McDonough District Hospital **Employee Newsletter**

Making Rounds

July 25, 2017 * www.mdh.org











Heritage Days Parade

On Saturday, June 24, MDH representatives participated in the Heritage Days parade. Color-changing stress balls and hot/cold packs were given to the crowd that lined the streets while participants walked through the parade with the MDH ambulance. Thank you to all the MDH participants!



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**, **August 22**. Please submit your information, articles, thank-you notes, recipes, achievements, etc., to Public Relations.

MDH Says Goodbye

Lori Bennett, Anti-Coag RN, Anti-Coagulation, 7/14/17

Melissa Flores, MT(ASCP), Lab, 7/4/17

Amy M. Hart, CNA, Acute Care, 7/3/17

Charles Hite, EMT, Ambulance, 7/5/17

Sue Hodges, RN, Radiology, 6/30/17

Karissa Kurtz, RN, Acute Care, 7/23/17

Jessica Lenz, RN, Surgery, 6/30/17

Devon Melvin, Xray Tech, Radiology, 6/26/17

Donna Myers, Leader, Cardiopulmonary, 7/6/17

Sara Parker, CNA, Acute Care, 7/19/17

Logan Resler, Speech Pathologist, Speech Pathology, 7/27/17

Erin Siverly, CNA, Acute Care, 7/23/17

Samantha Valley, CNA, Senior Behavioral Health, 7/5/17

Robert T. Vrchota, Paramedic, Ambulance, 7/9/17





Job Opportunities

POSITIONS	<u>DEPARTMENT</u>	<u>SHIFT</u>	STATUS
Unit Secretary	Acute Care	7p-7:30a	Full-time
Leader	Emergency Services	Days	Full-time
Leader	Health Information Mgmt.	Days	Full-time
LPN	Internal Medicine	Days	Full-time
LPN	OB/GYN Clinic	Days	Full-time
RN	Anti-Coagulation Clinic	Days	24 hrs/wk
RN	Intensive Care Unit	7a-7:30p	Full-time
RN	Senior Behavioral Health	7p-7:30a	24 hrs/wk
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	Operating Room	Days	Full-time
CNA	Senior Behavioral Health	7a-7:30p	Full-time
CNA	Acute Care	7a-7:30p	Full-time
EMT	Ambulance	Variable	Full-time
Medical Assistant	Cardiopulmonary	Days	24 hrs/wk
Paramedic	Ambulance	Variable	Full-time
Paramedic	Ambulance	Variable	Full-time
BHS Specialist	Behavioral Health Services	Days	24 hrs/wk
Hospitalist	Hospitalist		Full-time
MT(ASCP)	Laboratory	Variable	Full-time
Physician	Pediatric Clinic	Days	Full-time
Speech Pathologist NONEX	Sports Medicine and	Days	Full-time
	Rehabilitation Services		

Full list also available online at www.mdh.org

As of July 20, 2017

Positive Facebook Reviews

Thank you for all your hard work and patient first focus of care! We have been receiving several positive Facebook reviews because of the work you do each day. If you or someone you know has had a great experience at MDH, encourage them to "Like" our Facebook page and leave a 5-star Review.



Simply amazing! I had to take my 2 year old son there. The staff was amazing with him, was seen right away. I can't ever thank them enough ♡

New Faces at MDH

MDH Welcomes New Employees



Anna Klenk

Anna is a Registered Nurse in Hospice. She is originally from Wapello, IA and enjoys spending time with her dog.



Randy Lantz

Randy is a Valet Parking Attendant. He is originally from Lexington, KY and spends his free time

wood working and fishing.



Caleb Markey

Caleb is a Cost
Accountant in Fiscal
Services. He is originally
from Macomb and is
married to Michelle.

Caleb enjoys reading and spending time with family and friends.



Jeff McClellan

Jeff is a Public Safety Officer. He is originally from Macomb and has one son named Leland. He enjoys music, model

cars and exercising.



Stephanie Pahlke

Stephanie is a Certified Nursing Assistant in Senior Behavioral Health. She is originally from Johnsburg and

enjoys hiking and reading.



Scarlett Plate

Scarlett is a Valet Parking Attendant. She and her husband, Robert, live in Vermont. Scarlett likes to go fishing and spend

time with her family.



Leah Rybakowski

Leah is a Behavioral Health Specialist in Behavioral Health. She is originally from Elgin and enjoys softball,

exercising and nature.



Erica Smith

Erica is the Public Relations Specialist and Service Excellence Assistant. She is originally from

Macomb. Erica and her husband, Luke, have one fur baby, a dog named Chassy. Erica enjoys crafting, traveling and spending time with friends and family.



Tenesha Whitfield

Tenesha is the Department Leader for Environmental Services. She is originally from St. Louis and has two

children, Yuri and Braden. Tenesha enjoys spending time with family, hosting baby and bridal showers.

MDH Welcomes New Volunteers



Julie Gilson

Julie is originally from Macomb and has been a CNA for 25 years. She enjoys camping and fishing.

Moving Around

Heather Powell is Registered Nurse in Emergency Services after previously working as a EMT-B.

Kelly Shoppa is a Pharmacy Technician after previously working as a Staff Development Assistant.

Stork Landings



Deric and **Stefany Kendrick** are the

proud parents of a baby girl, Brette Louise. Brette was born on June 22. Stefany is a Nurse Educator in Emergency Services.

Word Search!

N D S S S В Z Ι R Ε J U В W Р W Ι K M U B L N Χ M Ι Ι S C K D 0 R Μ Α F Α S 0 0 0 Ε X 0 Ρ $\overline{\mathsf{W}}$ M Р S G Ρ Η L Α Α Χ 0 S M F R Ε F I Ε S K 0 R Ι L В Ε Υ U Ν Ε В U G U S Υ Α 0 L 0 G G С S С U Т U S G N M Ν M Ν Ι S Т F Ν W U Ι Ρ G C Ι S D Χ Ι S Ν 0 D M Ι Ι Ρ Ρ ∇ СL U K H P Ι ВХ G S Ν C Η Ν Α $\overline{\mathsf{W}}$ RXK 0 LHAF I USKP \mathbf{E} E M BIKES
CAMPING
COOKOUTS
CREAM
FIREFLIES
FISHING
ICE
PICNICS
POOL
SANDALS
SPLASH
SUNGLASSES

SUNSCREEN

SWIMMING

VACATION



New Laboratory Leader

Brittany Doll became the new Laboratory leader at MDH effective July 1. She joined the MDH laboratory team in 2014 and was previously the Section Head of Anatomical Pathology.

Brittany has a Bachelor of Science Degree with a major in Biological Science and a minor in Chemistry from Western Illinois University. She also earned a Master of Science Degree from Western Illinois University with a concentration in Molecular Biology, Plant Physiology, and Chemical Ecology. Brittany has been published in several journals such as *Journal of Virology, Journal of Chemical Ecology,* and *Journal of Insect Science*, just to name a few. Brittany holds ASCP (American Society of Clinical Pathology) certifications in Histotechnology and Laboratory Management.

Brittany came to MDH with extensive experience in the research laboratory setting. She was Senior Lab Technician/Lab Manager at Washington University in St. Louis, School of Medicine, Department of Infectious Disease. She has been a Faculty Assistant at Southern Illinois University Edwardsville in the National Corn to Ethanol Research Center, as well as a Graduate Research Assistant/Laboratory Manager at Western Illinois University, Department of Biological Science.

In her spare time, she enjoys gardening, photography and is an avid potter with a home studio.

August Meetings Calendar

Monday, August 7

Department of Surgery, 12:00 рм, Auditorium В

Wednesday, August 9

PHO Office Managers, 12:00 рм, PDR

Friday, August 11

Exec Committee, 12:00 PM, PDR

Monday, August 14

Ethics Committee, 12:00 рм, Auditorium В

Thursday, August 17

- Planning/Recruitment/Administrative Committee, 7:00 AM, TFBR
- Tumor Board, 12:00 PM, Auditorium A/B

Friday, August 18

Finance Committee, 7:00 AM, TFBR

Monday, August 21

Board of Directors, 5:30 PM, TFBR

Tuesday, August 22

MMG Governance Council, 5:30 PM, Auditorium A/B

Wednesday, August 23

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

Friday, August 25

Medical Staff Quality Improvement, 12:00 рм, TFBR

ShrawA QVM

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

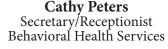
Theisa Cagle Certified Medical Assistant Family Clinic



Sue Bricker Medical Staff Coordinator Health Information Management



MVP Thank Yous - \$25





MDH Pediatric Clinic Proud to Be Part of Reach Out and Read Program

MDH Pediatric Clinic was recently accepted as a new Reach Out and Read site. Reach Out and Read is a unique program that allows doctors and nurses to provide literacy education and a new book to patients at every well child visit from 6 months to 5 years. Altogether, children will have 10 brand new books of their very own by the time they are ready to start school. Research has shown that families served by Reach Out and Read programs are more than two times more



where great stories begin

likely to read to their children at home. Reading together improves children's language development and also provides priceless opportunities for quality family time. We feel this program is going to be an incredible asset to our patients and our community.

As part of this program, we need to create an environment in our waiting room that promotes and encourages reading and literacy development. We are working to create a reading corner – a special area where children can look at books and read while they wait for appointments. If you have gently used books for children of any age that you would be willing to donate to our office for the waiting area, please drop them off at the Pediatric Clinic (HSB 1, Suite 202) or call 833-1729. Also, be on the lookout as we may be requesting guest readers for special reading times in the future!



...Benefit Break...

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

Employee Sick Leave Act

Effective January 1, 2017, Illinois employers are required to allow employees in the State to use accrued sick leave for employee absences to attend to family member medical appointments or to otherwise care for an illness or injury of qualifying family members. The recently enacted Employee Sick Leave Act (the "Act") guarantees employees the right to use accrued sick leave to attend to medical appointments or to otherwise care for an ill or injured "child, spouse, sibling, parent, mother-in-law, father-in-law, grandchild, grandparent, or stepparent." In regards to medical appointments, this excludes dental appointments.

A full-time MDH employee is allotted to use 48 hours of sick time from their current bank. As a full-time, non-exempt employee, you must have minimum of 56 hours available to use for the first day off.

A part-time with benefits employee is allotted to use 28 hours of sick time from their current bank. As a part-time with benefits, non-exempt employee, you must have minimum of 32 hours available to use for the first day off.

Once benefit time is used, you will see an adjustment to Family Care and Sick bank on your paycheck. This is similar to how personal time works as well.

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

APPLE Winner June 2017



Jamie Riden

Please join me in congratulating **Jamie Riden**, Certified Medical Assistant at Bushnell Family Practice, on being named the recipient of the MDH **APPLE** Award for June 2017. APPLE stands for "Achieving outstanding Performance in Patient care, Leadership, Loyalty and Enthusiasm for MDH."

Jamie graduated on August 23, 2004 from Hamilton Technical College in Davenport, Iowa with a Medical Assistant Certification. Jamie honed her acquired skills and knowledge at Galesburg Clinic prior to starting at MDH on August 9, 2011 as a Certified Medical Assistant in Convenient Care. Jamie was instrumental and worked very hard with the start-up of the Convenient Care Clinic. Jamie began floating to Bushnell Family Practice in November 2013 and became a full-time employee at the clinic on January 19, 2015.

Jamie understands the importance of her job. She was a key player in the Cerner implementation because of her ability to learn quickly and her knack to ask excellent questions during the planning and training sessions. Jamie is level headed and stays calm when a curve is thrown. Jamie is extremely hard-working and takes pride in her work. She is a positive, upbeat employee with great ideas.

She is respectful of coworkers and providers and is always willing to help out when she can. Jamie greets others with enthusiasm and is kind and welcoming. She anticipates the needs of others ahead of time and works efficiently to perform her job. Jamie is attentive to patients, and her patients have confidence in her. Jamie is trusted and those who work with her know that she will follow through on her commitments.

Jamie's nominator explains that Jamie consistently "saves the day". Jamie is steadfast and never turns down an opportunity to learn something new or to work in a different location when the need arises. She is flexible, skilled and works hard for the organization. "Jamie is one of the most dedicated employees I've ever worked with," says her nominator.

Jamie has two children, Tessa and Koby. In her spare time, she enjoys reading and attending her children's school and sporting events.







Gift Gallery Dog Days of Summer Sale

ALL SALE ITEMS ARE ON THE TALL TOWER ONLY! (LOCATED NEAR THE GIFT GALLERY DOOR)

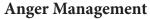








August Calendar of Events



Tuesdays

3:30-5:00 PM Health Services Building 1 Auditorium Pre-registration required.

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

Seniors' Day at Citizens

Thursday, August 3

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

Topic: Senior Behavioral Health

Contact Senior Behavioral Health at (309) 836-1568.

Postpartum Care & Understanding Your Newborn

Thursday, August 3

7:00-9:00 PM, Auditorium B

Pre-registration required.

Call Obstetrics at (309) 836-1570.

Divorcing Parents Education Program

Friday, August 4

1:00-5:00 рм, HSB 1 Auditorium

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

Contact Behavioral Health Services (309) 836-1582.

Suicide Support Group

Monday, August 7

7:00-8:00 PM, Health Services Building 1 Auditorium Contact Behavioral Health Services at (309) 836-1582.

Bereavement Support Group-New Horizons

Mondays, August 7 & 21

3:00-4:00 PM, Medical Arts Building, Conference Room For more information, call Hospice at (309) 836-1543.

Importance of Advance Directives

Wednesday, August 9

12:30-1:30 рм, SRC Community Outreach Center For more information, call SBH (309) 836-1568

Pediatric Advanced Life Support (PALS) - Renewal

Thursday, August 10

8:30 ам – 3:00 рм, Auditoriums A & B, Lower Level

Pre-registration is required.

Fee: \$110 plus \$35 for the book.

MDH employees may take the class for free with

approval from their department leader.

Contact Staff Development at (309) 836-1654.

Childbirth and Infant Care: Breastfeeding

Thursday, August 10

7:00-9:00 рм, Auditorium B

Pre-registration required.

Call Obstetrics at (309) 836-1570

Childbirth and Infant Care: Sibling Class

Saturday, August 12

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

Pre-registration required.

Contact Obstetrics at (309) 836-1570.

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

Thursdays, August 24, 31; September 7, 14

7:00-9:15 PM, Auditorium B, MDH

Class will meet one night a week for four weeks.

Pre-registration required.

Call Obstetrics at (309) 836-1570

Advanced Cardiac Life Support (ACLS) - Renewal

Tuesday, August 29

8:30 am – 3:00 pm, Auditoriums A & B, Lower Level

Pre-registration is required.

Fee: \$100 plus \$37 for the book.

MDH employees may take the class for free with

approval from their department leader.

Contact Staff Development at (309) 836-1654.

Community CPR Class

Tuesday, August 29

6:00 рм, Auditoriums A & B, Auxiliary workroom &

conference room

Fee: \$40. Pre-registration required.

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

Staff Development will be hosting a BLS Instructor Course on Monday, August 7, from 8:00AM-4:00PM in the Auditorium.

For those interested in becoming an instructor, please contact Paula Duncan, extension 13454 or Diane Tate, extension 13488.

MidAmerica Pledges \$10,000 to MDH



MidAmerica National Bank has pledged an additional \$10,000 for a total of \$20,000 to the Dolores Kator Switzer Women's Center (DKSWC) at McDonough District Hospital. With this generous gift, MidAmerica will be recognized as an "Ambassador" in the MDH Business Honor Roll giving club.

Pictured are (l-r): Jill Cook, MDH Foundation Coordinator; Beth Westen, MidAmerica Vice-President/ Trust and Wealth Management Officer; Kenny Boyd, MDH President/CEO; and Ryan Riggins, MidAmerica Assistant Vice-President/Commercial –Ag Loan Officer.

Grateful Patient Program

The Foundation is currently implementing a Grateful Patient Program here at MDH called "Healing Hands". We are very excited to share the opportunity for patients to say thank you for the care they received by their



caregiver, by making a financial contribution in their honor. Training is in progress- we will be in your department soon to share details!

"Gratitude can transform common days into thanksgivings, turn routine jobs into joy and change ordinary opportunities into blessings." William Arthur Ward

Golf for the Girls



On June 20, the Macomb Country Club Women's Golf Association (MCCWGA) held the Golf for the Girls Outing at the Macomb Country Club. Proceeds from the event totaled \$4,260.00 in support of Linda's Fund.

Since 2004, MCCWGA has supported McDonough District Hospital with contributions totaling over \$18,000.00 designated to Mammography Assistance Program, Cancer Education and Screening, Digital Mammography, and since 2011 designating to Linda's Fund.

Pictured are (l-r): Amy Spelman, Event Chairperson, Becky Fitzgerald, Patty Henness, MDH Foundation, Jenny Claudon and Connie Garner.

SAVE THE DATES

MDH Golf September 9



Teddy Bear T November 27



Jingle 'n Mingle November 30

Festival of Trees
December 1-4

If you would like to volunteer at the MDH golf tournament, please contact the Foundation office at extension 13794.

McDonough Medical Group









Ear • Nose • Throat Clinic

Dr. Jeffrey Sparks

> Kamie McKee, NP-C



Health Services Building 2 | Suite 113 | (309) 833-6937

We Deliver.

At *McDonough District Hospital Obstetrics and Gynecology Clinic*, our team of caring professionals deliver consistent care close to home. We provide care to women of all ages and have over 80 years of experience.

We're Always Here For You!



Schedule your appointment today!

309-836-6937

Recognition for Outstanding Customer Service

For the month of June 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:

Home Health: Shelby Divan, RN

Hospice: Dr. Roodhouse; LaDawna Royer, RN; Jacob Blankenberger, Social Services Associate –BS

Inpatient: Dr. Lockard

McDonough Medical Group: Dr. Sparks; Dr. Wright; Dr. Ali; Dr. Zhang; Rachelle McCoy, RN; Heather Logsdon,

RN; Amy Royer, LPN

OB/GYN: Mary Thompson, CNM; Brenda Powell Allen, WHNP; Kristen Finley, RN; Kristi Morris, Receptionist

Surgical Services: Dr. Brody; Dr. Biagini; Jill Whiteside, CRNA

Valet Services: Randy John, Valet Parking Attendant

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

"All were very caring, knowledgeable, helpful, informative, and pleasant."

"We had very caring and supportive staff work with my dad. Wonderful people!"

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

Health Career Scholarships Awarded

Each year, the McDonough District Hospital Health Careers Committee awards scholarships to individuals pursuing a career or continuing their education in a health-related field. The scholarship program is made possible by the Auxiliary to MDH, MDH Foundation, and WIU, helping numerous students further their education. This year a total of \$12,450.00 was awarded in scholarships and \$27,000.00 was distributed in loans, benefiting 15 recipients.

For more information about health career loans and scholarships, please contact the MDH Auxiliary/Volunteer Services office at (309) 836-1579.

2017-2018 Scholarship Award Recipients		
Recipient	Scholarship Name	
Jenna Kelso	Auxiliary, Carolyn J. Baumann, Ruth Dexter	
Marizona Dahlstrom	Auxiliary, Haldon and Hazel Curless	
Rachel Ruebush	Auxiliary, Joyce and Larry Gabbert	
Riley Plumer	Auxiliary, Ruby Teel	
Katie Barr	Auxiliary, Donna M. Twomey	
Laci Zurek	Auxiliary, Gayle and Ron Peterson	
Rachel Simpson	Auxiliary, Helen Meek	
Michelle Sullivan	Auxiliary, Verna Maxine Simeral	
Kennedi Lindley	Gene Filbert	

Looking for Advice?

Dear Lucy,

Rob and I have been married for three years. We have a rock-solid marriage and love each other dearly. The only problem we seem to have is when we argue, which is rare, things get out of hand. I admit I'm the one with the flerier temper and I have a hard time seeing his side of things. I tend to get very emotional, raise my voice a bit too much and end up saying things I wish I hadn't. Do you have any tips for how to fight fairly?

Sincerely,

Wants a Better Marriage

Dear Wants,

All relationships experience conflicts from time to time. Just because you care about one another does not mean you're always going to agree on things. The goal is for each of you to be able to share your thoughts and feelings in a way that is clear and does not intentionally hurt the other person. The goal is not to get your way or bully the other person, rather to have a respectful conversation.

- *Tip #1 Remain calm as you present your point of view.* If you want to be heard, you'll need to even your voice tone and state your thoughts calmly. It may be helpful to take a few slow breaths before you begin speaking. Remember the person you're talking with is someone you care about.
- Tip #2 Avoid blaming your partner. No one is perfect, we need to accept we all make mistakes from time to time. Blame only increases the tension. Try to stay away from all or nothing statements such as "You're always late" or "You never help me around the house." These statements are likely exaggerations; they're feelings not facts. Do your best to use "I" statements, which focus on how you feel as opposed to what behavior you believe he did wrong.
- *Tip #3 Really listen.* You each have a point of view. If you only give yours, he won't feel as though you care about him. When he's talking, try to quiet your own thoughts and focus on what he is saying. It might be helpful to reflect back what you heard so he knows you understood him. Also remember when you're wound tight, there's a tendency to become defensive, which will close you off to hearing what he has to say. Validating his opinion doesn't mean you agree, but it may soothe any hurt feelings he may have had.
- *Tip #4– Be respectful.* Don't interrupt while your partner is talking; allow him to state his own feelings. Don't call names or use sarcasm as this only adds fuel to a possibly already heated argument. Stay with the topic at hand, Bringing up hurts from the past has no place in this moment.

If you find your arguments are escalating despite using these tips it may be time to seek out professional help. 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

Thank you to everyone who helped make the PROS Summer Block Party a HUGE success! Over 400 meals were served! A big thank you to Department Leaders and PROS Committee Members who helped serve and to Morrison Food Service for catering the meal.





Raffle prize winners and PROS Members who haven't picked up their recognition gifts may stop by the Foundation office Monday - Friday | 8:30AM - 4:30PM





RAFFLE PRIZE WINNERS

Wireless speaker: Katie Barr

Blanket:
Debbie Bainter
Sue John
Angie Schauble
Paula Duncan
Kyle Magee
Kamie McKee

Tumbler: Brenda James Pattí Kessel

Mug: Andrea Lawrence Jen Rehm

Popcorn basket: Michelle Harman Scott Dexter

S'more basket: Apríl Jones Sue Adams

> Cooler: Connie Duffy

T-shírt: Tracy Poffenbarger Krís Kessler Terry Hostert

BROUGHT TO YOU BY:

