISHING AND VISHING

Phishing, SMiShing and Vishing are all techniques used to obtain sensitive, confidential and/or financial information from unsuspecting victims. Each of these techniques use trickery or social engineering to fool recipients into divulging personal data such as credit card numbers, account usernames and passwords, Social Security Numbers, etc.

Phishing attacks use 'spoofed' emails that "appears" to be from a bank or other financial institution. The e-mail instructs the user to click a link and verify his/her account information or supply personal identity data.

SMiShing is really just another form of Phishing, and occurs when a fraudster sends you a SMS/text message asking you to provide sensitive, personal, and/or financial information via a web link and false website, or a telephone number.

Vishing is the criminal practice of using social engineering over the telephone system, most often using features facilitated by Voice over IP (VoIP), to gain access to private personal and financial information from the public for the purpose of financial reward.

Regardless of the technique used, you should follow the same simple steps should you ever receive an e-mail or text message that asks for sensitive information:

- Do not reply to the message.
- Do not click on any of the links that may be embedded in the message.
- Contact your bank, financial institution, or other entity you do business with directly to determine if they sent you a legitimate request.



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

February 2015 Meetings Calendar

Monday, February 2

Department of Surgery, 12:00 PM, Auditorium B

Wednesday, February 11

PHO Office Managers, 12:00 PM, PDR

Friday, February 13

Executive Committee, 12:00 PM, PDR

Monday, February 16

Board of Directors, 5:30 PM, TFBR

Tuesday, February 17

MMG Governance Council, 5:30 PM, TFBR

Thursday, February 19

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

Friday, February 20

Medical Staff, 12:00 PM, Auditorium A & B

Monday, February 23

Ethics Committee, 12:00 PM, Auditorium B

Wednesday, February 25

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

Friday, February 27

Medical Staff Quality Improvement, 12:00 PM, TFBR

Reminder

Don't Forget...

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

W-2's are now available at switchboard.

Thanks for your cooperation.

Recognition for Outstanding Customer Service – December

For the month of December, 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: **Marcia Hollenback, RN; Jessica Thorman, RN; Dr. Jack McPherson**

Cardiopulmonary: **Trish McMillen**

Emergency Services: **Aaron Saenz, Paramedic; Brittany Cromer, RN; Kelsi Herter, RN**

McDonough Medical Group: **Dr. Sujata Karkare; Dr. Heather Harrison; Dr. Jeffrey Sparks; Dr. Scott Urch; Dr. Yousaf Jalil; Dr. Liberty Balbort; Dr. David Reem; Dr. Noel Flores; Dr. Scott Wright; Kirsten Clerkin, FNP; Katie Barr, Medical Asst; Tiffany Bentz, RN; Mary Crater, Medical Asst; Katrina Sherman, Reception; Tammy Schmalshof, Medical Asst; Janelle Friday, Reception; Kelsey Heaton, Reception; Amy Jones, LPN**

Obstetrics: **Lisa Patton, RN; Wendy Cameron, RN**

Radiology: **Sheila Rauch, RT**

Rehabilitation Services: **Kandi Promisson, PTA; Bruce Schellhammer, PT; Ashley Breeden, PT; Becky Watson, COTA**

Surgical Services: **Dr. Shea Trost; Dr. Jill Brody; Dr. Edwin Card; Dr. Tamara (Leonas) Smith; Steve Rogers, RN; Amber Redshaw, RN; Julie Justice, RN**

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

Reminders

from Human Resources

- Don't forget to let Human Resources know about any changes to your address, marital status, tax information, beneficiaries, etc. Also, if you have recently cancelled your land line, please update Human Resources with your cell phone number. All of this information needs to remain up-to-date in the Human Resources. Please contact us with any changes.
- Please remember to review your direct deposit stub or paycheck every pay period to make sure everything is accurate. Many deductions are changed with the new year, it is especially important to make sure everything is accurate when the changes are made.
- Lastly, your direct deposit stub or paycheck should be picked up each pay period and should be kept for your records in case you need them in the future.

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 view myself as being an exemplary employee. I've been at this job over 10 years and am more than willing to do my part. I will come in early or stay late to cover shifts. My charting is compliant and I have never faced any sort of disciplinary action. I am well versed in policy and am often the go-to person when new staff is in need of mentoring. I have always prided myself about being a perfectionist. However, I don't necessarily feel my work is valued or that my ideas are sought out. Recently I overheard one of my co-workers telling another they thought I was smug after I mentioned to her about something she'd forgotten to do. Needless to say, I'm feeling a bit deflated and not appreciated by my colleagues. Do you think I should lower my standards so I can fit in better?

Sincerely,

Dedicated Employee

Dear Dedicated,

You sound like a very hard working, loyal employee who gives 110% to their job. However, since you're feeling frustrated about how others perceive you, perhaps it's not your work ethic that is in question, it may be others find you to be a bit too pretentious. People who are perfectionistic tend to set very high standards for themselves as well as for others. Consequently, co-workers may see you as judgmental because you point out their mistakes. There are of course policies and procedures that must be adhered to, but how you address this might be the problem. No one likes to be berated or lectured to, rather we tend to be open to corrections when it's delivered in a gracious way. We all have preferences as to how things are done, however, this doesn't mean how we do it is the only right way. People who strive to be perfect are sometimes not very approachable by someone who may have an alternative idea. It may be that your co-workers are hesitant to interact with you out of concern you won't value their input.

As for whether your standards are too high you need to ask yourself how you feel about the expectations you set? Are you typically able to achieve your goals? Are you frustrated or angry at yourself when you can't meet your expectations? If you do make a mistake, do you view this as a catastrophe? In order to change perfectionistic beliefs it's important you challenge the high expectations you have of yourself. Is what you want to do attainable and if so at what cost? If it doesn't work out think about what's the worst thing that could happen. If something doesn't go as you would like, will it really be an issue a week from now? It's also wise to ask yourself what someone else that you admire might do in a similar situation. If you are willing to change your thinking, be sure to use positive self-talk such as reminding yourself making a mistake doesn't mean you're a failure and it's important to simply do your best.

If you would like more information on this subject or any other mental health or substance use concern, please contact Behavioral Health Services at 836-1582.

Best regards,

Lucy



President's Report

The MDH Board of Directors met January 19, 2015. Here is Mr. Boyd's report to the Board for the accounting period of December 16, 2014 through January 19, 2015.



Quality and Innovation

Service Excellence

As part of the Lean Tools and Methods initiative, Gemba Walks started on January 13, 2015. Senior Leadership team members go to the Gemba – the place where work is done – on a weekly basis.

Senior Leaders will go to the Gemba to:

1. **Go see** by observing, reviewing the Improvement Board, talking to people who do the work and support the improvement efforts. Review metrics.
2. **Ask why** by inquiring about the processes, the purpose of the work and to engage people who touch the processes.
3. **Show respect** by being there to listen, support, and to cultivate problem solvers.

The first Gemba Walks will focus on the departments who have installed Improvement Boards and included are:

- Cardiopulmonary
- Emergency Department
- Intensive Care Unit
- Laboratory
- Radiology
- Surgical Services

Clinical Quality Improvement

Effective January 1, 2015, MDH will be submitting data externally to CMS/TJC on the following measures:

- AMI 7a Fibrinolytic agent received within 30 minutes of hospital arrival
- Influenza Immunization
- Stroke Measure Set
- VTE Measure Set
- Prenatal Care Measure Set (includes early elective delivery)

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 December, 92% of the 4,475 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 92% 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 information is at 8%; which barely meets our goal of 5% or more. The first quarterly drawing for a \$50 chamber of commerce gift certificate will occur this January.

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.

Infection Control

Our employee influenza vaccination rates for the incentive program fell short this year at 85.44% vaccinated. Our target goal for December 31st was 88% vaccinated. Only 15 more employees vaccinated would have met this goal. One possible reason for not meeting our goal could be

contributed to the late start of the vaccination program due to the delay in vaccine shipments. Infection Control continues to offer vaccination to new and current non-vaccinated healthcare workers. Annual reporting to Centers for Disease Control and Prevention database for IDPH and CMS access on the entire flu season (October through March) vaccination rates will occur by May 15th of this year.

Physician Recruitment/Retention

Outpatient Primary Care

A final draft employment agreement has been sent to the practicing Family Practitioner within the region. We have asked for his response this month. A second candidate, who will be completing her Internal Medicine residency program in June 2015 is considering a site visit at this time. Initial phone interviews with this candidate were positive.

Hospitalist Medicine

We are pleased to report Jodi Melton, Adult Nurse Practitioner, has accepted the full time opportunity with our Hospitalist Program and started on Monday, January 12th, 2015. At this time, we are working on securing her Illinois APN licensure as Jodi goes through orientation over the next several weeks. The search continues for the part-time advanced practice opportunity. Jane Myers and Adrian MacGregor recently conducted an initial phone interview with a Hospitalist Medical Director candidate. These searches continue at this time.

Advanced Practice Provider

ENT: We are exploring additional candidates with ties to the area at this time for the ENT advanced practice provider search.

Outreach Services

Outreach Programming / Physician Outreach

Kelly Shiraki, Health Educator with Outreach Services is coordinating the Straight Talk Program that will take place on January 14th, 2015. This program will be held at Western Illinois University. Area sixth graders participate in this educational event regarding body awareness. Dr. Eckman and Sharie Harden with Women's Health Center of Macomb will be providing educational support to the Straight Talk Program.

Occupational Health

The Outreach Services team is actively working with Macomb Schools regarding the MDH LifeSteps – employee wellness program. Adrian MacGregor, Diane Tate, Nicole Schaub, and Kelly Shiraki recently provided a roll out presentation to the Macomb School's faculty and staff at their recent Institute Day. Additional work continues with NTN Bower and their safety director regarding partnership opportunities with MDH.

Information Systems

Hospital and Physician Office Software Evaluation

We are currently evaluating replacement software solutions for the McDonough Medical Group offices and Hospital EMR systems. This review includes three primary vendors: Greenway and Medhost/HMS, EPIC and Cerner.

Greenway is a physician office practice system that would replace the existing systems used within our physician practices and expand into those offices that have not already implemented and EMR. Greenway would be interfaced to the Medhost/HMS system for orders and results. EPIC and Cerner are both full

clinical EMR systems that span both the physician office and hospital environment. Staff and physicians from both the MMG area and hospital have been involved in on-site demonstrations and site visits to other facilities.

We anticipate that all evaluations of the systems will be completed in January and a final decision can be made within the next few months

Financial Performance

December 2014

Activity for the month was above budget by 11.6%. That brings Year-to-Date activity above budget by 2.8% overall. Total admissions were above budget again this month – 7.9% or 13 admissions and patient days were above budget by 21.5% or 97 days. The OB department, however, experienced a decline in births, admissions and days. We are still not where we were last year or not hitting budget YTD, but making some progress. In contrast, Observation patient days were again down 22.2% for the month.

Total Patient Revenue was above the fixed budget both in the month and year to date as well as positive compared to last year. Total Deductions from Revenue continue to be above budget as the mix of patient payors shifts. Other Operating Revenue was above budget due to the recognition of two physicians attesting to Meaningful Use. In total, Operating Expenses were on target compared to budget though we had some variances in specific categories.

We ended the month with a positive bottom line of \$1,019,457 – just below the flex budget but well above the fixed budget. Our year-to-date net income is \$1,478,384 – above our fixed target Net Income for the first time this fiscal year – however, below

our budget based on our activity.

Facility Planning

MDH Addition and Renovation:

Interior work continues in both the addition and the Acute Care Renovation. The work consists primarily of mechanical, electrical, and plumbing rough in, along with framing, dry wall and taping. Work in the area to connect the addition to existing space will require the new West elevator be taken out of service. It will remain out of service for most of the duration of the remaining addition construction period. KJWW Engineering continues to work on a solution to replace the existing Acute Care air handlers needed to revise the duct work for exhaust.

Public Relations Report

Public Relations Report for Activities in December 2014

Website and Social Media

During December there were 15,270 home page visits, 4,430 career views and 3,791 calendar views. The hospital is planning the update of its website which was last revised in June 2012. Since its launch in January 2014, the MDH Facebook page has increased followers/likes to more than 900. Information includes hospital news including additions to the medical staff, healthy practices, a featured job of the week, construction updates, outreach activities, classes and events.

News media

December news included final report on flu clinic numbers, stories on the Festival of Trees exhibit and fund raising success, and the hospital selection for a patient safety initiative award which was featured on KHQA television. Staff also arranged a KHQA interview on flu status with emergency physician Mario Raso.

Information was distributed on the addition of Dr. Tamara (Leonas) Smith to MMG. Hospital information and news items were published in Macomb, Bushnell, Rushville, and Fulton County weekly newspapers.

Advertising/Marketing

During December a new emergency expansion project television commercial was completed and is now being broadcast on local television stations to promote awareness of MDH efforts to improve facilities. December advertising also promoted the Festival of Trees event, Convenient Care holiday hours, orthopedic and sports medicine services by Drs. Ronald Wheeler and Scott Urch, promotion of general surgeon Dr. James Gonzales; home health care, hospice care and awareness information on the hospital expansion project. Materials were prepared for print advertising and new billboards as part of a campaign to promote surgeons Card, Gonzales, Ruiz and Whitley.

Foundation Report

This report reflects activity held within the month of December 2014.

Annual Support

A total of \$44,067.98 was received; 286 gifts and 34 memorials were processed. Some of the areas receiving support include: Linda's Fund, Festival of Trees, Hospice, Emergency Services Expansion, PROS, Permanent Endowment, Alzheimer's Support, Baby Talk, Indigent Care, and Nursing Services.

Lead Gift to Women's Center:

A \$1,900,695.30 donation from Dick Switzer was received to build the Dolores Kator Switzer Women's Center at MDH. The gift was given in the form of CD's and mutual funds which were cashed, deposited, and re-invested.

PROS

The on line store is live! Visit <http://www.landmarxwear.com/sites/mdh/> to purchase MDH apparel and promotional items. The annual appreciation meeting was held on December 18. The committee reviewed 2014 financials, events and projects. During the calendar year, a total of \$37,540.84 was donated by employees to PROS. The committee voted to continue support for the following 2015 events including Big Game, Farm Safety, National Hospital Week/Membership Drive (Taco Tuesday) and Summer Blast. Plans have begun for the Big Game party scheduled on January 30.

Festival of Trees (FOT)

More than 1,100 people attended the Festival of Trees and the event raised a record high \$30,491.00 toward the Emergency Services Expansion project. The Teddy Bear T held at Magnolias was a success with 101 attending and more than 120 bears/animals donated to create a tree at the Festival then donated to Pediatric patients. A thank you ad ran in the Choice. A wrap-up meeting is scheduled for January 7.

Golden Apple Society

Charlene Callison and Larry Balsamo pledged another \$10,000 bringing them to Diamond level (\$30,000+). Plans continue for the annual Recognition Reception set for February 5 at the Macomb Country Club. The sub-committee meets on January 5 to plan the menu and décor. The next meeting is scheduled for January 22.

Community Donations

A gift of \$1,157.90 was received from Gatehouse Media (McDonough County Voice/Choice) and designated to Linda's Fund as a result of breast cancer awareness ads sold in the month of October.

Foundation Publication

A planning meeting was held to name the Foundation's publication, coordinate content/articles, and create the layout and design. "Generosity Inspires" was the chosen name as the publication will recognize the generosity of its donors; feature articles about community support, service, and strength; and inspire future gifts to MDH. The annual publication is scheduled to be in homes in February.

Other Foundation News

The MDH Foundation web page has been updated with new information to reflect the Foundation. In 2014, a total of 46 on line donations were made to MDH. The Foundation Board officers heard presentations and chose MidAmerica National Bank as the Foundation's financial institution. A checking account was established and the MidAmerica Trust department will manage future investments. Deposit slips and stamps were ordered and arrived. Work continues to finalize the financial processes, policies and procedures within the Foundation.

Food Quiz

How many calories does the average person consume while watching the Superbowl?

- A. 1,200
- B. 2,000
- C. 500
- D. 900

A. On average, Americans consume 1,200 calories a piece while watching the big game.

Answer

...Benefit Break...

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



Performance Evaluation Rate Increases

Salary increases are based on individual productivity and performance as outlined by the individual's job description. Increases are effective the first day of the last pay period that begins in the month. The effective date for each month will vary depending on how the pay period falls.

Example:

January Evaluations

The first day of the last pay period beginning in January is Sunday, January 25, 2015. That pay period ends Saturday, February 7, 2015. The rate increase is effective for that entire pay period and will be reflected on the February 12, 2015 paycheck.

2015 Pay Increase Effective Dates

Sunday, January 25, 2015
Sunday, February 22, 2015
Sunday, March 22, 2015
Sunday, April 19, 2015
Sunday, May 31, 2015
Sunday, June 28, 2015
Sunday, July 26, 2015
Sunday, August 23, 2015
Sunday, September 20, 2015
Sunday, October 18, 2015
Sunday, November 29, 2015
Sunday, December 27, 2015

Reflected on Paycheck Dated

Thursday, February 12, 2015
Thursday, March 12, 2015
Thursday, April 9, 2015
Thursday, May 7, 2015
Thursday, June 18, 2015
Thursday, July 16, 2015
Thursday, August 13, 2015
Thursday, September 10, 2015
Thursday, October 8, 2015
Thursday, November 5, 2015
Thursday, December 17, 2015
Thursday, January 14, 2016

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

Thank You

MDH Hospice,

What a blessing your department and staff are when we have loved ones who need comfort to help them through their final days.

Although your time with my mom was only a few days — the care provided gave her and our family much comfort.



Thank you so much,
Hospice Patient Family

On behalf of the Quality and Innovation Department, we would like to say thank you to all the individuals involved who gathered data for the Leap Frog Survey. It was a collaborative effort and we sincerely appreciated your help!

Harlan Baker
Jeannie Hamilton
Doris Vancil
Crystal Dobbs
Wanda Foster
Carol Rowland
Maguire

Courtenay Ring
Linda Sampson
Maggie Goettsche
Angie Waller
Pam Murphy
Joann Mutch
Dr. Dev (Gujurathi)

-Ashley Frederick, Clinical Quality
Improvement Coordinator

Improvement Boards

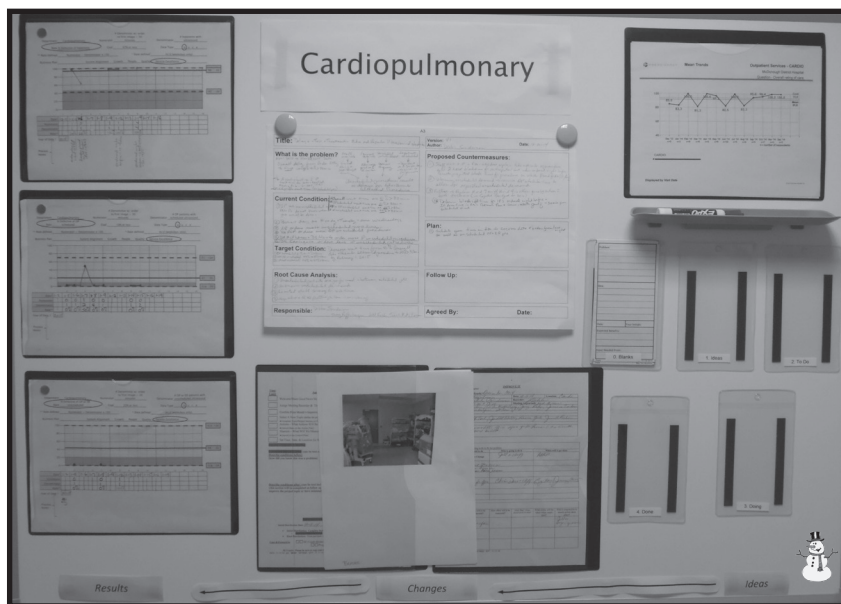
Currently MDH has six Improvement Boards in the following areas:

- Cardiopulmonary
- Emergency Services
- Intensive Care Unit
- Laboratory
- Radiology
- Surgical Services

In the future, all departments will have an Improvement Board located in an area visible to the public.

The purpose of the Improvement Boards is to engage all employees in problem solving in order to provide outstanding care and service to our patients. A visual and transparent way to display the following:

- What are we trying to accomplish?
- What change can we make that will result in improvement?
- How will we know the change is an improvement?



The Improvement Boards are designed to visually display:

Ideas: Any staff member can submit improvement ideas on the board

Changes: Once ideas are generated, staff can utilize tools such as “A3” and “Improve It” projects to work on problem solving.

What is an A3?

- 11 x 17 piece of paper
- A problem solving approach – built around PDSA (Plan-Do-Study-Act)
- A concise summary of the problem and solution
- A way to structure thinking
- A communication tool for workers to report problems and improvement suggestions to management
- A way for management to structure the improvement process
- Used for any kind of problem in all parts of the business

Results: The control chart is a graph used to study how a process changes over time. Improvement metrics are plotted on the graph to see if the change resulted in an improvement.

Goals are established to enable improvements in patient-centered care, quality, safety, efficiency and staff satisfaction by using a lean approach to:

- Increase both patient and staff satisfaction
- Eliminate waste with a focus on value to the patient
- Standardize and simplify processes
- Create process awareness across service lines and roles to stimulate continuous improvement and innovation for the point of care.

Please stop by any one of the six departments to view an Improvement Board!

McDonough Medical Group is a division of MDH and consists of a multi-specialty group of physicians and advanced practice providers who are all employed by the hospital. MMG offers a range of primary care and specialty services within the hospital and within the outpatient clinics.

MMG consists of the following Primary Care Clinics:

- MDH Family and Pediatric Clinic (Liberty Balbort, MD, MPH; Heather Harrison, MD; Kirsten Clerkin, FNP; Melissa Pounders, FNP)
- MDH Internal Medicine (Noel Flores, MD, Yousaf Jalil, MD; David Reem, MD)
- MDH Internal Medicine-Dr. Karkare, MD, PhD
- Bushnell Family Practice (John Arnold, MD; Carrie Helle, FNP)

MMG Specialty Clinics Include:

- MDH Psychiatry (Sajjad Sarwar, MD; Scott Wright, MD)
- MDH Surgical Clinic (Western Illinois Surgical Associates; Edwin Card, MD; James Gonzales, MD; Dan Ruiz, MD; Ronald Whitley, MD)
- MDH Orthopedic Clinic (Western Illinois Sports Medicine & Orthopedics; Ronald Wheeler, MD; Scott Urch, MD)
- MDH Ear, Nose & Throat Clinic (Jeffrey Sparks, DO)
- Most recent addition: MDH Obstetrics & Gynecology Clinic-Tamara (Leonas) Smith, DO

The MDH Convenient Care Clinic located at HyVee is also part of MMG.

For more information visit us at www.mmgclinics.mdh.org.

MMG A+ Achievement

- Dr. Sarwar, psychiatrist, recently received board certification in Child and Adolescent psychiatry by the American Board of Psychiatry and Neurology. He is now ABPN board certified in general adult psychiatry and child and adolescent psychiatry. Congratulations, Dr. Sarwar!
- Dr. Balbort, MMG Pediatrician, passed the American Academy of Pediatrics board certification exam in November. Congratulations, Dr. Balbort on becoming a board certified Pediatrician!
- Carissa Kinman, Quality/Process Improvement Coordinator for MMG, recently passed the exam to become a Certified Professional in Healthcare Quality (CPHQ).

New Obstetrics & Gynecology Clinic



Dr. Tamara (Leonas) Smith joined McDonough Medical Group (MMG) on January 5 as a part of the new MDH Obstetrics & Gynecology Clinic, her office is located on the first floor of MDH in the Outpatient Services Suite.

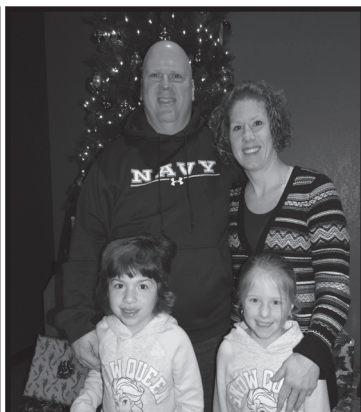
She first joined the MDH Medical Staff in January, 2013. Dr. (Leonas) Smith had been practicing medicine for 15 years prior to moving to Macomb. She is a Board Certified Obstetrician – Gynecologist. She graduated the Obstetrics & Gynecology residency program as Chief Resident of her class from St. Johns-Macomb Hospital / Michigan State University in Detroit, Michigan. Her medical degree was granted from the University of New England, College of Osteopathic Medicine in southern Maine. She is a fellow of the American College of Osteopathic Obstetricians and Gynecologists (F.A.C.O.O.G.).

In her spare time, she enjoys spending time with family and being involved with her church.

Dr. (Leonas) Smith is accepting new patients. For more information or to schedule an appointment, contact MDH Obstetrics and Gynecology Clinic at (309) 836-6937.

Employee Holiday Festivities

MDH employees brightened the holidays of many area residents. Fifty-six people from area nursing homes and assisted living facilities were provided with Angel Tree gifts. Thank you to everyone who contributed gifts for Country View Care Center, The Elms, Mosaic, Wesley Village, and Prairie City Rehab and Healthcare. Employees also generously gave to the Salvation Army during MDH's Food Drive held in December. Thank you for your kindness and for the generosity bestowed on others this year! We also had over 450 employees and guests enjoy a private showing of several movies at the Rialto Cinemas on two different Saturdays in December. The movies were sponsored by MDH to thank all of our employees for their hard work this year.



Are you ready for some football . . .

You're invited to

The "Big Game" Kick-Off Party



Friday, January 30

11:00 AM - 1:30 PM

Replay from 5:00 - 7:00 PM

Concession Stand (Cafeteria)

4TH & Goal traveling cart to make rounds at 11:00 PM



First-Down Appetizers

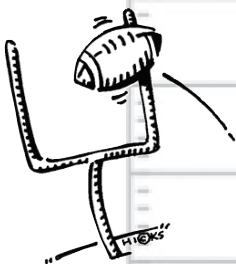
**boneless buffalo wings w/ranch & blue cheese
celery sticks ~ penalty pretzels w/cheese sauce**

Touchdown Subs w/pickle spears

Overtime KC Potato Chips

Blitz Brownies

Hail Mary Soda



**"Quarterback Sack"
To-Go containers will
be available.**



Brought to you by the MDH PROS.