

Grateful Patient Program

Alicia Ladd, Linda Kane, Ginger Shawgo and Connie Elting were honored with Healing Hand awards by a Cardiac Rehabilitation patient who was grateful for their care and “representing our slogan of a hospital caring”. They were presented with a \$10,000 gift directed to Cardiac Rehabilitation equipment purchases.

To learn more about the Grateful Patient Program at MDH, please contact the Foundation office at (309) 836-1757.



A Thank You from PROS



327

McDonough District Hospital
Employees

+



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Weekly payroll deductions,
one-time gifts and PROS Store

\$34,535.64 raised to be dedicated
to the future of MDH and the
community

MDH Core Values

Honesty and Integrity • Respect • Exceptional Service • Commitment to Excellence • Teamwork

MDH Hotline

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

Next Deadline

The next *Making Rounds* deadline is NOON on **Tuesday, February 13**. Please submit your information, articles, thank-you notes, recipes, achievements, etc., to Public Relations.

MDH Says Goodbye

Katelyn Belless Mason, RN, Acute Care, 12/26/17

Angie Birdsell, RN, Emergency Services, 1/3/18

Andrew Bryant, Physician Assistant, Emergency Services, 12/31/17

Mark Carpenter, CNA, Senior Behavioral Health, 1/4/18

Peter Fecht, CRNA, Surgical Services, 12/31/17

Nick Gregory, Paramedic, Ambulance, 12/20/17

Michelle Hartman, Nurse Practitioner, Convenient Care, 12/31/17

Lindsey Hecox, CNA, Senior Behavioral Health, 1/7/18

Angie Holthaus, CRNA, Surgical Services, 12/31/17

Randy John, Valet Parking Attendant, Valet Parking, 1/5/18

Diana Moore, Clerk, Health Information Management, 1/4/18

Sara Myers, Social Services Associate, Advocacy, 1/4/18

Mattie Porter, RN, Acute Care, 1/12/18

Katie Schaiff, Physician Assistant, Emergency Services, 12/31/17

Job Opportunities



<u>POSITIONS</u>	<u>DEPARTMENT</u>	<u>SHIFT</u>	<u>STATUS</u>
Buyer	Materials	Days	Full-time
Registration-NONPHLEB	Registration	Days	24 hrs/wk
Secretary/Receptionist	Family Clinic	7:30a-7:30p	Full-time
RN	Pain Management Clinic	Days	24 hrs/wk
RN	Intensive Care Unit	7p-7:30a	Full-time
RN	Senior Behavioral Health	7p-7:30a	Full-time
RN	Acute Care	7p-7:30a	Full-time
RN	Emergency Services	7p-7:30a	Full-time
RN	Obstetrics	7p-7:30a	Full-time
CNA	Senior Behavioral Health	7a-7:30p	Full-time
Medical Assistant	Convenient Care Clinic	Variable	Full-time
Medical Assistant	McDonough Medical Group	Days	Full-time
OR Tech	Operating Room	7a-7:30p	Full-time
Paramedic	Ambulance	Variable	Full-time
Maintenance III	Plant Engineering	7a-3:30p	Full-time
PBX Operator	Communications	Variable	Registry
Public Safety Officer	Public Safety	Evening	24 hrs/wk
Bio-Med Tech	Plant Engineering	7a-3:30p	Full-time
Nurse Practitioner	Hospitalist	7a-7:30p	Registry
Hospitalist	Hospitalist		Full-time
MT(ASCP)	Laboratory	Variable	Full-time
Pharmacy Technician I	Pharmacy	Days	Full-time
Polysomnographic Tech	Cardiopulmonary	7p-7:30a	Registry
Respiratory Therapist	Cardiopulmonary	Variable	Registry
Social Services Associate/BS	Advocacy Services	Days	24 hrs/wk

Full list also available online at www.MDH.org

As of January 18, 2018

Moving Around

Nicole Miller is a Clinic RN in Internal Medicine after previously working in Bushnell Family Practice.

Lisa Patton is a Clinic RN in the Pediatric Clinic after previously working as an OB RN.

Connie Purdy is an Administrative Secretary in Clinical Administration in addition to her role as Acute Care Unit Secretary.

Blake Severs and **Vinny Porcaro** are Patient Care Technicians in addition to their roles as EMTs for Emergency Services.

Colton Tracey and **Matt Kessler** are both Lab Assistants. Both previously worked as Phlebotomists for the department.

New Faces at MDH

MDH Welcomes New Employees



Brad Bock

Brad is a Registered Nurse in Emergency Services. He is originally from Peoria and enjoys concerts, gym classes and

dog parks.



Lexie Clark

Lexie is a Clerk for Registration. She is originally from Springfield.



Rebecca Cuvillier

Rebecca is a Respiratory Therapist in Cardiopulmonary. She is originally from California and is married

to Mark. They have five children, Adam, Greg, Stuart, Stephen and Madisen. Rebecca enjoys nail art.



Marizona Dahlstrom

Marizona is a License Practical Nurse in Acute Care. She is originally from Oak Lawn.

Marizona enjoys reading, hiking, cooking, photography and spending time with family.



Sentorra Eason

Sentorra is a Certified OR Tech in Surgery. She is originally from Vidalia, Georgia, and is married to Laki. They

have three children, Akina, Lakia JR and Jacari. Sentorra enjoys reading and cooking.



Jen Herbster

Jen is a Registered Nurse in Intensive Care Unit. She is originally from Cuba and is married to John. She enjoys reading

and scrapbooking.



Kelsey Hobson

Kelsey is a Food Service Aide in Food/Nutrition Services. She is originally from Freeport and enjoys relaxing, playing sports and enjoying life.

Stork Landings

Mallory and **Marc Kessler** are the proud parents of a baby boy, Vincent Ezekiel. Vincent was born on November 27, 2017. Marc is an Athletic Trainer in Sports Medicine and Rehabilitation Services.



Michele and **Michael Thompson** are the proud parents of a baby girl, Bostyn Lynn. Michael is a Section Head in Laboratory.

Out and About

Becky Derry, Behavioral Health Services, was a guest speaker for the Interagency Council which meet once a month to discuss current services, resources, and programs held at the McDonough County Health Department. Becky's presentation focused on Vicarious Trauma in humanitarian work, those who care for disadvantaged or traumatized individuals/families/communities, signs of stress and trauma reactions when working in a helping role for people in need, and the importance of self-care and healing when helpers witness trauma and distress on a routine basis.

Health Alliance Health Insurance Reminder

Our health insurance plan is different than all other Health Alliance insurance plans, so it is very important you verify the out-of-pocket expenses before services are performed to avoid any surprises in coverage. Do not rely on your provider to give you accurate coverage levels or to provide you with physicians who are in-network for our plan. Again, our plan is unique, and it is difficult for providers to quote coverage levels for each Health Alliance plan accurately. It is always best to call Health Alliance directly to make sure you have accurate information. Please ask if your provider is in-network, if the services are covered by the plan and at what level of coverage, and if pre-authorization or a referral is needed. The same applies to prescription benefits. To know accurately what your co-payment for your prescription will be prior to having the prescription filled, you can call Health Alliance to see if the drug is on the Health Alliance formulary and what the copayment will be.

To assure you accurately know what the cost of healthcare services will be to you, please contact Health Alliance at (800) 322-7451 before services are rendered.

A+ Achievement

The Obstetrics Department now has four Certified Lactation Consultants on staff to help new mothers during the early days of their child's life. **Wendy Cameron** and **Stephanie McCleery** received their certification in November 2017. The Certified Lactation Counselor certification identifies a professional in lactation counseling who has demonstrated the necessary skills, knowledge, and attitudes to provide breastfeeding counseling and management support to families who are thinking about breastfeeding or who have questions or problems during the course of breastfeeding/lactation.



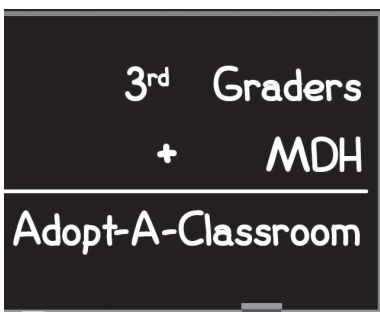
Pictured are (l-r): Wendy Cameron, Crystal Dobbs, June Sapp, and Stephanie McCleery

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Alicia Lehman, RN has successfully completed the Anticoagulation Therapy Management Program.

The training program, from University of Southern Indiana, utilizes the current practices for management of oral and parenteral antithrombotic agents. The curriculum includes practices established by the National Certification Board for Anticoagulation Providers. Alicia completed all training modules and successfully passed the final examination.

Alicia works full time in the Anticoagulation Clinic, meeting with patients, educating them on safe use of anticoagulants and coordinating care in conjunction with surgeons, primary care physicians and cardiologists.

If you have questions about the Anticoagulation services, call extension 13267.

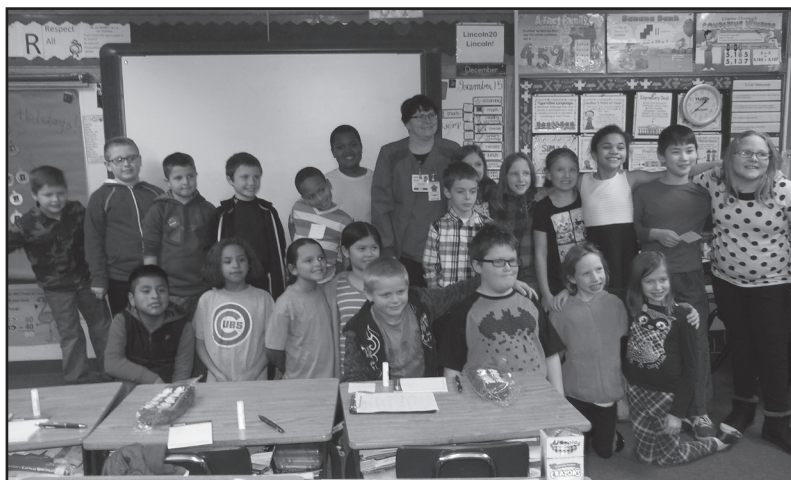


Each month during the school year McDonough District Hospital participates in the Adopt-A-Classroom program. This year MDH has adopted Mrs. Linda Poore's 3rd grade students at Lincoln School. A representative from MDH visits the classroom to educate students about various departments at the hospital.

MDH Home Health

In December, **Karen Kelso** presented at our Adopt-A-Classroom class. She gave students a presentation about what Home Health nurses do by pretending the teacher, Mrs. Poore, was her patient. Students asked many questions about the tools a Home Health nurse might use. Karen also provided information about the years of schooling it takes to become a Registered Nurse and how rewarding being a nurse is. Thank you for hosting Adopt-A-Classroom, Karen!

The students received chapstick, slipper socks, pens and notepads as souvenirs.



...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 2018 Evaluations

The first day of the last pay period beginning in January is Sunday, January 21, 2018. That pay period ends Saturday, February 3, 2018. The rate increase is effective for that entire pay period and will be reflected on the February 8, 2018 paycheck.

2018 Pay Increase

Effective Dates	Reflected on Paycheck
Sunday, January 21	Thursday, February 8
Sunday, February 18	Thursday, March 8
Sunday, March 18	Thursday, April 5
Sunday, April 29	Thursday, May 17
Sunday, May 27	Thursday, June 14
Sunday, June 24	Thursday, July 12
Sunday, July 22	Thursday, August 9
Sunday, August 19	Thursday, September 6
Sunday, September 30	Thursday, October 18
Sunday, October 28	Thursday, November 15
Sunday, November 25	Thursday, December 13
Sunday, December 23	Thursday, January 10, 2019

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

Patient Safety, Patient Care, Patient Comfort

Online work orders are extremely important when submitting requests to Plant Engineering. Calls and messages may not be seen in a timely manner, creating a larger safety issue.

To maintain a safe patient environment, please follow the steps for navigating to the online Work Order Request System:

1. Click your Internet browser (Internet Explorer, Google Chrome, etc).
2. Make sure you are at the Intranet webpage:
<http://spiderman.mdh.org/Intranet/index.php>
3. From the Intranet homepage, click on Departments and go to Plant Engineering.
4. From the Plant Engineering Department Page, look to the right side under Quick Links.
5. Click on PE Service Request.
6. Complete the Work Order, include as many details as you can to create a more swift resolution.
7. Double-check that your e-mail is on the Work Order so you can receive updates on the request.
8. Click Submit.



Naming rights reserved by

- **Dolores Kator Switzer Women's Center:** \$2.6 million Dick Switzer
- **Nursery:** \$250,000 Charlene Callison and Larry Balsamo in memory of Marion P. Callison
- **Imaging Center Waiting:** \$55,000 Citizens Bank (A Division of Morton Community Bank Member FDIC)
- **Labor/Deliver/Recovery Room #3:** \$50,000 Dr. Jack and Kathy McPherson
- **OB Waiting:** \$45,000 Citizens Bank (A Division of Morton Community Bank Member FDIC)
- **Mammo Suite 1:** \$50,000 Brad Bainter and Amy Spellman in memory of Linda Bainter
- **Mammo Suite 2:** \$50,000 NTN Bower Corporation
- **Ultrasound Room:** \$50,000 Pella Corporation
- **DEXA Room:** \$40,000 MDH PROS (Professionals Reach Out in Service)

Naming opportunities available...

Obstetrics: \$500,000

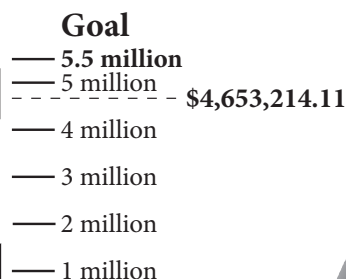
Imaging Center: \$500,000

Stereotactic Breast Biopsy Room: \$50,000

Labor/Deliver/Recovery Room #1 & #2: \$50,000 each

OB Patient Private Suites (8): \$125,000 each

DKSWC



2017 Gift Summary

3,600 gifts

\$615,270.81	cash donations
\$257,709.75	pledges
\$19,543.72	gifts-in-kind
<hr/>	
\$892,524.28	total raised

WIU Donates to Linda's Fund



WIU Volleyball "Pinktober" events held in October raised \$1,197 for Linda's Fund.

Pictured are (l-r): WIU Head Volleyball Coach Kelly Richardson and Vicky Kipling, MDH Foundation

Looking for Advice?

Dear Lucy,

My husband had a heart attack about six months ago. Physically he seems to be doing well, but emotionally he is not. His mood seems more depressed; he doesn't want to go anywhere and he's not physically active like his cardiologist recommended. At his last appointment the doctor suggested we get a dog. Why on Earth did she suggest that? It's been 10 years since we last had a dog around our house.

Sincerely,
Wondering Wife

Dear Wondering,

It's not uncommon for people who have suffered a heart attack to experience a lower mood as they recover. Studies show up to 33 percent of heart attack patients end up developing some symptoms of depression. Feeling frightened and anxious about the experience they've had is reasonable, and having worries about the future and their health is understandable. But failing to treat depressive symptoms could lead to additional troubles.

Dogs offer more than just companionship, although they can certainly provide that. It is likely the doctor's recommendation is connected to the many health benefits dog ownership provides. Dog owners have been found less likely to be diagnosed with clinical depression compared to non-owners. People who have pets seem calmer and there's more laughter in their lives. Studies have shown dogs decrease stress levels in people and increase oxytocin, the "feel good" chemical in the brain. Playing with your dog or simply watching your dog can reduce anxiety. Research shows petting a dog, which can be very calming, can immediately lower a person's blood pressure. The company of a dog may counter depression by lessening feelings of sadness and loneliness. Dog owners also experience fewer health problems. They tend to have lower triglyceride and cholesterol levels compared to non-dog owners which are what the cardiologist is looking for. Caring for a dog by being responsible for a living being may provide a new purpose in life and can encourage people to be more positive. The dog may also provide something else for your husband to focus on as opposed to worries he may be experiencing related to his recent health crisis.

A dog may help motivate your husband to exercise and engage in activities more. He may view going for a daily walk with the dog as far more vital than if he's doing it for himself. It can become a part of a routine which might help your husband get back on track. Owning a dog may also increase opportunities for socialization. People are more willing to stop and talk with you when you're walking a dog. Also, people tend to feel safer when they're with their dog than when out walking alone. Just knowing that you've got a dog that can use its keen sense of hearing to detect anyone who may be in your vicinity can help increase your sense of security. 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

Word Search!

AIDET
CARING
COMMITMENT
EXCELLENCE
HEALING
HEALTHCARE
HONESTY
INTEGRITY
LOYALTY

PATIENT
PERSONAL
PROVIDE
QUALITY
RESPECT
SAFETY
SERVICE
TEAMWORK

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APPLE Winner December 2017



Mindy Pilat

Please join in congratulating **Mindy Pilat**, Registered Nurse in Acute Care, on being named the recipient of the MDH APPLE Award for December 2017. APPLE stands for “Achieving outstanding Performance in Patient care, Leadership, Loyalty and Enthusiasm for MDH.”

Mindy completed her License Practical Nursing course at Spoon River College in June 2015. During her final semester of nursing school, Mindy began working as a LPN in Acute Care on January 28, 2016. She graduated with an Associate’s degree in Nursing from Spoon River in May 2016. Mindy transitioned to the RN role in Acute Care on August 10, 2016.

Mindy is a team player who often picks up extra shifts, offers assistance when co-workers need it, gives a friendly word of encouragement, and always respects others. She works well with all departments and has a strong customer focus. Mindy has strong qualities as a mentor to new employees also. She does a great job of instilling teamwork among staff members.

She is an excellent nurse who presents herself with confidence. She is versatile and has been trained in Outpatient Infusion and as an Admit/Discharge nurse. She has strong assessment skills, provides good documentation, gives thorough report, and always strives to do her best work. Mindy is very positive and very helpful to peers. She knows how to prioritize appropriately and pays attention to detail.

Mindy is fantastic and is ‘a shining star’. Her nominator explains that Mindy excels at teamwork, has strong clinical and critical thinking skills, and provides excellent customer service. “Mindy exemplifies the core values of MDH, specifically service, commitment to excellence, and teamwork,” states her nominator.

Mindy and her husband, Mike, have four children: Austin, Elliot, Nicholas and Makenzie. Mindy enjoys crafting and shopping. Mindy stays busy with her children’s activities and enjoys attending their events.



President's Report

The MDH Board of Directors met January 22. Here is Mr. Boyd's report to the Board for the accounting period of December 19, 2017 - January 22, 2018.



Quality

Convenient Care & Emergency Department Improvement Plans

Work/Life Balance and Coping with Stress training sessions will be completed by the end of the month.

Organization Wide AIDET Training will begin with outpatient departments by the end of January. Training will be held in all departments throughout the organization. This training will also include Managing Up.

We have received over 80 patient satisfaction surveys as of January 5th for Outpatient, Convenient Care and Emergency Room patients. Each patient is given an Access Code and instructions that direct them to the survey on mdh.org website. The next two project actions to complete are: (1) build reports of results and (2) issue procedures (standard work) for the survey process.

MDH completed the Readmission Improvement Action Network through the Hospital Improvement Innovation Network (HIIN). The goal of the HIIN is to reduce hospital acquired conditions by 20% and readmission by 12%. The improvement action network provided the team with readmission webinars, networking opportunities and quality improvement education that allowed the team to focus on opportunities for improvement and streamline the readmission efforts of the organization.

The Illinois Department of Public Health (IDPH) sent a memorandum

of the state's change in influenza status to widespread and Centers for Disease Control and Prevention (CDC) recommendations for temporary hospital visitor restrictions. MDH implemented visitor recommendations based on this guidance on December 29th. Communication was sent to staff via email and posted in the hospital and on campus. Public Relations released external notification of the recommendations.

The 2017 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 232 employees and contracted staff.

Physician Recruitment/Retention

Physician Recruitment and Outreach Services - Update:

Hospitalist Medicine: Our discussions with a part-time Hospitalist candidate have come to a close and are evaluating an additional option within our medical staff to provide additional staffing support, one week per month.

OB/GYN: Adrian MacGregor is moving forward with updating the practice opportunity as well as enhancing the sourcing plan for the third, OB/GYN practice opportunity. Our search continues at this time.

Additional Psychiatry Support: Our search for an additional Psychiatric Nurse Practitioner continues. Due to the difficulty of finding qualified candidates, Wanda Foster is also evaluating possible additional resources within our Telemedicine partnership with Southern Illinois University School of Medicine for Tele-psychiatry support that could be

offered to Drs. Sarwar and Wright and the Senior Behavioral Health unit.

Outreach Services

Community Outreach

MDH Outreach Services continues in our partnership with SIU Memory and Aging Network. On December 18th, 2017, MDH Outreach Services health educators as well as the MMG Care Coordinators received additional training from Greg Kyroutac, Director of Education, with SIU Centers for Alzheimer's Disease & Related Disorders regarding current techniques and cues in providing memory assessments. With the additional training, three additional staff members are joining Diane Tate, health educator, in their ability to perform the assessments to interested parties within the community. For more information or to schedule a memory assessment please contact, MDH Outreach Services at (309) 836-1584.

Provider Outreach

Jodi Heller, FNP along with Adrian MacGregor met with the administrator of a community assisted living facility to better learn the capabilities of the organization as well as discuss their occupational health related needs.

Employer Outreach

During the month of December, MDH Outreach Services in partnership with MDH Cardiopulmonary Department and MMG provided an on-site biometric screening program for the faculty, staff, and administration of Macomb School District #185. This is year four of our employee wellness partnership with Macomb Schools with 92 individuals participating in the screening program. Follow up reporting on an individual and corporate level will be accomplished throughout the month of January. Outreach Services staff provide on-site CPR services to both The Elms

employees and Macomb High School students taking Health as an elective. Within these two organizations, over 100 individuals participated.

Information Systems

Cerner Update

The go-live implementation for Cerner Power Chart Maternity started January 3. The initial week went well. We are working with the OB department and Cerner to address any outstanding issues.

PET/CT Service

We successfully transitioned the PET/CT services to Alliance Healthcare as of December 22nd. Alliance is providing the PET/CT truck once every two weeks until they have an additional PET/CT truck available for our area. Once that is ready, we will return to a one day a week service.

Financial

December

We ended the month with a positive bottom line of \$53,836. Total Patient Revenue was 2.3% above budget or \$376,369 for the month with positive revenue variances in Inpatient, Senior Behavioral Health and McDonough Medical Group. Total Patient Revenue year to date is 1.9% above budget or \$1,847,823. The Emergency Room volumes were above budget this month -- however, revenue did not hit targets down \$534,774 for the month due to reduced utilization of Radiology and some lags in documentation/coding. Swing Bed revenue was down 25.1% due to lack of volumes and down \$423,139 (27.3%) year to date. For the month, Acute Inpatient revenue was up 39.6% due to higher admissions and as well as again higher number of patients seen in the ICU.

Operating Expenses were above budget by 6.7% with the largest negative expense variance in Employee

salaries due to increased volumes in some areas but also continued reliance on contract labor in areas like Senior Behavioral Health, Lab and Health Information Management. Deductions from revenue in total were above budget by only about \$64,908. However, there were two large variances that somewhat cancelled each other out. Contractual adjustments were above budget due to an increase in Medicare inpatient revenue.

Public Relations

Website and Social Media

During December there were 37,610 home page visits, 2,586 career views and 18,236 calendar views. The most-read news story for the month of December was the feature story on former Board of Directors member Crystal Bedwell.

The temporary visitor recommendations due to increased influenza activity press release was sent out via email and social media on December 29. New signage was created and posted throughout the hospital and clinics. We included graphics on flu prevention tips for Facebook and Twitter.

The Pediatric clinic's "Reach Out and Read" program was highlighted with a press release and feature video.

MDH received three First Place awards in the 'Best of 2017' Readers' Choice Award voting. The McDonough County Voice sponsored the event. Online voting took place in October, and the results were announced in December. Congratulations to Home Health Care, Rehabilitation Center and physical therapist Jordan Fink, all voted as First Place winners.

The Voice and Community News Brief also ran a story submitted by Public Relations highlighting MDH and the Illinois Rural ACO receiving a

Population Health Pioneer Award for Highest Engagement from Caravan Health. The story was also posted on the MDH website and social media channels.

Additional press release subjects included: Education classes, Senior Behavioral Health Share the Warmth drive, SBH's navigating the holidays with loved ones affected by dementia, and two Healing Hand awards as part of the Grateful Patient program.

The MDH Facebook page increased to 1,854 followers, a jump of 69 followers from last month. During the month of December, 13 Facebook posts recorded a reach of 1,000 or more. The highest reach was the increased influenza activity announcement and preventative measures graphic, while the most interactive post was December APPLE winner Mindy Pilat.

Our Twitter account gained more followers in December, now at 382. Our Tweets earned 9,559 impressions, averaging more than 300 per day. The most impressions of a Tweet was on a photo that President/CEO Kenny Boyd took with WIU basketball coaches Billy Wright and JD Gravina after shooting a public service announcement video.

Additional Information promoted throughout December on social media included:

- Festival of Trees events
- Healing Hand award winners
- Angel Tree giving
- PFAC Council meeting
- MDH e-card opportunity
- MDH staff members speaking at Macomb High School
- Hofmeister family donating blankets to patients before the Holiday season
- Start planning the New Year's resolutions by setting an appointment with your provider

Advertising/Marketing

During the week of December 11, MDH was featured on Regional Media's K100 as its "Business of the Week".

Several newspaper and website ads were ran on: Festival of Trees, Convenient Care Holiday hours and Leapfrog "A" grade for patient safety. MDH also took out advertising in the Hancock Journal Pilot Seniors Today section, and special tab of The Voice's Best of 2017 Readers Choice Award highlighting our First Place winners.

Television commercial spots are running for MMG Family Clinic, Sports Medicine & Rehabilitation Services, Home Health, and General Branding. Radio spots include: Bushnell Family Practice, McDonough Medical Group, Pain Management, Orthopedics & Sports Medicine, Obstetrics & Gynecology Clinic, 3-D Mammography, Leapfrog "A" grade for patient safety, and Home Health.

The latest edition of Vital Signs was mailed to residents in December.

Foundation

This report reflects activity held within the month of December 2017.

Annual Support

In December, \$137,609.80 cash received and \$8,500.00 pledged for a total of \$146,109.80 raised; 216 gifts and 22 honor/memorials were processed. Some of the areas receiving support included: Cardiac Rehab, Carolyn J. Baumann Nursing Scholarship, Festival of Trees, Hospice, Sports Medicine & Rehab and Volunteer Services.

Golden Apple Society

New members for the month include Nicholas C. Pano (Platinum) and Chuck and Janice Butterfield (Gold). The sub-committee met on Dec 19 to choose a menu for the Feb 1

Recognition Reception at the Macomb Country Club. The next meeting is Feb 8.

Festival of Trees Dec 1-4 WCIAC

More than 1300 attended the Festival events and a total of \$35,296.05 was raised for a profit of \$28,482.56 in support of DKSWC. The wrap-up meeting is scheduled for Jan 26.

PROS

The annual PROS meeting was held on Dec 13. Plans have begun for the Big Game Party on February 2.

DKSWC Capital Campaign

To date, a total of \$4,642,052.73 has been raised toward the campaign goal of \$5.5M.

Beds Bassinets & Beyond Year End Appeal

A total of \$1,650 was raised in support of DKSWC from the year end appeal.

Foundation Board

The next quarterly meeting is scheduled for Jan 10 directly followed by the annual finance meeting.

Community Support

Farmers & Merchants State Bank of Bushnell "Casual Friday" \$195 to Cancer Education & Screening; WIU Harry Mussatto Golf Customer Appreciation Day \$352.75 to DKSWC; Pella Employees fund-raiser \$160.11 to Linda's Fund; WIU Big Pink Volleyball \$2,620 to DKSWC; BPC Elementary & Preschool Students & Teachers "Penny Drive" \$72.80 to Linda's Fund.

Grateful Patient Program (GPP)/Healing Hand

Gayle and Tom Carper donated \$5,000 to Rehabilitation Services/Vestibular (vertigo) Therapy for Jen Wagoner's exceptional care. In addition, all of Rehabilitation Services staff received a grateful gift of \$100 Sarah Schoper and John Salazar. Nick Pano pledged

\$10,000 to Cardiac Rehabilitation for the excellent service provided by Connie Elting, Linda Kane, Alicia Ladd, Deb Negley and Ginger Shawgo over the past 15 years.

February Meetings Calendar

Monday, February 5

Department of Surgery, 12:00 p.m.
Auditorium B

Tuesday, February 6

Department of Emergency Medicine, 12:00 p.m., PDR

Friday, February 9

Executive Committee, 12:00 p.m., PDR

Wednesday, February 14

PHO Office Managers, 12:00 p.m.
PDR

Thursday, February 15

Tumor Board, 12:00 p.m.
Auditorium A/B

Friday, February 16

- Finance Committee, 7:00 a.m., TFBR
- Medical Staff, 12:00 p.m., Auditorium A/B

Monday, February 19

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

Tuesday, February 20

MMG Governance Council, 5:30 p.m.
TFBR, *Board members only*

Friday, February 23

Medical Staff Quality Improvement, 12:00 p.m., TFBR

Monday, February 26

Ethics Committee, 12:00 p.m., Auditorium B

Wednesday, February 28

- PHO Physicians, 12:00 p.m., PDR
- Quality Council, 1:30 p.m., TFBR

MVP Awards

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

MVP Award - \$50



Lara Lafary

MVP Thank Yous - \$25



Rachel Cousins (right)



Cindy English (right)

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 Dubil. Individuals recognized receive a customer service *Thank You Certificate* and are nominated for the MVP award for their outstanding hard work.

Recognition for outstanding customer service goes to the following professionals:

Home Health: **Kayla Anderson, RN; Sandy Whitmire, SLP**

McDonough Medical Group: **Dr. Arnold; Dr. Gonzales and staff; Dr. Zhang and staff; Dr. Sparks and staff; Sharie Harden, CNM; Sue Adams, FNP-BC; Jodi Heller, NP-C**

Obstetrics: **Dr. Smith, DO; Mary Thompson, CNM; Ashley Behymer, RN**

Surgical Services: **Dr. Biagini; Dr. Gonzales; Dr. Sparks; Larry Bartels, CRNA; Marti Frier, RN; Linda Jennette, CRNA; Ashley Kessler, RN; Steve Rogers, RN**

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

Obstetrics Cerner Conversion



The Obstetrics Department began their go-live Cerner conversion on January 3. The Cerner and OB teams worked very well together to make the transition as seamless as possible.

Department Leader Crystal Dobbs would like to commend the entire OB team for putting in extra hours and staying positive throughout the transition. She would also like to thank the Cerner team who was very knowledgeable about specific obstetric capabilities and provided great support.

Pictured are Left (l-r): Kim McBride, Ashley Behymer, Julie Elliott, Sam Brock, Crystal Dobbs, Lisa Patton, Stephanie McCleery, Brandy Claffy and Chris Hagan.

Right (l-r): Alicia Napier, Henry Hilliard, Wendy Cameron, and Nicole Carithers

February Calendar of Events

Seniors' Day at Citizens Bank

Thursday, February 1

8:30-10:30 a.m., Citizens Bank, Downtown Macomb

Topic: Blood Pressure Screenings

Childbirth and Infant Care: Sibling Class

Saturday, February 3

10-11 a.m., MDH Auxiliary Workroom

Pre-registration required.

Contact Obstetrics at (309) 836-1570.

Chronic Pain Management Support Group

Mondays

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

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

MDH Breast Cancer Support Group

Monday, February 5

5:30 p.m., Auditorium B

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

Suicide Support Group

Monday, February 5

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

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

Anger Management

Tuesdays

3:30-5:00 p.m., Health Services Building 1 Auditorium

Pre-registration required.

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

Community First Aid Class

Tuesday, February 6

6 p.m., Auditorium A

Fee: \$40, Pre-registration required.

Contact Outreach Services at (309) 836-1584.

Childbirth and Infant Care: Breastfeeding

Thursday, February 8

6-8 p.m., Auditorium B

Pre-registration required.

Call Obstetrics at (309) 836-1570.

Community CPR Class

Tuesday, February 13

6 p.m., Auditoriums A & B, Auxiliary conference room
Fee: \$40. Pre-registration required.

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

Childbirth and Infant Care: Cesarean Section Class

Thursday, February 15

6-8 p.m., Auditorium B

Pre-registration required.

Call Obstetrics at (309) 836-1570.

Bereavement Support Group - New Horizons

Monday, February 19

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

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

Childbirth and Infant Care: Postpartum Care & Understanding Your Newborn

Thursday, February 22

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

Pre-registration required.

Call Obstetrics at (309) 836-1570.

Childbirth and Infant Care: Saturday "L.A.T.E." Childbirth Instruction Class

Saturday, February 24

8 a.m. - 4:30 p.m., Auditorium A & B

Pre-registration required.

Call Obstetrics at (309) 836-1570.

Scheduled Cerner Updates

Optum/3M PROD Window January 24

Optum/3M PROD Window February 7

Q1 PROD Install February 8

PROD to CERT Full Copy February 12-16
(CERT NOT Available)

Prod to BuildA Refresh February 26-March 2
(BuildA NOT Available)

Optum/3M PROD Window February 27



Policy Reminder

Code of Conduct Policy

All McDonough District Hospital officers, leaders, employees, physicians, allied health professionals, and volunteers will conduct themselves according to this Code of Conduct policy.

Principle 3 - Confidentiality

MDH employees shall strive to maintain the confidentiality of patient and other confidential information in accordance with applicable legal and ethical standards.

MDH and its employees are in possession of and have access to a broad variety of confidential, sensitive and proprietary information, the inappropriate release of which could be injurious to individuals, MDH's business partners and MDH itself. Every MDH employee has an obligation to actively protect and safeguard confidential, sensitive and proprietary information in a manner designated to prevent the unauthorized disclosure of information.

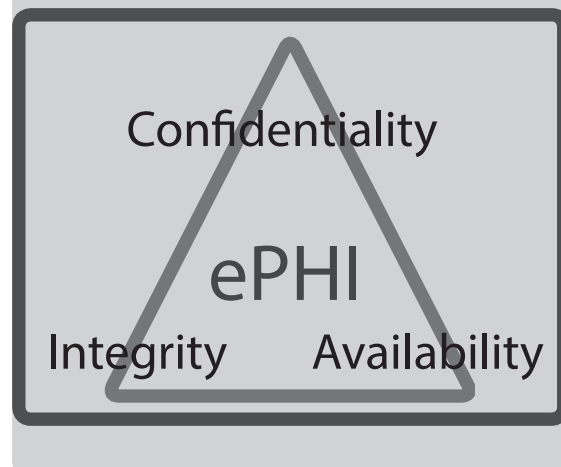
3.1 - Patient/Employee Information

All MDH employees have an obligation to conduct themselves in accordance with the principle of maintaining the confidentiality of patient and employee information in accordance with all applicable laws and regulations. Employees shall refrain from revealing any personal or confidential information concerning patients or employees unless supported by legitimate business or patient care purposes. If questions arise regarding an obligation to maintain the confidentiality of information or the appropriateness of releasing information, employees should seek guidance from the Privacy Officer (Director of Medical Records) or if employee information, the Administrative Director of Human Resources.

HIPAA Security Rule Requirements

The Security Rule requires MDH, business associates and MDH contractors to maintain reasonable and appropriate administrative, technical and physical safeguards:

1. Ensure the confidentiality, integrity and availability of all ePHI that we create, receive, maintain or transmit.
2. Identify and protect against reasonable anticipated threats to the security of integrity of ePHI.
3. Ensure compliance by the MDH workforce.



Think Pink Game

MDH is sponsoring the Western Illinois University Women's Basketball Think Pink game at Western Hall on Saturday, January 27, at 4:30 p.m.

The Think Pink game is dedicated to promoting breast cancer awareness and education. Money raised from t-shirt sales 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.

An email will be sent out once t-shirts become available for sale in the Public Relations and Marketing office.





GET TO THE **HEART** OF OUR PROVIDERS

*Liberty Balbort, MD
Pediatric Clinic*



Originally from Burlington, Iowa, Dr. Balbort received her medical degree from the University of Iowa Carver College of Medicine. She completed the Florida State University Pediatric Residency Program at Sacred Heart Hospital in Pensacola, Florida.

What Dr. Balbort loves about pediatrics is the positivity, the potential and the diversity. She values the opportunity to diagnose and treat a wide array of conditions, from acne to zinc deficiency, quite literally conditions from A to Z.

When not treating patients, Dr. Balbort loves spending time with family and friends. She also enjoys gardening, baking and traveling.

*"Children have so much potential; it's an awesome responsibility to help guard their well-being. I hope my patients go on to become healthy and productive adults that will create a brighter future for our world."
- Liberty Balbort, MD*

"My overall goal is to help each patient reach their fullest potential mentally, physically and emotionally. In many ways, my patients are like a second family to me."



*Bojan Pavlovic, MD
Pain Management Center*

MDH

McDonough District Hospital welcomed the return of Bojan Pavlovic, MD as the primary provider in the Pain Management Center. Dr. Pavlovic began his duties on January 2.

He returns to MDH after spending the last 15 months at Crawford Memorial Hospital in Robinson, Illinois. He originally started at MDH when the Pain Management Center opened in June 2016. He departed later that year.

Dr. Pavlovic is board certified in pain medicine and anesthesia. He was fellowship trained in cardio-thoracic anesthesia at the University of Chicago. He also completed a pain fellowship at the Henry Ford Hospital in Detroit, Michigan.

Dr. Pavlovic diagnoses and treats all kinds of acute and chronic pain. He will create a tailored care plan that may include the use of medication management, minimally invasive interventional procedures or other services like physical therapy.

The Pain Management Center is located in Health Services Building 1, Suite 201. Dr. Pavlovic is accepting patients age 18 years and up. For more information or to schedule an appointment call (309) 836-1715.

Big Game Kick-Off Party

Friday, February 2

11:00AM-1:30PM

Concession Stand (Aud. A & B)

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

**Game Day
Nachos**

**Hail Mary Deli
Sandwiches**

**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**