

MR

McDonough District Hospital
Employee Newsletter

Making Rounds

January 24, 2017 • www.mdh.org



February 28 starting @ **5:00 PM**

Join the JOURNEY

Spoon River College
Community Outreach Center
2500 E. Jackson St., Macomb

Meet & greet @ 5:00 PM | Presentation @ 6:00 PM



SONYA JONES
NBC's Biggest Loser Finalist &
HSHS Medical Group
Outreach Representative

mdh
McDonough
District Hospital

 **Prairie**
HEART INSTITUTE
of Illinois

A variety of Heart Healthy food stations provided.

Please RSVP by February 23 to MDH Outreach Services at (309) 836-1584.

Think Pink Tshirts

MDH is sponsoring the Western Illinois University Women's Basketball Think Pink game at Western Hall on Saturday, February 4 at 4:30 PM.

The Think Pink game is dedicated to promoting breast cancer awareness and education. Money raised from t-shirts and other activities at the game will go towards Linda's Fund at MDH, which supports women with breast cancer and their families in our community.

MDH will be selling the **BLACK** t-shirts with **PINK** imprint

Cost for the shirt is **\$15.00**

Payroll deduction, check or exact cash only.

They will be sold on a first-come-first-serve basis.

If you would like to purchase a shirt, stop by the Public Relations office
Monday — Friday 8:30 AM – 4:30 PM.

If these hours do not work for you, please let PR know through email or at ext. 13490. We will make arrangements to get you a shirt.



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, February 14**. Please submit your information, articles, thank-you notes, recipes, achievements, etc., to Public Relations.

MDH Says Goodbye

Matthew Bouril, Officer, Public Safety, 12/17/16

Rachael Carter, RN, Emergency Services, 12/20/16

Cathy Devine, RN, ICU, 12/28/16

Connie Dobbs, Technician, Pharmacy, 1/3/17

Alexis Downs, RN, Emergency Services, 1/4/17

John Jessen, Admin. Leader, Support Services, 1/13/17

Megan Kirby, RN, Emergency Services, 12/29/16

Elsie McFarland, Health Info. App. Spec., Health Info. Mgt, 12/29/16

Betty Reinertson, Clinic RN, OB/GYN Clinic, 12/28/16

Corrie Swenson, CNA, Senior Behavioral Health, 12/21/16

Amy Walters, RN, Utilization Review, 1/11/17

Eye Spy

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

Find the answer on page 15.



Job Opportunities



<u>POSITIONS</u>	<u>DEPARTMENT</u>	<u>SHIFT</u>	<u>STATUS</u>
PT Secretary-Non Trans	Rehabilitation Admin	Days	Full-time
Scheduler	Centralized Scheduling	11a-7:30p	24 hrs/wk
Secretary/Receptionist	Family Clinic	Days	Full-time
Secretary/Receptionist	Podiatry Clinic	Days	Full-time
Department Leader	Emergency Department	Days	Full-time
Department Leader	Information Systems	Days	Full-time
Clinic LPN	Internal Medicine	Days	Full-time
Clinic RN	Family Clinic	Days	Full-time
Clinic RN	Internal Medicine	Days	Full-time
Clinic LPN	OB/GYN Clinic	Days	Full-time
Clinical Care Coordinator	Acute Care/ICU	7a-3:30p	Full-time
LPN	Day Health	7:30a-4p	24 hrs/wk
House Supervisor Nonex	Nursing Support	7p-7:30a	Registry
RN	Intensive Care Unit	7a-7:30p	Full-time
RN	Intensive Care Unit	7p-7:30a	Full-time
Infection Control RN	Quality & Innovation	7:30a-4p	24 hrs/wk
Informatics RN	Information Systems	7a-3:30p	Full-time
Nurse Practitioner	Psychiatry Clinic	Days	Full-time
RN	Senior Behavioral Health	7p-7:30a	Full-time
RN	Senior Behavioral Health	7a-7:30p	24 hrs/wk
RN	Senior Behavioral Health	7p-7:30a	24 hrs/wk
RN	Senior Behavioral Health	7a-7:30p	Full-time
RN	Acute Care	7p-7:30a	Full-time
RN	Emergency Department	7p-7:30a	Full-time
RN	Home Health	8a-4:30p	Full-time
RN	Obstetrics	Variable	24 hrs/wk
CNA	Acute Care	Variable	Registry
Medical Assistant	ENT Clinic	Days	Full-time
Paramedic	Ambulance	Variable	Registry
Paramedic	Ambulance	Variable	24 hrs/wk
Paramedic	Ambulance	Variable	Full-time
Appl/Security Analyst	Information Systems	8:30a-5p	Full-time
Clinic Supervisor	McDonough Med Group	8a-5p	Full-time
LAN Administrator	Information Systems	8:30a-5p	Full-time
MT(ASCP)	Laboratory	Variable	Full-time
Occupational Therapist	Sports Medicine and Rehabilitation Services	Days	Full-time
Physician-Family Practice	Pediatric Clinic	Days	Full-time
Speech Pathologist Nonex	Sports Medicine and Rehabilitation Services	Days	Full-time

Full list also available online at www.mdh.org

As of January 17, 2017

New Faces at MDH

MDH Welcomes New Employees



Riley Burgon

Riley is a Histologist in Laboratory. He is originally from Canyon, Texas and enjoys cycling, reading and aviation.



Kimberly Caulkins

Kimberly is a Clerk in Registration. She is originally from Lewiston and enjoys reading, fishing and hunting.



Kelcyn Hoover

Kelcyn is a X-Ray Tech for the Podiatry Clinic.



Shayla Ludwig

Shayla is an Aide in Food/Nutrition Services for Morrison.



Jill Mitchell

Jill is a Registered Nurse for the Podiatry Clinic.



Mattie Porter

Mattie is a Registered Nurse in Acute Care. She is originally from upstate New York. In her spare time, Mattie enjoys

reading, writing, painting, biking and photography.



Anna Pumo

Anna is a Registered Nurse for Acute Care.



Logan Resler

Logan is a Speech Pathologist for Sports Medicine and Rehabilitation Services.



Janet Rigg

Janet is a Medical Assistant for the Podiatry Clinic.



Mary Voss

Mary is a Clinic Biller at the Podiatry Clinic.



Patricia Viadero

Patricia is a Registered Nurse in Obstetrics.



Rachelle Zaborac

Rachelle is a Registered Nurse in the Emergency Services. She is originally from Cuba. She has one child, Jaxson. In her spare

time, Rachelle enjoys camping and outdoor activities.

MDH Welcomes New Interns



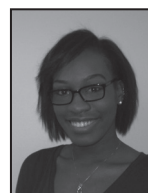
Anna Askins

Anna is an Intern in Advocacy Services.



Jasmine Gray

Jasmine is an Intern in Day Health Services.



Sierra Woods

Sierra is an Intern in Outreach Services. She is originally from Rockford and in her spare time, Sierra enjoys track and

field at WIU.



Moving Around

Kristen Chambers is a Cash Posting Clerk in Patient Financial Services after previously working as a Scheduler for Central Scheduling.

Tom Clark is a Public Safety Officer in addition to his role as Communications Operator.

Kyle Magee is an Inventory Clerk in Inventory Control after previously working for Morrison.

Julia Mindeman is a Secretary/ Receptionist in ENT Clinic after previously working in the OB/ GYN Clinic.

Jennifer Miller will be a Unit Secretary in both OB and SBH.

We've Moved!

The Information Systems Helpdesk, (Rebecca) and Administrative Support Specialist (Nancy), for policy & procedures change have moved to the main basement hallway across from the time clock (previously used as the X-ray Classroom and for Advocacy during the renovations).

They can be reached:

7:00AM – 3:30PM

Monday – Friday

at ext. 13263.

Their previous office will remain the primary Information Systems Data Center operations room.



New Leader of Fiscal Services



Janna Cline has been named the Leader of Fiscal Services effective January 16.

Janna received a Bachelor of Science double major in Accounting and Management with an HR emphasis from Buena Vista University, Storm Lake, Iowa. She also completed a Masters of Business

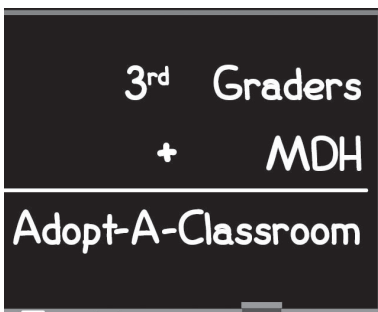
Administration in Accounting with Finance emphasis from Culver Stockton College in Canton, Missouri. Janna's work experience includes Project Coordinator at Northeast Missouri Regional Planning Commission, Finance Assistant at Southeast Iowa Regional Planning Commission, CFO/Finance Director at Two Rivers Regional Council of Public Officials and most recently as Finance Manager at Van Buren County Hospital and Clinics in Keosauqua, Iowa, since 2012. Janna comes to MDH with solid financial and analytical skills.

She is originally from Maquoketa, Iowa. Janna and her husband Roy have two children, Mishaylee and Thayden. In her spare time she enjoys photography.

A+ Achievement

Angelica Hoenig will go down in history as the first MDH employee to be checked off on Basic Life Support skills using the voice-assisted manikins (VAMs). The VAMs are CPR manikins hooked up to a computer which provides feedback as participants perform compressions, ventilations and three rounds of CPR. Staff Development recently purchased a baby VAM, so all BLS check offs can now be done using the VAMs. The VAMs are praised for raising CPR quality due to their ability to give feedback such as, "ventilate less often" and "compress deeper." Angelica is a Physical Therapist in Sports Medicine and Rehabilitation Services.

Thank you, Angelica, for being our fearless first participant!



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.

Family Clinic

Dr. Prayag Patel and Megan Clemens, NP-C from the Family Clinic visited Mrs. Poore's classroom in December. They taught the students how to take blood pressure and what the numbers mean. Each child had their blood pressure taken and listened to their heartbeat. They asked good questions and were all able to say how nutrition and exercise keep you healthy.

The students received individual hand sanitizer and magnetic chip clips as a souvenir.



mdh presents...

Teepa Snow

Dementia 360 - Seeing It From All Directions

February 22 | 5:30 - 7:30 PM
(doors open at 5:00 PM & a meal is provided)

SRC Community Outreach Center,
2500 E Jackson St, Macomb

Helping a Faith Community Care for Its Members & Families Living with Dementia

February 23 | 2:00 - 4:30 PM
(doors open at 1:30 PM & refreshments are provided)

SRC Community Outreach Center,
2500 E Jackson St, Macomb



Teepa is one of America's leading educators on dementia with over 30 years of experience.

These programs are free and open to the public. Please RSVP to MDH Outreach Services at (309) 836-1584.

Teepa Snow presents continuing education opportunities

Primary Care Physicians, Surgeons, Psychologists
and other healthcare professionals:

Depression, Dementia, Delirium

February 22 | 8:00 - 11:00 AM
(doors open at 7:30 AM & breakfast is provided)

SRC Community Outreach Center,
2500 E Jackson St, Macomb

*The University of Illinois College of Medicine at Peoria designates this
Live activity for a maximum of 3 AMA PRA Category 1 Credit(s)™.*

For emergency personnel and first responders,
both direct service providers and administrative personnel:

Understanding Dementia for Better Care

February 23 | 9:00 AM - 12:30 PM
(doors open at 8:30 AM & refreshments are provided)

SRC Community Outreach Center,
2500 E Jackson St, Macomb

*The Illinois Department of Public Health has designated this activity
as 3 Hours of Continuing Medical Education credits.*

All of these Teepa Snow programs are provided by MDH Foundation Alzheimer's Memory Support Fund.

Please RSVP to MDH Outreach Services at (309) 836-1584.

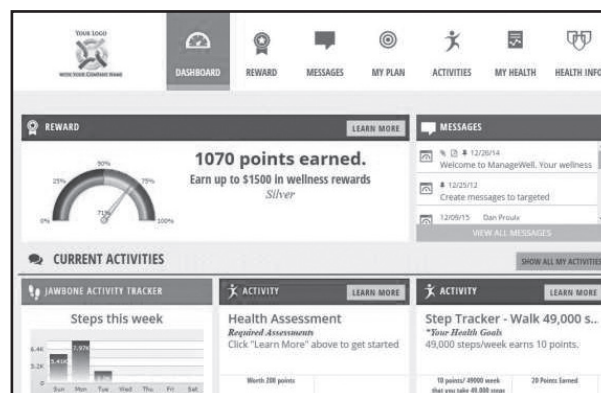
Lunch and Learn



How to Use the Mayo Clinic Manage Well Portal
February 7 from 11:00 AM – 1:00 PM

ManageWell.com – how to register

To log on www.managewell.com - follow the directions below:



1. Click on "Sign Up" under the text heading "Not signed up?"
2. Enter your MDH Employee # without the ZERO (ex. MDH1234) and your date of birth.
3. The next screen will show a button that says "I am Your Name" (ex. I am John Smith). Click that if it is you.
4. Enter a valid e-mail address and answer some additional registration questions.
5. After you've completed this – The terms and conditions page will pop up, please click "Agree"

APPLE Winner December 2016



Please join me in congratulating **Danielle Knowles**, Clinic RN in the MDH Surgical Clinic, on being named the recipient of the MDH APPLE Award for December 2016. APPLE stands for “Achieving outstanding Performance in Patient care, Leadership, Loyalty and Enthusiasm for MDH.”

Danielle graduated from Blessing-Rieman College of Nursing with a Bachelor of Science degree in Nursing in May 2012. Danielle began her employment at MDH on August 27, 2012 as a Float Clinic Registered Nurse for the McDonough Medical Group. On March 25, 2013, Danielle joined the Surgical Clinic as a Clinic Registered Nurse.

Danielle Knowles

Danielle keeps things moving and works efficiently. She follows through on commitments, advocates for patients and wants to do the job accurately the first time. She is willing to look at different ways of doing things and keeps patients as the priority when thinking about process improvements. Danielle anticipates needs ahead of time. She studies the patient information and is always knowledgeable about the patient before their appointment. She is attentive to details.

Danielle makes patient care her priority and strives to provide excellent care. She is respectful to patients and treats them as individuals. She communicates a caring attitude and gives high priority to the patient's satisfaction. Danielle works to minimize delays for customers. She is a good listener and takes the necessary time to provide instruction to patients in order to better prepare them for upcoming treatment/procedures. She is very kind and has a great sense of humor.

Danielle's nominator explains that Danielle is a team player and a hard worker. She is described as being respectful of patients' feelings and a definite asset for the clinic. Another nominator describes Danielle as having outstanding work skills. She answers all questions thoroughly before caring for the patient. “Danielle really has special connections with her patients. She always has a smile on her face ready to help anyone in any way that she can.”

Danielle and her husband, Jeremy, have one daughter, Addilyn. She enjoys working on her farm and raising cattle. Danielle also enjoys playing softball, Fantasy Football, gardening and being outdoors.



Traveling Trophies Awarded!

Congratulations Administrative Assistants!
The Administrative Assistants in Clinical Services Administration were recognized for achieving “highest” score on the September Interdepartmental Satisfaction Survey.
Scoring 100% on total score!

Pictured: Kenny Boyd, Ronda Baker, Marcia Teel



February Calendar of Events



Community First Aid

Wednesday, February 1

6:00 PM, Auditorium A

Cost: \$32.00, Pre-registration required.

Contact Outreach Services at (309) 836-1584.

Seniors' Day at Citizens

Thursday, February 2

8:30-11:30 AM, Citizens Bank, Downtown Macomb

Topic: Display about upcoming events with Teepa Snow and Sonya Jones

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

Cesarean Section Class

Thursday, February 2

7:00-9:00 PM, Auditorium B

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

Divorcing Parents Education Program

Friday, February 3

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

Cost: \$60.00 payable at session, Pre-registration required.

Contact Behavioral Health Services (309) 836-1582.

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

Saturday, February 4

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

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

Suicide Support Group

Monday, February 6

7:00-8:00 PM, Health Services Building 1 Auditorium

Topic: Depression and Suicide with Dr. Sarwar

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

Bereavement Support Group-New Horizons

Mondays, February 6 & 20

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

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

Breast Cancer Support Group

Monday, February 6

5:30 PM, Auditorium B

Contact Outreach Services at (309) 836-1584.

Anger Management

Tuesdays

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

Pre-registration required.

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

Postpartum Care & Understanding Your Newborn

Thursday, February 9

7:00-9:00 PM, Auditorium B

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

Community CPR Class

Wednesday, February 15

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

Fee: \$32. Pre-registration required.

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

Childbirth and Infant Care: Breastfeeding

Thursday, February 16

7:00-9:00 PM, Auditorium B

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

Childbirth and Infant Care: Sibling Class

Saturday, February 18

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

Pre-registration required.

Contact Obstetrics at (309) 836-1570.

Teepa Snow: Dementia 360-Seeing it From All Directions

Wednesday, February 22

5:30-7:30 PM, Spoon River College Community Outreach Center, 2500 E. Jackson St., Macomb

Join Teepa Snow for an interactive presentation about dementia from many points of view and strategies to meet their needs.

Free and open to the public. A meal is provided.

Contact Outreach Services at (309) 836-1584.

Teepa Snow: Helping a Faith Community Care for Its Members & Families Living with Dementia

Thursday, February 23

2:00-4:30 PM, Spoon River College Community Outreach Center, 2500 E. Jackson St., Macomb

Join Teepa Snow for a learning activity about caring for those with dementia and helping them be a part of the faith community.

Free and open to the public. Refreshments served.

Contact Outreach Services at (309) 836-1584.

Join the Journey with Biggest Loser's Sonya Jones

Tuesday, February 28

5:00 PM, Spoon River College Community Outreach Center, 2500 E. Jackson St., Macomb

Join Sonya Jones for a meet and greet at 5:00 PM followed by a presentation at 6:00 PM. A health fair will be in the lobby before the presentation.

Free and open to the public. A variety of Heart Healthy food stations will be provided.

Contact Outreach Services at (309) 836-1584.

Looking for Advice?

Dear Lucy,

We recently learned my father in-law has been diagnosed with an aggressive form of cancer. Although the prognosis is good, my husband and I are devastated. We are very concerned about the affect this is going to have on our children, ages 6 and 8. Grandpa lives in our neighborhood, is their primary sitter who picks them up from school and watches them until I come home. We're not sure what to tell them about the situation or even if we should do so.

Sincerely,
Concerned

Dear Concerned,

When someone you love is given a serious medical diagnosis it's hard enough to cope with your own emotions, never mind explaining it to your children. Whether to do so, how to do so and how much information to share are questions people often ask. A diagnosis of cancer in someone so close to your children seems like a secret that would be impossible to keep. You can't protect your kids all the time and energy you would put into doing so simply could be better used elsewhere.

Children are amazingly intuitive when it comes to sensing problems in the family and not informing them of what's going on may lead to them imaging the worst. They may overhear conversations between you and your spouse and if they don't have adequate information they're likely to fill in the details with inaccurate fears. Children may also conclude if their parents aren't telling them what's going on, whatever it is must be too awful to talk about.

How your children respond to information shared is often dependent on how you and your spouse are handling the news. If you can present information calmly, and are able to offer a feeling of confidence, this is how they likely will feel as well. Honest communication and using terms they will understand, will help them feel more comfortable with the news. Refer to Grandpa's illness with proper terms and provide age appropriate details. They don't need to know all the specifics about his cancer treatment, but they do need to know grandpa may experience side effects, such as being tired, losing weight, not feeling well or losing his hair. Serious illnesses may mean a change in routines, so help the children plan for this. They need to know he won't be able to pick them up from school, they'll have a different sitter or that you may need to miss out on some school activities because you have to help Grandpa.

You may be asked the most difficult question – is he going to die? If you don't know for certain the answer to this question, it's best not to say no. You can offer reassurance that grandpa is getting the best treatment possible to help him in his recovery and you may want to focus on future plans that will include him to provide hope that things will work out well.

If you would like more information about this topic or any other mental health or substance abuse concern, please call Behavioral Health Services at 836-1582.

Best regards,
Lucy

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 **employees and physicians** for their outstanding customer service to patients.

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

Recognition for outstanding customer service goes to the following professionals:

Acute Care/ICU: **Dr. McPherson**

Cardiopulmonary: **Jerry Raby**, Cardiopulmonary Technician; **Dr. Farr**

Food Services: **Yagonda Stewart-Hall**, Aide

Laboratory: **Matt Kessler**, Phlebotomist; **Mary Catania**, Section Head

McDonough Medical Group: **Dr. Gonzales**; **Dr. Smith**; **Dr. Card**; **Dr. Sarwar**; **Sue Adams**, FNP; **Dr. Jalil & all staff**; **Layne Stambaugh**, PMHNP; **Tiffany Bentz**, Clinic RN; **Dr. Balbort**; **Megan Clemens**, FNP

Obstetrics: **Shannon Jackson**, RN; **Dr. Smith & all staff**; **Julie Elliot**, RN

Radiology: **Lisa Pennington**, Mammography Technician

Registration: **Leanne Haney**, Secretary/Receptionist

Surgical Services: **Dr. Trost**; **Steven Rodgers**, RN; **Dr. Biagini & all staff**; **Julie Justice**, RN; **Marti Frier**, RN; **Dr. Gonzales**

Wound Care Clinic: **Carolyn Grove**, RN

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

“Our Hospice Team was genuine, caring, and loving people! You can thank them all, as I already have! They are the greatest!”

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

Stories from the Heart

I wanted to share some positive feedback with you. I know we can never hear enough of this in our business. The Elms had the privilege of working with McDonough District's Dr. Ruiz with a particular resident of ours over the past several months. Dr. Ruiz has been very helpful with the wound management for this individual. I am happy to share that today, with his commitment and assistance to our team we were able to return the wound vac. The outcome of this area had little potential for success. With his accommodations of seeing the patient within their home and his knowledge he shared with our staff, we achieved a positive goal of quality together for this resident. He was able to direct us to an alternative product that was both economically and clinically more sound. Dr. Ruiz certainly puts his patients' well-being first.

Thank you so much for your efforts and the MDH team in bringing new and varied services to the people of Macomb and their healthcare needs. Our entire team of nurses thanks Dr. Ruiz and MDH for the wound management close to home.

The Elms

Welcome



McDonough District Hospital is pleased to announce the addition of Neonatal Nurse Practitioner **Julie Bartlow** to the McDonough Medical Group.

Julie earned a Master's of Science in Nursing with a Neonatal Nurse Practitioner Specialty from Vanderbilt University in Nashville, Tennessee. She completed her Post-Master's Nurse Practitioner Certificate from Saint Louis University in Saint Louis, Missouri. Prior to this she received her Bachelor of Science in Human Resources and Family Studies with a Child and Adolescent option from University of Illinois, in Urbana-Champaign.

Julie has been working as a Neonatal Nurse Practitioner since 2002, first for SSM Cardinal Glennon Children's Hospital and most recently, OSF St. Francis Medical Center. She is a certified Neonatal Nurse Practitioner with the National Certification Corporation Board as well as being certified in Perinatal Loss Care with the National Board for Certification of Hospice and Palliative Nurses.

Julie will be joining MDH Pediatrics with Liberty Balbort, MD located in Health Services Building 1, Suite 202. For more information or to schedule an appointment call (309) 833-1729.

Straight Talk

Drs. Patel & Wehner were the keynote speakers for the "Straight Talk Program" hosted by the University of Illinois Extension Center in partnership with MDH Outreach Services. Approximately 240 area sixth grade students were in attendance representing Macomb, St. Paul, West Prairie, and Bushnell-Prairie City. They spoke to the students about body awareness and changes during this time of their lives. Students also had an opportunity to ask questions.

Welcome Reception

February 14 from 2:00-4:00 PM
Auditoriums A&B

MDH is pleased to announce
the addition of

Afriye Amerson, MD

to the McDonough Medical Group (MMG).
She joins the Obstetrics & Gynecology Clinic.



MMG would like to welcome **Dr. Mitchell and the staff** of the Foot and Ankle clinic to the group as of January 1. We are excited to add Podiatry to the current line of services offered by MMG.



The MDH Obstetrics & Gynecology Clinic is pleased to welcome Dr. Ricaurte to the practice on an interim basis. Dr. Ricaurte is helping in the clinic until Dr. Amerson begins in February.



Congratulations to Brianne Wehner, DO for receiving Board Certification in Neuromusculoskeletal Medicine.

...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 2017 Evaluations: The first day of the last pay period beginning in January is Sunday, January 22, 2017. That pay period ends Saturday, February 4, 2017. The rate increase is effective for that entire pay period and will be reflected on the February 9, 2017 paycheck.

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

Pay Increase Effective Dates

Sunday, January 22, 2017
February 19, 2017
March 19, 2017
April 30, 2017
May 28, 2017
June 25, 2017
July 23, 2017
August 20, 2017
September 17, 2017
October 29, 2017
November 26, 2017
December 24, 2017

Reflected on Paycheck Dated

Thursday, February 9, 2017
March 9, 2017
April 6, 2017
May 18, 2017
June 15, 2017
July 13, 2017
August 10, 2017
September 7, 2017
October 5, 2017
November 16, 2017
December 14, 2017
January 11, 2018



Basic Life Support Training Center

MDH has recently been upgraded to the American Heart Association (AHA) status of a Training Center for Basic Life Support (CPR and First Aid).

For over four years, MDH has been affiliated with the AHA through the Training Center at Blessing Hospital in Quincy for all CPR/First Aid, Advanced Cardiac Life Support and Pediatric Advanced Life Support courses. Life Safety Courses offered at MDH has grown and were stretching the resources at Blessing Hospital. Staff Development at MDH has been working through the application process since March of 2016 and recently were accepted as a Training Center for Basic Life Support.

As a Training Center, MDH will continue most of the same processes as before, without having to go through Blessing Hospital. They will still provide training for employees and the community, as well as CPR, ACLS and PALS instructor classes.

MDH certified over 1,300 people for CPR and/or First Aid in 2016 and maintain records for over 60 instructors. Also in 2016, MDH switched to electronic certification cards and no longer use paper.

MDH staff and instructors are proud to continue our affiliation with the AHA, an organization committed to education on heart disease and stroke, and improving resuscitation outcomes.



President's Report

The MDH Board of Directors met January 16. Here is Mr. Boyd's report to the Board for the accounting period of December 20 - January 16, 2017.



Quality and Innovation

Service Excellence

Service Excellence participated in the planning and kick-off call with Press Ganey on December 15, 2016, to review details and timing for the upcoming Employee Engagement Survey.

This planning meeting covered all items related to the project scope and management of resources. A bi-weekly conference call schedule has been established to keep the engagement survey project on track.

The Employee Engagement Survey is scheduled for late spring or early summer 2017.

Projects

Phlebotomy Wait Times: The project is moving to document the process changes into the standard procedures for the lab and registration. Final wait time results will be obtained before the project closes. Monitoring of the wait times will continue for several months after the project closes.

Infection Control

The 2016 Annual Mask Fit Testing was wrapped up in December. Mask fit testing involves refresher education on what disease are airborne transmission and helps ensure staff have the proper sized mask to wear in airborne isolation rooms. Infection Control mask fit tested a total of 253 employees and contracted staff.

Patient Safety

MDH has joined the Michigan, Illinois and Wisconsin Hospitals Partner for Quality Improvement Program: Hospital Improvement Innovation Network (HIIN). The HIIN diagnostic report and recommendations for engagement in 2017 included the following: participating in the improvement action network, conducting an improvement advisor site visit focusing on ADE-hypoglycemia, hospital-acquired conditions simulation training focusing on sepsis or CAUTI, and peer-to-peer learning networks on readmissions.

Physician Recruitment/Retention

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

OB/GYN: We are continuing to work with Dr. Amerson regarding her IL medical licensure as well as other on-boarding activities. She has begun to work with a realtor and developing a relocation plan. A community welcome reception is planned for Tuesday, February 14th from 2PM-4PM in Auditoriums A & B. During the transition for Dr. Amerson, we have Dr. Edward Ricaurte providing interim coverage throughout January, February, and March 2017.

Pediatrics: Based on initial phone interview activity with two candidates, we are continuing with the search. A targeted direct mail campaign is being sent out this month to both practicing and Pediatricians in training within Illinois and surrounding states. This, along with additional recruitment activity via our e-mail blasts and continued work with contingency

recruiters, we hope to move forward with additional candidate presentations.

Psychiatry Nurse Practitioner:

A Psychiatry Nurse Practitioner candidate has been identified and we are moving to the initial phone interview stage at this time.

Hospitalist Medicine: The practicing Hospitalist that we extended a draft proposal to has decided to stay within the Chicago area. We have begun dialogue with a recent locum tenens physician that performed well this month, regarding a part-time practice opportunity.

Outreach Services

Community Outreach

Kelly Shiraki, CHES, Health Educator for Outreach Services is coordinating two community programs, featuring, Teepa Snow, one of America's leading educators on dementia. Two community programs are being offered: Dementia 360 – Seeing It From All Directions on February 22 from 5:30PM-7:30PM & Helping a Faith Community Care for Its Members & Families Living with Dementia on February 23 from 2:00PM to 4:30PM. Both programs will be held at the SRC Outreach Center. To RSVP your attendance, please contact MDH Outreach Services at 309/836-1584.

With February being Heart Health Month, Stephanie Crockett, M.S.Ed., CHES, Health Educator for Outreach Services is coordinating two programs. MDH, in partnership with Prairie Cardiovascular, will host, Sonja Jones (previous NBC's Biggest Loser Finalist) for two educational sessions. "Lessons from a Loser" will be provided to Macomb Schools High School Students. "Join The Journey" will be open to the

community at the SRC Outreach Center. Both programs are themed at encouraging positive, personal choices regarding health habits as well as highlighting services from MDH and Prairie Cardiovascular. More information will be shared within the upcoming weeks.

Provider Outreach

Drs. Patel & Wehner were the key note speakers for the "Straight Talk Program" hosted by the University of Illinois Extension Center in partnership with MDH Outreach Services. Approximately, 240 area sixth grade students were in attendance representing Macomb Schools, St. Paul School, West Prairie Schools, and Bushnell-Prairie City Schools. Dr. Patel & Dr. Wehner spoke to the students about body awareness and changes taking place during this time of their lives. Students also had an opportunity to ask questions of the physicians.

Employer Outreach

MDH Outreach Services provided an on-site screening program to McDonough Power employees in January 2017. Work continues in building our partnership with NTN Bower Corporation within three areas:

- Enhancing pre-employment physicals at Convenient Care;
- Utilization of Dr. Minter as the company physician;
- Incorporation of Rehabilitation Services into the pre-hire process.

Information Systems

Cerner Update

We are working with Cerner on the transition plan for Dr. Mitchell's office to our Cerner configuration.

The hope is to have this completed by March depending on Cerner's ability to perform the setup.

We have an additional physician dynamic documentation training session with the Cerner staff scheduled the week of February 6th.

Setup of the automated appointment reminder system has been completed for the MMG clinics. The reminder system uses the scheduled appointments within the clinics to call for verification of the appointment via phone or text messages to patients.

We have a demonstration for the Power Chart Maternity application set for early February. This application will replace the current GE Centricity Fetal Charting system that is used in the obstetrics department and complete the loop of EMR charting from pre-natal visits to delivery within the Cerner applications.

Financial Performance

December 2016

Total Patient Revenue for the month was down 7.8% from budget. Volume declines in ED have a trickle down effect in most areas, including inpatient census as the majority of our admissions come from the ED. Year to Date, ED visits are down 13.8% from budget and 12.4% from last year. At this point, the decline in ED volumes is unlikely due to our purposeful focus with cost effectively managing our ACO patients as it is really too early in the game for any significant impact. Obviously ED volumes have a high correlation with the size of the population of the market they serve and certainly the changes in WIU enrollment and staff are of concern. Either way, the ED volumes have a negative impact in

most of the areas reported. Surgery volumes, while not at budget for the month, are picking up slowing as they are only 3 procedures short of the budget target. Swing Bed admissions, while initially off to a slow start, continue to post some positive numbers to budget.

Total Patient Revenue was down 5.7% from budget for the month. While not apparent when looking at our bottom line, we are moving closer to our budget targets each month (Nov down 7.0%; Oct down 16.8%; Sept down 25.7%). Inpatient Revenue was down 7.0% which is a reflection of the lower admissions including the reduction in the average length of stay from 3.4 days to 3.1 days. Total Deductions from Revenue were above budget this month by 3.2%. Our contractual adjustments spiked up as the state paid on \$2.4M of Medicaid AR this month. Total Operating Expenses were 3.3% above budget or about \$242K over with a large swing in Pharmacy expenses as we are working through some Cerner transition issues. We also had some startup supply and equipment expenses with the purchase of the existing Podiatry practice assets. You will notice however, that year to date Supplies and Drugs are still under budget so expect to see that work its way through in the coming months. We ended the month with a loss of \$1,594,622.

Facility Planning

Women's Center

Schematic design has been completed for the project. We have been working with the design team to develop a plan for relocating the OB Department during the construction phase. This is in order to seek a determination from IDPH as to whether or not they will allow the

relocation. Once that determination is made, construction plans can be developed. In the interim, the design team continues to work with the end users to complete detailed design specifications for the Women's Center.

Public Relations Report

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

Website and Social Media

During December there were 30,673 home page visits, 4,463 career views and 15,037 calendar views.

The MDH Facebook page is now at over 1,532 likes, gaining 47 likes in December. Twitter has increased to over 311 followers. Information promoted on Social Media included: donations to the Women's Center campaign, Festival of Trees events and highlights, Dessert with a Doc, Pain Management Center, Sports Medicine & Rehabilitation Services, Family Clinic, Convenient Care holiday hours, job of the week and openings, MMG providers and newsletter, Apple Award and more.

News media

December news included the following: Pain Management article on Chronic pain, a correction about recent billing statements, highlights from Festival of Trees, Dessert with a Doc, Apple Award, Convenient Care holiday hours.

Advertising/Marketing

Commercial spots are running for MMG Family Clinic, Sports Medicine & Rehabilitation Services, Home Health and general MDH spot. General radio spots include; Obstetrics & Gynecology Clinic, Pain Management Center, Orthopedics & Sports Medicine,

Home Health and Family Clinic. Other December advertising included; Festival of Trees, Convenient Care holiday hours, Senior Behavioral Health, Home Health & Hospice, Orthopedics, Obstetrics & Gynecology Clinic, Pain Management Center, Family Clinic and Dr. Ali.

Other

The quarterly CEO session was recorded and placed on the Intranet for employees who were unable to attend view it. The Winter issue of Health Connection (MMG newsletter) came out December 1.

Foundation Report

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

Annual Support

In December, \$82,613.43 was received in cash; 271 gifts and 26 memorials were processed. Some of the areas receiving support included: Alzheimer's Support, Dolores Kator Switzer Women's Center (DKSWC), Emergency Services Expansion, Festival of Trees, Hospice, Permanent Endowment, and PROS.

DKSWC Capital Campaign

To date, \$4,278,354.04 has been raised toward the DKSWC Campaign goal of \$5.5M. A \$15,000 gift was received from Azelia Severs & family in support of the project. A grant application was submitted for Waste Management and six others are in progress. Grants pending are Ameren, BNSF, Gladys Brooks, McDon Power, Niemann Foods, Springfield Clinic, Verizon and Walgreens. The next meeting is scheduled on January 11.

Golden Apple Society

New Golden level (\$10,000) member

is Dick and Azelia Severs & family! Invitations for the February 2 Recognition Reception at the Macomb Country Club were mailed and the RSVP's are rolling in. A total of 22 new members joined the Society in 2016 and will be recognized at the Reception. The next meeting is set for January 12.

PROS

The annual appreciation meeting was held on December 8, where the committee reviewed 2016 and began plans for 2017. For the year, PROS members donated \$37,703.37 to MDH and welcomed 68 new members for a total of 361 employees supporting PROS. Plans are underway for the Big Game Party on February 3.

Festival of Trees

The Festival events were a success with 1,152 participants attending (Teddy Bear T 82; Jingle 'n Mingle 204; Festival 866). A total of \$35,790 was raised reflecting a profit of \$29,374.80 for DKSWC. The committee will host a wrap-up meeting on January 26.

Century Club

The 2016 Century Club Drive ended the year with 71 new members (60 PROS); 394 total members (304 PROS); and \$13,680.85 raised (\$13,430.85 DKSWC/\$250.00 Baby Talk).

Foundation Board

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



February Meetings Calendar

Monday, February 6

Department of Surgery, 12:00 PM,
Auditorium B

Wednesday, February 8

PHO Office Managers, 12:00 PM, PDR

Friday, February 10

Executive Committee, 12:00 PM, PDR

Thursday, February 16

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

Friday, February 17

Finance Committee, 7:00 AM, TFBR

Monday, February 20

Board of Directors, 5:30 PM, TFBR

Tuesday, February 21

MMG Governance Council, 5:30 PM, TFBR

Wednesday, February 22

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

Friday, February 24

Medical Staff Quality Improvement, 12:00 PM,
TFBR

Monday, February 27

Ethics Committee, 12:00 PM, Auditorium B

Computer Facts

Your friendly IS Department would like everyone to know these basic facts about your computer to keep it functioning correctly.

1. You no longer need to turn your computer off at night. Remember to lock the workstation when leaving or walking away.
2. When you arrive for your shift, do a reboot before starting your daily tasks.
3. Once a week, shut down your computer for 30 seconds to 1 minute then turn it back on.

Most updates are now being installed at night. That is why leaving your computer on helps. By rebooting before you start your daily tasks, your computer refreshes itself. When you shut it down once a week any updates that have not installed automatically, will then install.

If your department has a 24/7 computer- They can be turned off- BUT NOT left off. They can be left off for the 30 seconds to 1 minute then must be turned back on. They must be rebooted daily if used on a consistent basis just like any other computer.



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

Brandy Hammond
Internal Medicine



Brandy Hammond

Kristie Nelson
Hospice



Kristie Nelson

MVP Thank Yous - \$25

Darlene Row
Home Health



Darlene Row

Matt Kessler (not pictured)
Laboratory

Big Game Kick-Off Party

Friday, February 3

11:00AM - 1:30PM

Concession Stand (Cafeteria)

Traveling cart will make rounds at 5:00 & 11:00PM

**Game Day
Nachos**

**Hail Mary
Deli Bar**

**Referee
Pretzels &
Cheese**

**Touchdown
Veggies &
Ranch**

**End Zone
Cookies**

**Goalpost
Soda**



Brought to you by: PR  S

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