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McDonough District Hospital
Employee Newsletter

Making Rounds

June 16, 2015 • www.mdh.org



Emergency Services Expansion Project Open House



On Friday, June 12 approximately 800 community members, MDH staff, board members and volunteers attended the Emergency Services Expansion project Open House. Attendees were given a tour of the Emergency Services on first floor, the Senior Behavioral Health Unit on second floor and the Sports Medicine and Rehabilitation Services area on third floor. Thank you to the many volunteers and staff who helped make this event successful.

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, July 21, 2015**. Please submit your information, articles, thank-you notes, recipes, achievements, etc., to Public Relations.

MDH Says Goodbye

Jody Budreau, Clerk, Health Information Management, 6/3/15

Kathy Cooley, Aide, Food Service, 5/21/15

Alyssa Detrick, Aide, Food Service, 5/21/15

Terry Standard, Supervisor, Plant Engineering, 5/29/15

Kee'ana Wolfe, Aide, Food Service, 5/21/15

Tiffany Woods, Registered Nurse, Intensive Care, 5/31/15

Eye Spy

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



Answer on page 19

Job Opportunities



<u>POSITIONS</u>	<u>DEPARTMENT</u>	<u>SHIFT</u>	<u>STATUS</u>
Unit Secretary	Acute Care	7a-7:30p	Full-time
Clinic LPN	MMG	Days	Full-time
Nurse Practitioner	Hospitalist		Full-time
RN	Senior Behavioral Health	7a-7:30p	Full-time
RN	Senior Behavioral Health	7p-7:30a	Full-time
RN	Emergency Services	7p-7:30a	Full-time
RN	Emergency Services	7p-7:30a	24 hrs/wk
RN	Home Health	Days	24 hrs/wk
CNA	Senior Behavioral Health	7p-7:30a	24 hrs/wk
CNA	Acute Care	7p-7:30a	Full-time
EMT	Ambulance	7p-7:30a	Full-time
ER Technician	Emergency Services	7p-7:30a	24 hrs/wk
Medical Assistant	Convenient Care	Days	Full-time
Paramedic	Ambulance	7p-7:30a	Full-time
Paramedic	Ambulance	7p-7:30a	Full-time
Phlebotomist (Trained)	Laboratory	Variable	24 hrs/wk
PBX Operator	Communications	Variable	Registry
Athletic Trainer	Rehabilitation Services	Variable	24 hrs/wk
Physician Assistant	Emergency Services		Full-time

List also available online at www.mdh.org

As of June 9, 2015

Moving Around

Heather John-Barnes is a LPN in Acute after previously working as a Cardio Tech (LPN) in Cardiopulmonary.

Rhonda Briney and **Don Mathis** are Registered Nurses in Senior Behavioral Health. Both previously worked in Acute Care.

Josie Cassidy is a Senior Behavioral Health Unit Secretary in addition to her role as a BHS Specialist in Behavioral Health.

Carolyn Cox is a Senior Behavioral Health Social Worker and will remain working as a Driver/Assistant in Day Health.

Shayla Weedman is a Senior Behavioral Health Recreation Therapist for Senior Behavioral Health after working as a CNA in Acute Care.

Out and About

Becky Derry, LCPC with Behavioral Health Services spoke at the June 1 *Checkpoint McDonough County* networking group for Veterans at the McDonough County YMCA. She presented on Post Traumatic Stress Disorder (PTSD) in the military in honor of PTSD Awareness Month. Approximately 15 people were in attendance.

New Faces at MDH

MDH Welcomes New Employees



Lynn Allen

Lynn is a Community Education and Marketing Manager in Senior Behavioral Health. She is

originally from West Burlington and has three children, Nicole, Raleigh and Justin. In her spare time, Lynn enjoys traveling, gardening and reading.



Susan Byers

Susan is a Registered Nurse in Intensive Care. She is originally from Monmouth.

She and her husband, Kenny, have three sons, Brian, Kevin and Blake. In her spare time, Susan enjoys crafting and spending time with her grandchildren.



Tiffany Chenoweth

Tiffany is a CNA in Senior Behavioral Health. She is originally from Table Grove.

Tiffany and her husband, Keith, have three children, Dixie, Westin and Peyson. She enjoys hunting and baseball.



Cedric Filamor

Cedric is a Registered Nurse in Senior Behavioral Health.

He is originally from Carthage. Cedric and his wife, Katherine, have one daughter, Cassandra.



Sheila Ham

Sheila is a Registered Nurse in Senior Behavioral Health.

She is originally from Meredosia. Sheila has four children, Jacob, Zachariah, Kirstin and Ben. In her spare time, she enjoys reading and spending time with her children.



Jenny Hickle

Jenny is a CNA in Senior Behavioral Health.

She is originally from Rushville. Jenny and her husband, Aaron, have two children, Madison and Maxwell.



Lori Homer

Lori is an Outpatient Coder in Health Information Management. She is from Knoxville.



Angelica Markey

Angelica is a Physical Therapist in Rehabilitation Services. She is originally from

Macomb. In her spare time, she enjoys scrapbooking, crafting, running and reading.



Rita O'Donnell

Rita is a Social Worker in Senior Behavioral Health. She is originally from Pennsylvania and is married to Joseph. In

her spare time, Rita enjoys traveling and reading.



Barb Parker

Barb is a Billing Specialist for McDonough Medical Group and is originally from Macomb. She

has three children, Wes, Matt and Kiley. In her spare time, Barb enjoys reading, going to horse races and spending time with family.



Monique Ramsay

Monique is a Clinical Assessment Coordinator in Senior Behavioral Health.

She is originally from Chicago. In her spare time, Monique enjoys football and spending time with her family, especially her nieces and nephews.



Casey Roberts

Casey is a CNA in Senior Behavioral Health. She is originally from Macomb.



Loretta Surratt

Loretta is a Registered Nurse in Senior Behavioral Health.

She is originally from Rushville, has three children and enjoys walking and running.



Rachel Swift

Rachel is a CNA in Senior Behavioral Health. She is originally from

Prairie City. Rachel and her husband, Charles, have three children, Blade, Jordan and Rem. In her spare time, she enjoys gardening.

**CL Tarantola**

CL is a Recreation Therapist in Senior Behavioral Health. She is originally from Taiwan and New

York. She and her husband, Pete, have one child, Alessandro. In her spare time, CL enjoys arts and crafts, swimming, hiking, outdoor recreation, photography and baking.

**Lyndsey Utter**

Lyndsey is a Unit Secretary in Senior Behavioral Health. She is originally from

Rushville and has one daughter, Airiana. In her spare time, Lyndsey enjoys cooking, walking, going on vacation and playing with her daughter.

**Chanda Vawter**

Chanda is a CNA in Senior Behavioral Health. She is originally from Macomb.

**Jamie Weiss**

Jamie is an Equipment/Systems Tech in Information Systems. He is originally from

Bushnell and has two children, Liam and Ashlynn. In his spare time, Jamie enjoys bowling, softball, hunting, fishing and baseball.

**Cheryl Yerkey**

Cheryl is a Registered Nurse in Senior Behavioral Health. She is originally from

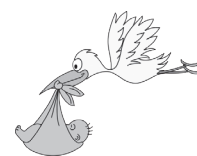
Alexis. She and her husband, Bob, have two children, Niki and Carrie. In her spare time, Cheryl enjoys camping.

MDH Welcomes A New Volunteer**Erica Gantner**

Erica is a Certified Nurse Assistant who lives in Bushnell. She enjoys walking in her spare time.

Just Married

Anna Schultz and **Kyle Bradt** were married on May 24, 2015. Anna is the Leader of Public Relations and Marketing.

Stork Landings

Sarah Skiles is the proud parent of a baby boy, **Hudson Michael**. Hudson was born on May 19, 2015. Sarah is a Home Health Registered Nurse.

Clint and **Kristy Wisslead** are the proud parents of a baby girl, **Violet Jane**. Violet was born on May 27, 2015. Kristy is an ER Registered Nurse.

**A+ Achievements**

Denise Reed from Advocacy was recently honored with the *Outstanding Field Instructor of the Year* award through the Department of Health Sciences and Social Work at WIU. She was nominated by the WIU practicum student, Kate Klodnicki, who assisted in the Advocacy Department this spring. Denise frequently supervises interns in social services to provide them with hands-on experience prior to completing their degree in social work. As stated by her nominator, "Denise is a wonderful supervisor and her supervisory leadership skills have allowed me to grow during this wonderful experience."

Taylor Reeves, medical assistant for the McDonough Medical Group, recently graduated from Spoon River College with an Associate's degree in Health Information Management and received an additional certificate in Medical Insurance. Taylor also holds certificates in Medical Assisting and Medical Transcription, giving her a well-rounded knowledge of various aspects of healthcare.

Kelly Shiraki, CHES, Health Educator and Coordinator of Memory Support Services through Outreach Services has completed a certificate program on the Fundamentals of Gerontology through University of Southern California Davis School of Gerontology in association with the American Society on Aging. Over the course of five weeks, Shiraki learned the fundamental concepts of gerontology and was provided practical and theoretical perspectives to help gain a broader understanding of the gerontology field.

APPLE Winner May 2015



Matt Kessler

Please join me in congratulating **Matt Kessler**, Phlebotomist in Laboratory, on being named the recipient of the MDH **APPLE** Award for May 2015. APPLE stands for "Achieving outstanding Performance in Patient care, Leadership, Loyalty and Enthusiasm for MDH."

Matt began his employment at MDH as an Environmental Services Aide on October 5, 2011. He transferred to his current role as a Laboratory Phlebotomist on August 27, 2012. He is a self-starter who loves lab testing and has eagerly learned other tasks in the Laboratory beyond phlebotomy to help the technicians.

Matt takes time with each patient to ensure quality of care and patient safety. He is very diligent and wants his work to be accurate. Matt has worked hard to become the excellent phlebotomist he is. He is detail-oriented and always willing to go the extra mile. He has excellent job knowledge and trains new employees.

Matt was a Service Excellence Coach. His excellent customer service attitude shows in his job and when working with patients. He is a team player within the Laboratory and with other departments. Matt puts his patients at ease and patients love him. He is very respectful of others, is very courteous and always has a big smile.

His nominator explains Matt is a friendly person who is always willing to help. He is efficient with a smile. "Matt is courteous not only to patients, but to the staff throughout the hospital as well. He is an excellent example of teamwork and positive attitude." He is a great asset to the Laboratory.

Matt and his wife, Miranda, have a dog named Yager. In his spare time, Matt enjoys weight lifting, playing basketball and golf. He is also a huge Chicago Blackhawks fan and Arnold Schwarzenegger fan.



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

Mark Grieve

Phone System Equipment Tech
Information Systems



Mark Grieve

MVP Thank You - \$25

Linda Fawcett (Not Pictured)

Nurse Assistant
Wound Clinic/Sports Medicine
& Rehabilitation Services

Jerry Raby

Cardio Tech
Cardiopulmonary



Jerry Raby (Right)



SUMMER BLOCK PARTY

A big thanks to everyone who helped make PROS Summer Block Party a success!
There were over 400 people served!

During the PROS drive, members entered to win prizes.

And the winners are . . .

Cathy Dean – T-shirt

Carissa Kinman – Trunk organizer

Brenda Gibson – Roadside emergency kit

Mary Crater – Stadium blanket

Gene Markham – Fleece pullover

Dawn Hardisty – Grilling meat thermometer

Courtney Denny - \$20 Chamber gift certificate

Lindsey Whitford - \$20 Chamber gift certificate

Amanda Chambers - \$20 Chamber gift certificate

Loretta Surratt - \$20 Chamber gift certificate

Sherri Hitchcock - \$20 Chamber gift certificate

Margaret Donovan - \$20 Chamber gift certificate

Ken Dahlstrom - \$20 Chamber gift certificate

Bob Deveraux - \$20 Chamber gift certificate

Lora Vogler - \$20 Chamber gift certificate

Lisa McCutchan - \$20 Chamber gift certificate

Prizes may be picked up in the Foundation Office

Congratulations!



Recognition for Outstanding Customer Service – May

For the month of May, the Service Excellence Department at McDonough District Hospital would like to recognize and say thank you to 42 employees and physicians for their outstanding customer service to patients.

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

Recognition for outstanding customer service goes to the following professionals:

Cardiopulmonary: **Judy Walls**, CRTT

Convenient Care: **Kirsten Clerkin**, FNP

Emergency Services: **Aaron Wilson**, Paramedic; **Rachel Geissler**, PA; **Dr. Ravi Masih**

Environmental Services: **Brenda Vaughn**

McDonough Medical Group: **Dr. Liberty Balbort**; **Dr. Scott Wright**; **Dr. Noel Flores**; **Dr. Jeffrey Sparks**; **Dr. Scott Urch**; **Mimi Pounders**, FNP; **Rachelle McCoy**, RN; **Tiffany Bentz**, RN; **Dixie Bisby**, Reception; **Dr. Edwin Card**; **Dr. Dan Ruiz**; **Bev McFadden**, Medical Assistant; **Dr. Tamara Smith**; **Amanda Sullivan**, Medical Assistant; **Glynnis Coplan**, Reception; **Courtney Brown**, Medical Assistant; **Renee Houser-Anderson**, Medical Assistant; **Tracy Daniels**, Medical Assistant; **Dr. John Arnold**

Obstetrics: **Dr. Troy Eckman**; **Ashley Kessler**, RN; **Sara Jones**, RN; **Janet Sullivan**, RN; **Breann Martin**, RN; **Julie Elliott**, RN; **Sharie Harden**, CNM; **Sandy Heckwine**, RN; **Kristen Jackson**, RN; **Nicole Carithers**, RN; **Linda Greene**, RN; **Stephanie McCleery**, RN; **LeAnn Neubauer**, RN

Registration: **Susan Lester**, Clerk

Sports Medicine & Rehabilitation Services: **Bruce Schellhammer**, PT

Surgical Services: **Marty Frier**, RN; **Dr. Shea Trost**; **Dr. Dan Ruiz**

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

JUNE IS PTSD AWARENESS MONTH

Free PTSD Screenings

FREE Post Traumatic Stress Disorder screenings

Wednesday, June 24 from 11AM - 3PM

Lower level of Health Services Building I.

For more information call Behavioral Health Services 309-836-1582.

July Calendar of Events



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

Thursdays, July 2, 9, 16 & 23

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

Class will meet one night a week for four weeks. Free. Pre-registration is required.

Call MDH Obstetrics at (309) 836-1570.

Risk Education

Monday-Thursday, July 2-9

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

Pre-registration required.

Call Behavioral Health at (309) 836-1582.

Fee: \$150.00

Bereavement Support Group-New Horizons

Mondays, July 6 & 20

3:00-4:30 PM, Medical Arts Building, Conference room

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

Divorcing Parents Education Program

Friday, July 10

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

Cost: \$50.00 payable at session, Pre-registration required.

Contact Behavioral Health Services (309) 836-1582.

Community CPR Class

Tuesday, July 14

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

Fee: \$30. Pre-registration required.

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

Look Good Feel Better

Monday, July 20

4:00-6:00 PM, Auxiliary Workroom

Pre-registration required.

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

Childbirth and Infant Care: Cesarean Section Class

Thursday, July 30

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

Free. Pre-registration required.

Contact MDH Obstetrics at (309) 836-1570.

July Meetings Calendar

Wednesday, July 1

PHO Board of Director's, 12:00 PM, PDR

Thursday, July 9

Department of Medicine, 12:00 PM, Auditorium B

Friday, July 10

Executive Committee, 12:00 PM, PDR

Thursday, July 16

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

Friday, July 31

Medical Staff Quality Improvement, 12:00 PM, TFBR

MDH Blood Drive

Monday, June 29

10:00 AM - 2:00 PM

Auditoriums A&B



Be a Superhero...

Please consider donating because each time you donate blood you will save up to **three** lives!!

Did you know?

- One of every seven people entering a hospital will need blood.
- Every year, 4.5 million people receive blood transfusions in the United States.
- A donation can be used for many illnesses including cancer, GI disease, liver and kidney work, injuries, obstetrics, heart disease and hemophilia.
- It is estimated that 38% of the U.S. population is eligible to give blood, but less than 10% of the eligible donors actually donate.

For more details about donating or to schedule an appointment, please call Human Resources at ext. 13492.

Looking for Advice?

Dear Lucy,

For the last few weeks of the school year, my 11 year old daughter came home several days in tears because of problems with her peers. Carrie has run around with the same group of girlfriends since she was in 1st grade, but recently told me they were ignoring her during recess. Her phone, which previously had constant messages sent by friends, seemed to go silent. Carrie denies there was any particular event that created the animosity, although she mentioned a new girl seems to have "replaced" her. She is already dreading going back to school in August. I don't want her to have a miserable summer and spend each day by herself. Why do girls have to be so mean to one another? I'm not sure how to guide her.

Sincerely,

Worried Mom

Dear Worried Mom,

It's a fact that cliques are a part of the high school, middle school and sometimes even elementary school years. Feeling like you belong to a group is very important to human beings and conflict among group members is certainly inevitable. It can be heartbreaking to see your child ostracized. Perhaps this will be an opportunity to teach resiliency or even to help your daughter consider making new friends. It is important you empathize with your daughter's feelings and not discount her sense of sadness. It might be time to talk with Carrie about rejection and hurt and how to manage these emotions. This is not the time to offer advice, but instead let your daughter know you have faith in her ability to manage this situation. Life is hard for her now, but as you know things don't get any easier in adolescence or adulthood. Navigating interpersonal situations will be a lifelong process.

Throughout this experience, be sure and keep your own emotions in check. It's easy to become angry or frustrated when you see your daughter being snubbed. Placing blame on your daughter or the other girls isn't likely to help the situation. Remember children can make up as easily as they break up and if you have been critical of one of her pals, it might be a bit awkward when she comes over to visit the next time. This is also a chance for you to role model how to handle disappointment and distress.

If it's important to Carrie that she try and reconnect with these girls, you might want to help her practice making amends or apologizing for something she may have said or done in case she offended someone. However, if too much resentment has formed, your daughter might have no other choice but to develop new friendships. You could suggest she participate in a club or camp activity this summer where she could meet new people. You could encourage her to consider strengthening relationships that had not been as close in the past. Also, remember in extreme situations, losing friends has the potential of damaging a child's self-esteem. If your daughter's anxiety or worry grows you may want to consider brief counseling for her.

If you would like more information about this topic or any other mental health or addiction concerns please contact Behavioral Health Services at 836-1582.

Best regards,

Lucy

President's Report

The MDH Board of Directors met June 15, 2015. Here is Mr. Boyd's report to the Board for the accounting period of May 19 through June 15, 2015.



Quality and Innovation

Service Excellence

The Service Excellence Committee has focused efforts on identifying processes having direct effects on the HCHAPS domains that are the responsibility of each staff member. These domains include:

- Responsiveness of Hospital Staff
- Cleanliness of Hospital Environment
- Quietness of Hospital Environment
- Rate Hospital
- Willingness to Recommend Hospital

The SEC selected responsiveness of hospital staff as the first domain and has identified 23 processes related to this domain. From these processes, the SEC has acknowledged two key process variables to target for improvement:

1. Percent of IV pumps connected with the alarm call system
2. Percent of IV starts requiring more than one stick

The SEC will continue to work on identifying processes related to these HCHAPS domains by using the cause and effect diagram.

Projects

CHARGE ENTRY FOR MMG REVENUE CYCLE

The MMG Patient Financial Services team repeated April's performance by billing all May's 4,095 MMG visits.

The project is scheduled to close at the July 1st Quality Council meeting by documenting the billing policies and procedures that were part of making this project successful.

PATIENT PORTAL

As of May, the portal was functioning well with 94% of inpatient health records online within 36 hours; our goal is 50% or more. Inpatient use of the portal by Viewing, Downloading or Transmitting their health record was at 8%; which barely meets our goal of 5% or more. Efforts continue with registering patient representatives, as well as patients.

HOME TO STAY

The reduction of 30 day readmissions is the business problem our team is working on. For CHF patients, four weeks of follow-up phone calls by nursing continues. For hip/knee replacement patients, root cause analysis of past readmitted patients has begun.

Quality Award Submission

MDH submitted a project to the Illinois Hospital Association for the 2014 Quality Excellence Achievement Awards which recognizes Illinois hospitals and health systems leading in quality, innovative and transformative health care. The project submitted was entitled "Reducing Readmission's Making Data Real". The project decreased MDH Home health re-hospitalizations in almost half. This was accomplished by following the adage of doing more of whatever works by going back to the basics, inspiring staff through the utilization of patient educators, sharing patient stories, and creating a sense of ownership with the nursing staff. The results were dramatic as evidenced by the reduction of the 30 day claims based re-hospitalization outcomes from 23% to 13% over the past year.

Infection Control

The Infection Control Team conducted a risk assessment to identify goals for the new Senior Behavioral Health Unit. The following areas are targeted: To limit exposure to pathogens- 100% of admissions will receive education on respiratory hygiene, hand hygiene and if indicated by assessment, have an individual care plan developed to address prevention of transmission. Preventing infection from procedures- 100% of staff will complete bladder catheter insertion and maintenance education. Medical equipment use- 100% compliance with cleaning and disinfection. Hand hygiene- The unit will participate in the hospital hand hygiene program and have a compliance baseline established.

Physician Recruitment/Retention

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

Outpatient Primary Care

The practicing Family Practitioner within the Chicago area has signed a draft employment agreement, subject to MDH Board of Directors approval. Should all go well, we anticipate this physician starting towards the end of September 2015. The recent visit with the Family Practitioner who will complete her residency program (Kirksville, MO) in the summer of 2016 went well. Based on our follow-up after the visit, a recruitment proposal is under development at this time. Adrian MacGregor and Dr. Jerome Anderson are conducting initial phone interviews with a third, Family Medicine resident that will complete his training (University of Missouri/Kansas City) in the summer of 2016. We hope this moves into a site visit.

Hospitalist Medicine

A site visit with a Family Nurse

Practitioner has been scheduled for June 15th. This candidate recently completed her Family Nurse Practitioner program at Middle Tennessee State University and she and her family desire to relocate closer to family in the Springfield, IL area. We are evaluating an additional Nurse Practitioner candidate at this time. Recently, we received the credentials of a Hospitalist Medical Director candidate that was forwarded to us from the Medicus Firm and based on further review, we have decided to pass on this candidate. Our search continues for the Lead Hospitalist.

Medical Student

Recently, we had a Medical Student with the University of Illinois – RMED program recently sign a draft medical student stipend support agreement, subject to MDH Board of Directors approval. We are continuing our discussions with another medical student candidate from the area that was recently accepted to SIU School of Medicine and starts this fall.

Advanced Practice Provider

Emergency Medicine: Our recent site visit with a Physician Assistant candidate went well. After considerable discussion, this candidate has decided to remain close to family in the Springfield, IL area. Adrian MacGregor is evaluating additional candidates for the two, full-time positions within the Emergency Department at this time.

Psychiatry: After further review and discussion, Drs. Sarwar and Wright have decided to move forward with their support of the outpatient and inpatient Psychiatry services and re-evaluate the need for an advanced practice provider following within the next six months.

Outreach Services

Outreach Programming

Kelly Shiraki, Health Educator and Memory Support Services Coordinator was the keynote presenter for the Memory Matters – Golf Outing events. Diane Tate, Health Educator and First Aid and CPR coordinator recently completed a series of four, on-site First Aid and CPR training sessions at Wesley Village. Nicole Schaub, Health Educator and Employee Wellness coordinator is working with the Macomb Library and the McDonough County Health Department on a health information partnership to be launched this summer.

Physician Outreach

Dr. Heather Harrison will be the guest reader/speaker for the Macomb Library – Children's Summer Reading program in July.

Occupational Health

Our partnership with Macomb Schools continues to move forward in positive fashion. Adrian MacGregor, Nicole Schaub, and Diane Tate recently met with representatives from Macomb Schools to review and discuss employee wellness programming that will begin in the fall of 2015 that will target modifiable risk factors.

The partnership with NTN Bower Corporation is underway. Michelle (Schlieper) Hartman, FNP has begun providing pre-employment physicals as well as treatment for minor injuries at Convenient Care Clinic for NTN Bower employees. Nicole Schaub is working with NTN Bower Corporation and Michelle Schlieper on the development of appropriate communication tools associated with the delivery of health services. Additionally, health and wellness content for the NTN Bower

Corporation employee newsletter is being developed.

Information Systems

Construction Update

Computer, printer and phone equipment for the Senior Behavioral Health unit have been installed for the opening on June 15th. We are in the process of finishing out all camera and security configurations for that area and will continue to make adjustments as required.

We are working to complete all equipment needs on both acute care floors and the IV Therapy area. Additional equipment for the new Emergency Room area and for the Rehabilitation area is also in progress.

Cerner Electronic Medical Record

The final phase on contract revisions have been completed and signed. We have officially started the process to move from our existing EMR systems; HMS/Medhost, Vitera, MIE and AllMeds to the Cerner Community Works system. The Hospital and MMG project management team has been selected. We are starting to conduct routine conference call with Cerner and our project team will attend the Cerner project boot camp that is scheduled for June 24th and 25th to be held at the Cerner office in Kansas City.

Financial Performance

May 2015

Activity was positive to budget -- above budget by 2.7% --with Year-to-Date above budget by 1.9% overall. Total admissions were down below budget in total by 8.2% although we did see a rebound in newborn admissions which were 7.7% above budget but wasn't enough to compensate for the 11.0% decrease in acute care admissions. YTD – acute admissions are down 4.4% while

newborn admissions are down 5.1%. Patients are staying a bit longer – on average 3.6 days per admission – though the high number of patient days in the ICU did skew the average length of stay this month. We did have 3 patient admissions into Swing Beds this month staying on average 5 days in that status.

Total Patient Revenue was, for the month, above both fixed and flex budget. Revenue generated in the ED and acute care (with the increased length of stay) created some significant positive variances in these areas. Home Health/Hospice and MMG were negative to budget for the month as well as YTD. In total, YTD patient revenue is above budget compared to both fixed and flex. Bad Debt and Charity Care combined continue to be positive to budget. Contractual Adjustments were very slightly above budget for the month budget by about 0.3% again with OP Medicaid making up the bulk of the variance. Other Operating Revenue was above budget due to recognition of a rebate from VHA. Total Operating Expenses were above the flexed budget by 8.2%.

We ended the month with a positive bottom line of \$499,383 – above the monthly budget based on our activity by \$450,443 and above our fixed budget by \$273,311. Our year-to-date net income is \$4,408,673 – above our fixed target Net Income by \$1,741,142 – but still below our flex budget based on our activity.

Facility Planning

Building Addition and Renovations

Work continues to progress very well. Work on the 2nd floor Senior Behavioral Health unit is very near completion. IDPH inspected this area on June 2nd, and except for a few relatively minor and easily correctable deficiencies found the

unit to be in substantial compliance with life safety code. We expect these items to be addressed and for permission to occupy the area to occur before June 15th. Work on third floor is almost complete as well, while first floor work continues to lag a few weeks behind. We expect to be able to file IDPH paperwork by June 19th to start the inspection process on the rest of the addition. Paperwork to occupy the east wings of existing Acute Care has been submitted to IDPH and we are awaiting word on the inspection timeline for this area as well. There has been considerable site work completed in the past few weeks. Unfortunately our plan to close the Grant Street entrance to the Professional Plaza offices to our west and consolidate traffic into our entrance is off the table due to issues with acceptable access for fire protection to the Plaza properties.

Public Relations Report

Public Relations & Marketing
Report for Activities in May 2015

Website and Social Media

During May there were 16,519 home page visit (+939 from April), 3,005 career views and 6,899 calendar views. Updates to the hospital homepage look and content of all other pages are in the process of updates.

The MDH Facebook page is now at over 1,000 likes, while Twitter has increased to 198 followers. Information promoted in May on Social Media was: Volunteer Alexis Lawson receiving Governor's Service Award, Tevar Run/Walk Highlights, Job of the week, Acute Care Therapy Services, multiple thank you messages from patients/families, National Hospital Week, Rehabilitation Services, construction updates, Apple Award, Rock Steady

Boxing, Mental Health Awareness Month and employee Terry Standard Retirement gathering.

News media

May news included the promotion of First Aid & CPR classes, Obstetrics being recognized by March of Dimes, public open house announcements, MDH and YMCA collaborating to bring a class to help those with Parkinson's and childbirth classes.

Advertising/Marketing

The emergency services expansion project television commercial was broadcast on local television stations. Other May advertising including ads promoting National Hospital Week, public open house June 12, orthopedic and sports medicine services by Drs. Wheeler and Urch, hospice & home health care, Dr. Smith, Apple Award and Tevar. Billboards continue with surgeons, Card, Gonzales, Ruiz and Whitley.

Other

Staff coordinated with Outreach Services for sun damage screening and education at Senior's Day at Citizen's Bank on May 7. Public Relations coordinated a postcard campaign at MDH with IHA to have patients/visitors/family to sign postcards to legislators to not cut Medicaid; a total of 572 cards were signed and sent to Senator John Sullivan and Representative Norine Hammond. IHA has delivered approximately 13,000 signed postcards from 50 hospitals to nearly 80 state senators and representatives in Illinois.

Foundation Report

This report reflects activity held within the month of May 2015

Annual Support

A total of \$31,341.95 was received;

442 gifts and 11 memorials were processed. Some of the areas receiving support include: Century Club, Alzheimer's Support, Hospice, PROS and Dolores Kator Switzer (DKS) Women's Center.

PROS

Popcorn was donated to support the YMCA Circus May 8-10. The MDH teddy bears are such a big hit, PROS placed a second order of 1,000 for departments to give to patients. The bears can be ordered through Storeroom at no charge. The PROS Summer Block Party/Membership Drive is coming up Wednesday, June 10 near the Pendell Garden on the MDH campus. BBQ pork sandwiches, potato salad, chips, assorted cookies and soda/water will be served. Everyone is invited to attend. PROS members will receive a recognition gift and sign up for prizes.

Golden Apple Society

Work continues to recruit new members. The next meeting is set for June 4.

Planned Gifts

A meeting was held on May 13. New Heritage Circle brochures were distributed. The committee reviewed the list of current members who have named MDH in their charitable giving and began to create a list of future prospects. The next meeting is scheduled for August 5.

Tevar 5K Run/Walk

A total of 136 (57 runners/79 walkers) participated in this year's event. The Tevar family was the Event sponsor and made a guest appearance as well! The shirts were a big hit and extras were sold. Funds raised totaled \$9,175.99 in support of Cancer Education & Screening and Linda's Fund. A wrap up meeting will be held in late June.

Century Club (CC) Drive

Renewals and new member letters were mailed. To date, more than \$10,000 has been raised through this year's Century Club Drive. Funds raised will be designated to the future DKS Women's Center. Recognition gifts will be distributed during the open house on June 12.

MDH Golf Tournament

The 17th annual golf tournament is scheduled for September 12 at Gold Hills. A kick-off meeting was held on May 4 to begin securing major sponsors and design the brochure/flier. Adidas shirts were selected, ordered and received from WIU. Citizens Bank has committed to be the Tournament sponsor. Funds raised will be designated to the future DKS Women's Center. The next meeting is set for June 22.

Capital Campaign

A campaign committee was formed and a meeting is scheduled for June 3. The DKS Women's Center capital campaign materials are ready for distribution. Approximately 17 eligible grants have been identified and the application process has begun.

Open House

A private donor open house for the Emergency Services Expansion project is scheduled for Friday, June 12, from 2-4PM followed by a public open house from 4-6PM.

Looking for your Cafeteria Balance?

Visit the Intranet and follow these steps:

Step 1:

Under Main Menu, click on Cafeteria Menu



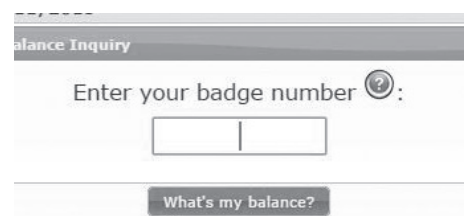
Step 2:

Click on the green \$ sign



Step 3:

Enter the number under your employee ID on your badge



Your balance total will appear!

Reminder

Don't Forget...

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

Thanks for your cooperation.

Creating a Cyber Secure Home

Why Do Privacy and Security Matter?



Increasing Patient Trust and Information Integrity Through Privacy and Security

To reap the promise of digital health information to achieve better health outcomes, smarter spending and healthier people, providers and individuals alike must trust that an individual's health information is private and secure. If your patients lack trust in Electronic Health Records (EHRs) and Health Information Exchanges (HIEs), feeling that the confidentiality and accuracy of their electronic health information is at risk, they may not want to disclose health information to you. Withholding their health information could have life-threatening consequences.

This is one reason why it's so important for you to ensure the privacy and security of health information. When patients trust you and health information technology (health IT) enough to share their health information, you will have a more complete picture of patients' overall health and together, you and your patient can make more-informed decisions.

In addition, when breaches of health information occur, they can have serious consequences for your organization, including reputational and financial harm or harm to your patients. Poor privacy and security practices heighten the vulnerability of patient information in your health information system, increasing the risk of successful cyber-attack.

To help cultivate patients' trust, you should:

- Maintain accurate information in patients' records
- Make sure patients have a way to request electronic access to their medical record and know how to do so
- Carefully handle patients' health information to protect their privacy
- Ensure patients' health information is accessible to authorized representatives when needed

Protecting patients' privacy and securing their health information stored in an EHR is a core requirement of the Medicare and Medicaid EHR Incentive Programs.

Effective privacy and security measures help you meet Meaningful Use requirements while also helping your clinical practice meet requirements of the HIPAA Rules and avoid costly civil money penalties for violations.

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

It's now even faster and easier to pay bills online

Just visit:

www.mdh.org/billpay

- Complete the required fields
- Review
- Submit Your Payment

We accept



Follow The Leader

Do you have a wellness challenge you would like to submit? Contact Nicole Schaub in Outreach Services at ext. 13803 and YOU could be featured in the next Making Rounds!



Who: Trisha Kuster. Trisha is a Registered Nurse in ER and has worked at MDH for nearly three years. She enjoys spending time with family, playing the piano, singing, reading, Sudoku puzzles and working out.

Why: Trisha was nominated by a fellow co-worker who says, "Trisha always sets a great example for everyone by eating clean. She always sticks to her diet even when others are offering and even pressuring her to eat other things that are not in her diet plan. She is also positive in everything she does."

Trisha's secret to staying healthy:

How do you stick to your diet even when temptations around? Sometimes it is easier to just have a "no" mindset from the onset of the day and then there isn't a struggle all day about whether to cheat or not. Seeing any kind of progress is a great motivator to stick to the diet plan.

How do you stay positive when you hit a bump on the path to wellness? Everyone has struggles and sometimes we all have bad wellness days. It's important to remember that a one day set-back doesn't mean you need to throw in the towel. Tomorrow is a new day and it's important to wake up with new resolve to be healthy. My favorite quote is from a Weight Watchers magazine that says, "When you get a flat tire, you don't poke a hole in the other three tires, you just change the flat tire and get moving again." I love that mindset for wellness - just change the tire and get moving.

Challenge: Drop the Pop!

Why is this challenge important for wellness? Besides the sugar in soda, it is full of chemicals the body can't break down. It also has a lot of empty calories. Most people who stop drinking soda find themselves healthier and experience a weight decrease.



...Benefit Break...

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

Pension Contributions for 2015

The 457B voluntary pension account has a maximum contribution amount that an employee can contribute in a calendar year.

According to the retirement plan regulations, the maximum contributions are:

- \$18,000 for all contributors younger than 50 years old
- \$24,000 for contributors 50 or older
- \$36,000 for contributors within 3 years of retirement (some restrictions apply)

Please remember these contributions are on a pre-tax basis. If you would like to increase your pension contribution to a new level and start saving more towards your retirement, please stop by Human Resources to complete a form.

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

MMG McDonough Medical Group

Need a primary care provider or know someone who does?

The following providers are currently accepting new patients

Family Practice



John Arnold, MD
1150 N Cole, Bushnell
(309) 772-9444



Carrie Helle, FNP



Mimi Pounders, FNP
HSB 1, Suite 202
(309) 833-1729

Obstetrics & Gynecology



Tamara Smith, DO
HSB 2, Suite 112
(309) 836-6937

Pediatrics



Liberty Ballbort, MD
HSB 1, Suite 201



Heather Harrison, MD
HSB 1, Suite 202
(309) 833-1729

Health Connection

Health Connection is a new quarterly publication of the McDonough Medical Group recently published on June 1. The newsletter will feature information about MMG providers and services, updates about changes and improvements and health advice from our providers and the MDH Outreach Services Health Educators. The first edition features the MDH Family & Pediatric Clinic and the providers that care for patients of this office including **Dr. Ballbort,**

Dr. Harrison,
Kirsten Clerkin,
FNP and Mimi
Pounders, FNP.

Look for the latest edition of Health Connection within the MMG clinic waiting rooms.



New Convenient Care Hours

Monday-Thursday:

8:00AM - 7:00PM

Friday - Saturday:

9:00AM - 6:00PM

Sunday:

10:00AM - 4:00PM

mdh 
CONVENIENT CARE



June History at MDH

June 6, 1957

June 1, 1973

June 1, 2000

June 13, 2004



Civic leaders, MDH Board member, administrators, architects and members of the McDonough County Medical Society attend the laying of the cornerstone.



David McConkey becomes the fourth chief executive officer at MDH.



Located on the southeast corner of the MDH campus, the Larry T. Westervelt Home was established to provide affordable and convenient housing for outpatients and visitors.



An open house is held to allow the public to see the new 16-slice spiral CT scanner in Radiology.

Reminders from Human Resources

Don't forget your free benefits...

- MDH provides free vision insurance, life insurance and long-term disability insurance to all eligible employees working 24 hours or more a week. Vision insurance coverage and providers can be found at vsp.com. Life insurance is valued at your yearly salary and is provided free of charge to you. Long-term disability is paid by MDH on your behalf and is valued at half of your monthly salary if you are off work more than six months due to an injury or illness and deemed disabled.

Please contact Human Resources at ext. 13492 if you would like more information about these valuable benefits.

Health Alliance In-Network Provider Verification

Please verify the out-of-pocket expenses before services are performed to avoid any surprises in health insurance 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.

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 facility 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 co-payment 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.

2015 Progressive

The West Central Illinois Farm Safety for Just Kids Chapter recently hosted the Progressive Agriculture Safety Day at the McDonough County 4-H Center in Macomb. The Progressive Agriculture Foundation sponsors this event with t-shirts and goody bags for the students. Approximately 280 fourth graders and their teachers from Edison, West Prairie North and South Elementary, Bushnell-Prairie City Elementary and several home-schoolers attended the event. The students enjoyed learning about a variety of topics related to safety on and off the farm.

We would like to thank the following presenters and organizations:

- *First Aid/Ambulance* – Dylan Ferguson, Susan Hood and Rachel Williamson, **MDH Emergency Services**
- *Ag Chemical Safety* – Jessica Hart and Joel McCormick, **Helena Chemical Company of Adair**
- *Animal Safety* – Dr. Shawn McKim, **Bushnell Veterinary Service** and Cara McKim, Vet Tech
- *Farm Equipment Safety* – Matt Briney, **Briney Brothers LLC of Astoria**
- *Rollover Demonstration/Seat Belt Safety* – Troopers Todd Teel and Chad Skiles, **State Police District 14**
- *Ag Careers* – Abby Ruebush and Jill Cook, **Ag in the Classroom from the McDonough County Farm Bureau**
- *Lawn Equipment Safety* – Jack Pace
- *Grain Safety* – Heather Fry from **Monsanto**
- *All-Terrain Vehicles (ATV) Safety* – John Shaw, **ATV Safety Instructor**
- *Utility Safety* – Carl Fisher, **Ameren Illinois**
- *Tractor and PTO Safety* – Bob Harwick, **Martin Sullivan Equipment**
- *911* – Jessica Shoopman, **Macomb/McDonough County Communication Center**
- *Sun Safety* – Nicole Schaub and Kelly Shiraki, **MDH Outreach Services**
- *Water Safety* – John Carson



Ag Safety Day

- *Weather Safety* – Dr. Regina Herman, **Assistant Professor at WIU** and students from the **WIU Severe Weather Club**
- *Hearing Conservation* – Diane Tate, **MDH Outreach Services**
- *Disability Awareness* – Tessa Hobbs-Curley and Beth Chatterton, **U of I Extension**
- *Live Line Demonstration* – Daren Deverman, **Cornbelt Energy Corp.** *Funded by McDonough Power Cooperative and Illinois Ameren.

- Vicky Wallen and Kim Harris, MDH Foundation
- West Prairie and Bushnell-Prairie City FFA members
- Todd Rash, MDH Inventory Control

Please forgive us if we forgot to mention everyone who helped to educate the fourth graders on the importance of staying safe. Thank you to everyone for making the day a huge success!

-MDH Outreach Services and West Central Illinois FS4JK Chapter

A special thanks to:

- Alpha Gamma Sigma Ag Fraternity
- Hy-Vee Food Store
- MDH Food/Nutrition Services
- MDH Professionals Reach Out in Service (PROS)
- Martin Sullivan
- Refreshment Services PEPSI of Macomb
- Pella Corporation
- Sherwin-Williams
- Sigma Alpha Sorority



Answer: 8 roses.

National Hospital Week, May 10-16

Where Miracles Happen Every Day

MDH celebrated National Hospital Week May 10-16, 2015 with several theme days. Employee festivities included a food drive and pet food drive with donations being sent to local food pantries and animal shelters, Carnival Craziiness with cookies and carnival games, a free meal catered by Jimmy Johns, tasty cupcakes, several games and finally a POP-arazzi Party with popcorn, pop and photo booth. Thanks to all who volunteered their time and services to make National Hospital Week special for employees.

