

McDonough District Hospital Employee Newsletter

Making Rounds

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June 28, 2016 * www.mdh.org





















National Hospital Week Highlights!

MDH celebrated National Hospital Week May 8-14, 2016 with several theme days. Employee festivities included Carnival Craziness with cupcakes and carnival games, a Western-themed barbecue catered by Morrison, tasty cookies, several games and finally a POP-arazzi Party with popcorn, pop and photo booth. Thank you to all who volunteered their time and service to make National Hospital Week special for employees.



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

Moving Around

Amanda Behymer, Debbie Kliffmiller, and Christina Geissler are Schedulers in Centralized Scheduling. Amanda and Debbie previously worked as Radiology Secretaries and Christina was a Registration Phlebotomist.

Linda Dixon is a PAR RN after transferring from ICU.

Savannah Forman is an EMT for Emergency Services. Savannah previously worked as a Patient Care Tech for the department.

Jennifer Jensen is a RN in ICU & Acute. Jennifer previously was a Float RN for MMG.

Patti Kessel transferred from Hospice RN to MMG Care Coordinator.

Ashley Kessler is a PAR RN after previously working as an OB RN.

Ashley Parks is a Clinic RN in Family Clinic after working as an Anti-Coag RN.

Mercedes Seats is a Phlebotomist in Lab after working as a Phlebotomist in Registration.

Sandy Theis is an Acute Care LPN. Sandy previously worked as a Registration Clerk.

Job Opportunities

POSITIONS	<u>DEPARTMENT</u>	<u>SHIFT</u>	STATUS
Secretary-Float	MMG	Days	Full-time
Unit Secretary	Senior Behavioral Health	Days	24 hrs/wk
Leader	Fiscal Services	Days	Full-time
LPN	Day Health	Days	24 hrs/wk
House Supervisor	Nursing Support	7p-7:30a	Registry
RN	Intensive Care Unit	7p-7:30a	Full-time
RN	Senior Behavioral Health	7p-7:30a	Full-time
RN	Senior Behavioral Health	7a-7:30p	24 hrs/wk
RN	Senior Behavioral Health	Variable	Registry
RN	Senior Behavioral Health	7a-7:30p	Full-time
RN	Acute Care	7p-7:30a	Full-time
RN	Hospice	Days	Full-time
RN	Obstetrics	Variable	24 hrs/wk
RN	Obstetrics	Variable	Full-time
RN	Obstetrics	Evening	24 hrs/wk
CNA	Obstetrics	Variable	Registry
CNA	Senior Behavioral Health	7p-7:30a	24 hrs/wk
Medical Assistant	MMG	Days	Full-time
Medical Assistant	Pain Management Clinic	Days	24 hrs/wk
Medical Assistant	Pediatrics/Family Clinic	Days	Full-time
Paramedic	Ambulance	Variable	24 hrs/wk
Paramedic	Ambulance	Variable	Full-time
Paramedic	Ambulance	Variable	Registry
Phlebotomist (trained)	Laboratory	Variable	Registry
Phlebotomist (trained)	Laboratory	Variable	Full-time
Maintenance III	Plant Engineering	Evening	Full-time
Gynecologist	OB/GYN Clinic		Full-time
Occupational Therapist	Sports Medicine and	Days	Full-time
	Rehabilitation Services		
Social Worker	Hospice	Days	24 hrs/wk

List also available online at www.mdh.org

As of June 22, 2016

A+ Achievement

Wendy Cameron, Crystal Dobbs, Paula Duncan, LaDawna Royer and Michaell Zimmerman all graduated from Western Illinois University on May 14 with a Bachelor's Degree in Nursing.

New Faces at MDH

MDH Welcomes New Employees



Ronda Berlett Ronda is a Medical Assistant in the OB/ GYN Clinic. She is originally from LaHarpe and has two

children, Brent and Seth. In her spare time, Ronda enjoys sewing, quilting and reading.



Vicki Bledsoe Vicki is a Technician in Pharmacy. She is originally from Bushnell. In her spare time she enjoys reading

and her dog, Sammy.



Marla Brown
Marla is an Operator in Communications.
She is originally from Chebanse and has two children,

David and Kimberly. In her spare time, Marla enjoys auctions, cross stitch and spending time with her grandchildren.



Kristen Chambers
Kristen is a Scheduler in
Centralized Scheduling.
She is originally from
Bushnell and has one
daughter, Raegan. In her

spare time, Kristen enjoys spending time with her daughter.



Tom Clark
Tom is an Operator
in Communications.
He is originally from
Colchester and he is
married to Mary Jane.

Tom is a Cardinals fan.



Tashina Cunningham Tashina is a LPN in Internal Medicine. She is originally from Bushnell and has one child, Laura Lei.



Kathryn Curry
Kathryn is a Secretary/
Receptionist in
Internal Medicine.
She is originally
from Marietta and is

married to Shane. They have two children, Carter and Murphy. In her spare time, Kate enjoys boating, gardening, walking and shopping.



Paula Cutsinger
Paula is a Patient
Care Technician in
Emergency Services.
She is originally from
LaHarpe and has two

children, Schuyler and Chloe. In her spare time, Paula enjoys spending time with her children and reading.



Hannah Ellis
Hannah is a Unit
Secretary in Acute
Care. She is originally
from Macomb.



Alicia Geissler Alicia is a Certified Medical Assistant in the OB/GYN Clinic. She is originally from LaHarpe and enjoys

spending time with her niece, Brooklynn.



Miranda Gorsuch Miranda is a MT (ASCP) in the Laboratory. She is originally from Littleton. In her spare

time, Miranda enjoys reading and scrapbooking.



Charlie Hite
Charlie is an EMT-B in
Emergency Services.
He is originally from
Industry. He is married

to Karly and they have

two children, Gaven and Lexie. In his spare time, Charlie enjoys riding motorcycles, camping and hanging out with friends and family.



Amanda Hurst
Amanda is an EMT-B
in Emergency Services.
She is married to
Curtis and they have
one child, Cole, In her

spare time, Amanda enjoys being outdoors and doing family days as much as possible.



Brandy Jones
Brandy is a RN in
Senior Behavioral
Health. She is originally
from Monmouth. In
her spare time, Brandy

enjoys DIY crafting, camping, road trips, shopping and art shows.



Megan Kirby
Megan is a RN in
Emergency Services.
She is originally from
Astoria. Her boyfriend
is Chris and he has

a set of twins, Lance and Jersee. In her spare time, Megan enjoys singing, playing piano, riding 4-wheelers and playing darts.



Karissa Kurtz Karissa is a LPN in Acute Care. She is originally from Lake Elsinore. In her spare time, Karissa enjoys

spending time with family and attending church.



Brooke Landau
Brooke is a RN in
Emergency Services.
She is originally from
Elmwood. In her spare
time, Brooke enjoys

boating, sports and being outdoors.



Julia Mindeman
Julia is a Secretary/
Receptionist in OB/
GYN Clinic. She
is originally from
Macomb. In her

spare time, Julia enjoys running, gardening and reading.



Sarah Redington
Sarah is a CNA in
Senior Behavioral
Health. She is
originally from Avon.
In her spare time,

Sarah enjoys nursing school, cooking and exercising.



Mary Schutte
Mary is an Ultrasound
Tech in the OB/GYN
Clinic. She is originally
from Carrollton. She is
married to Larry and

they are the parents of Justin and Dr. Amy Schutte. In her spare time, Mary enjoys walking her dog.



Becky Shields
Becky is a Medical
Assistant in the OB/
GYN Clinic. She is
originally from LaHarpe
and his married to

Tim. They have three children, Caleb, Tucker and Carmen. In her spare time, Becky enjoys gardening, reading and being a grandmother.



Kelly Shoppa Kelly is an Assistant in Staff Development. She is originally from Muscatine.



Kaila Spahn
Kaila is a RN in
Wound Care. She
is originally from
Bushnell. She has one
child, Evan. In her

spare time, Kaila enjoys camping, fishing, hunting and spending time with family.



Sara Trautman
Sara is a Float
Secretary for MMG.
She is originally from
Greenville. She is
married to Jacob and

enjoys writing and reading.



Damon Wright
Damon is an EMT-B
in Emergency
Services. He is
originally from
Prairie City. He

is married to Jessica and they have two children, Madison and Matthew. In his spare time, Damon enjoys spending time with family and riding motorcycles.

MDH Welcomes New Volunteers



Caleb Cox
Caleb is originally
from Astoria. He is a
WIU student who is
studying Social Work.
He loves hockey.



Matthew Wieskamp Matthew is a student at WIU and is on the WIU football team. His major is Biology.

Stork Landings

Kyle and **Anna Bradt** are the proud parents of a baby girl, Kyla Ann. Kyla was born June 8.

MDH Says Goodbye

Rhonda Briney, Registered Nurse, Senior Behavioral Health, 5/23/16

Terrie Campbell, CNA, Acute Care, 5/12/16

Tiffany Chenoweth, CNA, Acute Care, 5/17/16

Aron Durant, Operator, Communications, 5/11/16

Cedric Filamor, RN, Senior Behavioral Health, 6/1/16

Angie Hoyt, Counselor, Behavioral Health Services, 5/27/16

Jessica Jackson, Clinic LPN, Psychiatry Clinic

Kristen Jackson, RN, Obstetrics, 5/30/16

Carrie Keams, CNA, Acute Care, 5/27/16

Mike Pendergast, EMT, Ambulance, 4/30/16

Facy Quintero, Phlebotomist, Lab, 5/17/16

Donna Stopplewerth, Unit Secretary, Acute Care, 5/27/16

Janet Sullivan, RN, Obstetrics, 6/2/16

Steve Tomey, MLT, Lab, 6/2/16

Jen Ward, Medical Transcriptionist, Health Info. Mgt

Rachel Williamson, EMT, Ambulance, 5/12/16

Kristy Wisslead, Qual. Assurance Asst., Health Info. Mgt

Meet



Kaye Stone, FNP

Family Nurse Practitioner Kaye Stone joined McDonough Medical Group at the MDH Convenient Care location on June 1.

Kaye earned a Master's of Science in Nursing and has recently

completed the Family Nurse Practitioner Program at Maryville University in St. Louis, Missouri. She received her Bachelor of Science in Nursing degree from Chamberlain College of Nursing in St. Louis, Missouri.

Kaye has been in the nursing profession since 1991. She has been working as a Registered Nurse at Citizens Memorial Hospital since 1997. Her experience there includes Medical/Surgical, Intensive Care and Wellness units. Prior to this she was a Staff RN traveling to area hospitals as needed.

She is certified with American Association of Nurse Practitioners and a member of Sigma Theta Tau International Honor Society for Nursing.

In her spare time, she enjoys spending time with her husband, reading and camping.

The MDH Convenient Care Clinic is located inside Hy-Vee at 1600 East Jackson Street, Macomb. For more information call (309) 836-1700.

You spoke. We listened.

MDH Convenient Care hours expanded.

Starting July 1

Monday - Thursday 8:00 AM - 7:00 PM

Friday - Sunday 9:00 AM - 6:00 PM

(309) 836-1700





You are invited to participate in the 1st Annual MDH Burger Challenge!

When: Deadline is June 30

Where: Café 525

Why: Submit your best burger recipe, winner will have their burger featured with their recipe at the grill in

Café 525! Winning submission will be ran all week!









DKSWC Support Continues

The Dolores Kator Switzer Women's Center will benefit thousands of women with its modernized private OB/GYN suites, state-of-the-art labor/deliver/recovery rooms, new nursery and imaging center.

Purdum Gray Ingledue Beck Pledges \$22,000 to MDH



Purdum Gray Ingledue Beck (PGIB) has pledged \$22,000.00 and presented their first installment of \$3,000.00 toward the DKSWC at MDH. With this generous commitment, PGIB will be recognized as Partner level of the MDH Business Honor Roll giving club.

Pictured are (l-r): Vicky Kipling, MDH Foundation Leader; Beau Ingledue, PGIB Partner; Jim Gray, PGIB Partner; Kenny Boyd, MDH President/CEO; and Ben Beck, PGIB Partner.

State Bank of Industry Pledges \$21,000 to MDH



State Bank of Industry has pledged \$21,000 to the DKSWC at MDH. With this generous commitment, State Bank of Industry (SBI) will be recognized as Partner level of the MDH Business Honor Roll giving club.

Pictured are (l-r): Phyllis Swearingen, SBI Vice-President; Scott Parke, SBI Executive Vice-President; Kenny Boyd, MDH President/CEO; Josh Hamm, SBI President; and Patty Henness, MDH Foundation Specialist. Farmers & Merchants State Bank Pledges \$20,000 to MDH



Farmers & Merchants State Bank of Bushnell has pledged \$20,000 toward the DKSWC at MDH. With this generous commitment, Farmers & Merchants will be recognized as Benefactor level of the MDH Business Honor Roll giving club.

Pictured are (l-r): Connie Morrow, Senior Vice-President/
Operations; Sherry Pico, Vice-President Operations/Cashier;
Doug Allaman, Senior Vice-President/Loans; Kenny Boyd, MDH
President/CEO; Lindsey Waller, Loan Processor/Marketing;
Krystal James, Customer Service Representative/Marketing; and
Vicky Kipling, MDH Foundation Leader.

Table Grove State Bank Pledges \$15,000 to MDH



Table Grove State Bank has pledged \$15,000 and presented their first installment of \$3,000 toward the DKSWC at MDH. With this generous commitment, Table Grove State Bank will be recognized as Benefactor level of the MDH Business Honor Roll giving club.

Pictured are (l-r): Jill Cook, MDH Foundation Assistant; Jack Baily, TGSB Director; Brian Boggs, TGSB President; Kenny Boyd, MDH President/CEO; and Doug Baily, TGSB Director.

Cathy Early State Farm Pledges \$12,400 to MDH



Cathy Early has pledged \$12,400 to the DKSWC at MDH. With this generous pledge, Cathy Early State Farm Insurance will be recognized at the Golden Apple level of the MDH Business Honor Roll giving club; and Cathy will be recognized as a Platinum member of the MDH Golden Apple Society.

Pictured are (l-r): Vicky Kipling, MDH Foundation Leader; Cathy Early, State Farm Insurance; and Kenny Boyd, MDH President/CEO.

No Place Like Home Pledges \$12,100 to MDH



Diana Mayhew and Pam Kelso of No Place Like Home (NPLH) pledged \$12,100 to the DKSWC at MDH. With this generous pledge and previous gifts to MDH, NPLH will be recognized at the Golden Apple level of the MDH Business Honor Roll giving club; Diana and Pam as members of the MDH Golden Apple Society.

Pictured are (l-r): Jill Cook, MDH Foundation Assistant; Diana Mayhew and Pam Kelso of No Place Like Home; and Kenny Boyd, MDH President/CEO.

Pumo Insurance Agency Pledges \$5,000 to MDH



Pumo Insurance Agency, Inc. has pledged \$5,000.00 toward the DKSWC at MDH. This gift will purchase a new bed in one of the OB/GYN private patient suites. Pumo Insurance will be recognized as Builder level of the MDH Business Honor Roll giving club.

Pictured are (l-r): Jim, Becky and Chris Pumo, Owners; Kenny Boyd, MDH President/CEO; and Jill Cook, MDH Foundation Assistant.

Rotary Club Donates \$1,000 to Support MDH



The Noon Rotary Club of Macomb presented a check for \$1,000 to the DKSWC at MDH. Previous to this gift, the Noon Rotary Club donated \$10,000 to the Westervelt Home at MDH and are recognized as members of the Golden Apple Society.

Pictured are (l-r): Jordan Pounders, Rotary President; Kenny Boyd, MDH President/CEO; Wanda Foster, MDH Senior Vice President of Nursing; and Chris Dace, Chief Operating Officer McDonough Medical Group.

| Goal | 5.5 million | 5 million | -4 million | -3 million | -2 million | -1 millio



Thank you!





A total of \$1,520 was raised from the DKSWC shirt sales and "Casual for a Cause" in May. Thank you to those who supported these fundraising and awareness efforts!

Committee members continue to meet with individuals and businesses in support of the project.

Pendell Garden

New brass path lighting in the Pendell Garden has been installed, a Sargent Crabtree has been planted to replace a dying maple, and pot sockets are planted and slipped into the teak planters. These beautification improvements are made possible by on-going donations from Tim and Diann Pendell, interest income from the Horrabin fund and MDH PROS!

Many thanks to Becky Moon, Plant Engineering, Dr. Shea Trost and youth group, who finished the project by pulling weeds and adding a layer of fresh mulch to the garden.

WIU Ladies Leatherneck Football Academy

Ladies...team-up with your girlfriends to learn more about the game of football and meet the WIU football team and coaches!

Thursday, July 14, 5:15PM Western Hall East Arena \$30 includes shirt

Reservations: Call 309-298-1190

Proceeds to benefit the Dolores Kator Switzer Women's Center at MDH









APPLE Winner May 2016



Please join me in congratulating Jennifer Prater, RN in Surgical Services, on being named the recipient of the MDH APPLE Award for May 2016. APPLE stands for "Achieving outstanding Performance in Patient care, Leadership, Loyalty and Enthusiasm for MDH."

Jennifer earned her diploma in nursing from Graham Hospital School of Nursing in May 2006. She began her employment at MDH as a Registered Nurse in Surgery on August 6, 2012.

Jennifer is a very hard worker. She has a lot of initiative and is motivated to do well. Jennifer is very meticulous to details. She is thorough and always makes sure everything is perfect before taking a patient to the operating room. She is eager to help others and is always striving to improve functions within the department to enhance customer service or to make a process more efficient.

Jennifer Prater

Jennifer has a great attitude. She is courteous, conscientious, caring and professional. She is respected by all, trustworthy and dependable. She is a great team player who is willing to lend a helping hand whenever she is needed. Jennifer is a strong patient advocate who provides excellent care to her patients.

Jennifer's nominator explains that she has great attention to detail and doesn't let the pressure of a difficult task affect her. She takes on additional responsibilities with enthusiasm, timeliness and incredible work ethic. The nominator goes on to say that Jennifer would be a nurse you would want to care for you or your loved ones.

Jennifer and her husband Zach have two sons, Sollie and Payson. In her spare time, she enjoys watching movies and golfing. Jennifer likes cooking, wine tasting, skiing and bowling. She also enjoys attending her sons' sporting events.







...Benefit Break...

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

Employee Assistance Program



When a problem is bothering you or a member of your immediate household, simply contact a counselor at Resource Management Services, our Employee Assistance Program. A simple phone call will get an immediate response, 24 hours a day, seven days a week. An appointment can usually be offered within 48 hours and will be conveniently located in Macomb (or Peoria if you prefer).

Some common topics that are discussed are: family and individual counseling; depression and anxiety; family conflicts; divorce or separation; financial problems; parenting; abuse; sexuality; low self-esteem; eating disorders; stress management and career issues; legal advice; and much more.

Confidentiality is the key, and your privacy is assured. The counselors cannot release information to anyone (including your employer) without your written consent.

You and any member of your immediate household can use the services of the EAP at no cost to you. Just call 1-800-333-2095 to talk to the EAP.

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



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.

Orthopedic Surgeon

Dr. Drake White, orthopedic surgeon and member of the MDH Medical Staff, visited Mrs. Poore's 3rd grade class.

He took a full body skeleton, hip and knee replacement parts and showed a short slide projector show of broken bones. He also had a couple student volunteers; one to be his 'surgical assistant' and the other was 'prepped for surgery'.

The students received beach balls as a souvenir and he encouraged them to have a safe and fun summer.





Before you call IS (x13263)...

For Cerner issues

- First check with your SME or super users. If they are not available or do not know the answer:
 - ➤ Check with your manager/leader. If they are not available or do not know the answer then call IS. Please be aware IS may have to submit a Service Request (SR) to Cerner. SR's can be resolved quickly or it can require several business days.

Information Systems is not able to answer workflow or process questions. These questions should be directed to SMEs or Super Users.

Please remember, continue to use your SMEs and Super Users as resources. They are a valuable asset to you, your department and MDH.

The list of SMEs and Super Users can be found on the Cerner Safari information page on the Intranet. There is a link on the right side – **Subject Matter Experts** and **Super Users** – which will tell you who and where these staff members are.

July Calendar of Events

Divorcing Parents Education Program

Friday, July 1

1:00-5:00 рм, HSB 1 Auditorium

Cost: \$60.00 payable at session, Pre-registration required. Contact Behavioral Health Services (309) 836-1582.

Anger Management

Tuesdays

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

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

Community CPR Class

Tuesday, July 12

6:00 PM, Auditoriums A & B, Auxiliary conference room Fee: \$32. Pre-registration required.

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

Senior Caregiver Support Group

Wednesday, July 13

5:00-6:00 PM, Activity Room at Grand Prairie Assisted Living, 1307 East Meadowlark Rd

Topic: The Importance of Nutrition and Hydration Group meets the second Wednesday of each month and is free and open to the public.

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

Bereavement Support Group-New Horizons

Monday, July 18

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

Look Good Feel Better

Monday, July 18

4:00-6:00 PM, Auxiliary Workroom

Pre-registration required.

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

Cesarean Section Class

Thursday, July 28

7:00-9:00 рм, Auditorium B

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

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

Saturday, July 30

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

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

July Meetings Calendar

Friday, July 8

Exec Committee, 12:00 PM, PDR

Tuesday, July 12

Credentials/Bylaws, 7:00 ам, PDR

Thursday, July 14

Department of Medicine, 12:00 PM, Auditorium B

Thursday, July 21

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

Tuesday, July 26

OB-Gyn Department, 12:00 рм, Auditorium В

Sign up for your Biometric Screenings

Screenings include:

Weight, blood pressure, lipid profile (including: total cholesterol, HDL, LDL & triglycerides), blood glucose*, waist & hip measurements, body fat analysis/BMI, grip strength

*12 hour fast required (i.e. nothing from 7PM-7AM)

We will provide additional screening dates if these become full. Screenings take approximately 10 minutes to complete. To sign up, please call x13415 or x13803. We will not accept appointments via email, **you must call.**

Alternative Means Program

The Alternative Means program started in 2014 to reward employees who did not automatically qualify for a day off with pay, but were still working to better their health.

These employees were given the chance to earn a day off with pay by working with a dedicated team and their own personal Mayo trained wellness coach to improve their biometric markers.

New to Alternative Means: Employees who have previously been through the Alternative Means Program and have shown improvement in one of the four biometric markers will have the opportunity to participate in our new Improvement Track. The option for improvement track will be decided by your coach based on results over the last year.

To learn more about the Alternative Means program and how you can earn a day off with pay, contact Outreach Services at x13415.

Looking for Advice?

Dear Lucy,

At a recent visit to my health care provider she expressed concern about my slightly elevated blood pressure and recommended I take medication to treat it. I've been coping with lots of stress at work and suspect this is the trigger for the rise in blood pressure. I was quite hesitant to consider medication at this time so she suggested an alternative - mindfulness meditation. I'm not exactly sure what this is. Can you explain it? Also. I don't have time to take a class at the gym to do this so if that's what's required it just won't work for me.

Sincerely,

Looking for an Alternative

M	Sindfulness meditation is a wonderful way to manage stress, anxiety and emotional dysregulation, all of		
which can lead to high blood pressure. Studies continue to make the connection between mind			
de	emonstrate how our emotional well being greatly affects our physical wellness. We know chronic stress create		
a	negative effect on the brain which can lead to memory problems, difficulties with learning new skills and		
de	ecreasing our ability to concentrate.		
A	ll you really need to begin the practice of mindfulness mediation is your breath and about 10 – 15 minutes a		
da	ay. Fortunately your breath is always there, always coming and going. The premise is for us to become aware		
of	f our breath in the moment; to simply accept what is happening at the very time you're breathing and to let		
go	o of judgments or expectations while you're doing so. Sitting is generally preferable with a posture that's self-		
sı	apporting instead of leaning against a chair. Be sure your legs lie comfortably without requiring muscle tensic		
to	o hold them in place. If you're more comfortable lying down and you can stay awake, this will work as well. In		
your eyes closed or Begin by bringing	hatever position you choose, keep your head, neck and body somewhat aligned. You can do the exercise with		
	our eyes closed or open. If your eyes are open rest them on a particular object to help maintain your focus.		
	egin by bringing your attention to the breath. As you breathe in be aware you're breathing in and when you		
	reathe out, be aware of this as well. Let your breath come and go naturally and be present for the full duration		
of	f the breath. In this particular exercise there's no need to use visualization or mantras. Just watch your breath		
cc	oming in and going out like the waves on the ocean.		
The technique sounds simple enough but as you become involved in the practice you may find your			
to	o wander and you lose your focus. You might get lost in memories or thoughts about the future. Be sure not to		
be	ecome discouraged, rather simply acknowledge the wandering and come back to the meditation.		
G	ood luck with your practice. If you would like more information about this topic or any mental health or		
st	abstance abuse concern, please contact Behavioral Health Services at 836-1582.		
В	est regards,		
L	ису		

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, 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:

Behavioral Health Services: Sheryl Yoder, MA, LCPC; Becky Derry, MSEd, LCPC; Kim Laird, MS, LCPC;

JoAnna Eidson, MS, MSW, LCSW

Cardiopulmonary: Darlene Zeh, RRT

Emergency Services: Dr. John Pieniazek; Mia Stefani, RN; Ann Biddenstadt, Patient Care Technician;

Dr. James Brown

Home Health: Karen Kelso, RN

McDonough Medical Group: Dr. Tamara Smith; Dr. James Gonzales; Dr. Scott Wright; Sue Adams, FNP;

Jodi Abernathy, FNP; Dr. Jeffrey Sparks; Sue James, Receptionist

Radiology: **Lisa Pennington**, RT(R)(M)

Senior Behavioral Health: Dr. Sajjad Sarwar; Dr. Scott Wright; Shayla Weedman, Recreational Therapist;

CL Tarantola, Recreational Therapist; John Sanchez, RN; Becky Luttrell, RN; Dawn Stambaugh, RN;

Rachel Swift, CNA; Chanda Vawter, Secretary; Corrie Swenson, CNA; Tracy Iversen, CNA;

Heather Uppinghouse, Secretary; Josie Bauer, Secretary; Rita O'Donnell, Social Worker; Carolyn Cox, Social

Worker; Sam Valley, CNA; Layne Stambaugh, NP; Jenny Hickle, CNA; Sheila Ham, RN

Sports Medicine and Rehabilitation Services: Jen Wagoner, PT

Surgical Services: Julie Justice, RN; Kim Williams, RN; Dr. Shea Trost

Administration received personal acknowledgements from patients for outstanding care from the following employees:

Home Health: Karen Kelso, RN; Kayla Anderson, RN; Darlene Row, RN

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

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

Todd Rash

Purchasing

MVP Thank Yous - \$25

Scott Dexter

Plant Engineering

Ann Biddenstadt (Not Pictured)

Emergency Services





Family Clinic Update

New location, new name — Same friendly faces!

The MDH Family Clinic is excited to start seeing patients in the new clinic on July 25.

This new space will provide high-quality, patient-focused, team-based care and a new electronic health record that will allow us to seamlessly coordinate patient care between providers.

For more information about the MDH Family Clinic providers, visit mdh.org and click on Find a Provider.

You're invited to a community **OPEN HOUSE**

in celebration of the completion of... McDonough Medical Group's

FAMILY CLINIC

Thursday, July 21 4:00-6:00_{PM}

Health Services Building 2 | Suite 213 Enjoy light refreshments Providers and staff will be available for tours and questions

Providers joining the clinic:















Dr. Brianne Wehner

*Starting in August

MDH Obstetrics & Gynecology Clinic Has Moved

New location

Health Services Building 1 | Suite 102

For more information or to schedule an appointment, call (309) 836-6937





Tamara Smith, DO





Sharie Harden, CNN Certified Nurse Midwife



Nomen's Health Nurse Practitions renda Powell Allen, WHN



Mary Thompson, CNN Certified Nurse Midwifi

We look forward to seeing you at our new location!

Thank you

When I first started writing this letter in April, I wanted to be sure that I took adequate time to choose just the right words to "sing the praises" of your Nurses and CNAs in Acute Care. They were WONDERFUL! I saved the letter with the intention of finishing it the following week and that just didn't happen. I am so sorry.

My mother was hospitalized twice during the months of February and March. Each time the duration of her hospitalization was about two weeks, starting in Acute Care and ending in Swing Bed both times. I stayed with her around the clock (going home only to shower) and witnessed firsthand the amazing care she was given by the Nurses and CNAs on every shift.

Although each Nurse and CNA had their own personal strengths and skills, all exhibited compassion, patience, professionalism and attentiveness. They treated my mother like they would have treated THEIR OWN MOTHERS! And I can't think of a bigger compliment to pay than that one. I truly felt as though these Nurses and CNAs took a PERSONAL interest in my Mom. Even when they weren't assigned to her room, they would pop in to see how she was doing and to say hello. They made us feel like she was their favorite patient!

There was a time when my Mom was in pretty bad shape, and things were "touch and go" for a few days. Your Nursing and CNA staff was always supportive and caring. They tried to find ways to make my Mom more comfortable and were always trying their best to aid in her recovery. But they didn't just take care of her--they were always kind to mer too, asking if there was anything they could do for ME as well- and trying to comfort me when I was feeling scared and sad. They cared for OUR WHOLE FAMILY!

Over the course of Mom's hospital stays, I kept thinking (in regard to the MDH Nurses and CNAs) "these people LOVE what they do - this is not just a job to them - they were <u>meant</u> to do this." No matter what care was needed, (and sometimes the procedure was not a pleasant one) they always tackled it with a smile, pleasant demeanor and positive attitude. When we pushed the call button, someone always came promptly.

My Mom is 95 years old and has been hospitalized in other hospitals (very prestigious Chicago-are hospitals) in the past where she didn't receive the high caliber care that she received from the Nurses and CNAs at MDH. The care she received from your Nursing and CNA staff at MDH was excellent! We couldn't be more pleased. We sing your praises!

Sincerely, MDH Patients Daughter

A big thank you to the following individuals who participated in the Leap Frog Survey:

Carol Rowland Maguire, Pam Murphy, Joann Mutch, Connie Elting, Kristi Green, Maggie Goettsche, Wanda Foster, Angie Waller, Crystal Dobbs, Terry Hostert, Sherri Hitchcock, Jeannie Hamilton, Tammy Eckert

The Leapfrog Hospital Survey collects and transparently reports hospital performance, empowering purchasers to find the highest-value care and giving consumers the lifesaving information they need to make informed decisions. The Hospital Safety Score, Leapfrog's other main initiative, assigns letter grades to hospitals based on their record of patient safety, helping consumers protect themselves and their families from errors, injuries, accidents, and infections.

Thank you to **Dr. Trost**, his family and church members for helping pull weeds & put mulch down in the Pendell Garden on June 4. Around 22 people showed up to help with this project on a wonderful sunny day.

Becky Moon- Plant Engineering



President's Report

The MDH Board of Directors met June 20, 2016. Here is Mr. Boyd's report to the Board for the accounting period of May 17 through June 20, 2016.



Quality and Innovation

Service Excellence

Service Excellence is reporting negative and mixed patient comments trends each month to the Quality Council by categorizing comments under a service/ quality issue using the Institute of Medicine's six quality aims:

- 1. <u>Safe:</u> Avoiding harm to patients from the care that is intended to help them.
- 2. <u>Patient-centered:</u> Providing care that is respectful of and responsive to individual patient preferences, needs, and values and ensuring that patient values guide all clinical decisions.
- 3. <u>Timely:</u> Reduce waits and delays in care.
- 4. <u>Effective:</u> Care should be evidenced based.
- 5. <u>Efficient:</u> Avoiding and reducing waste including waste of equipment, supplies, ideas, and energy.
- 6. <u>Equitable:</u> Providing care that does not vary in quality because of personal characteristics.

Following the categorization of comments, an output characteristic is identified, which drives improvements on processes related to the comment. By recognizing these trends, several system processes have been identified and include access to care, communication, attentive to needs, throughput, essential behaviors, and care coordination.

By using this formal reporting method, we can determine improvement opportunities that will foster safer and higher-quality care.

Projects

HOME TO STAY

The ending of MedHost has ended the LACE tool that assessed a patient's risk of readmission or death within 30 days. A LACE tool for Cerner may take awhile to complete due to (1) learning curve with new Cerner report writer and (2) converting the diagnosis codes in the old tool from ICD-9 to ICD-10 for the new tool.

Patient Safety

MDH submitted three quality excellence achievement award applications to the Illinois Hospital Association focusing on the following:

- Reducing the Risk of Venous Thromboembolism (VTE)
- Reducing the Risk of Hypoglycemia in the Inpatient Setting
- Emergency Room two-bin Kanban system for supplies.

The awards recognize and celebrate the achievements of Illinois hospitals and health systems in innovating and transforming Illinois healthcare. Hospitals and health systems submit projects aligned with the Institute for Healthcare Improvement's (IHI) Triple Aim and the Institute of Medicine's (IOM) six aims for improvement, focusing on: Care Delivery, Equity/ Diversity, Operational Excellence, Patient Safety and Quality, and Population/Community Health. MDH received the quality excellence achievement award for rural/critical access hospitals in 2014.

The Fall Prevention Team continues their improvement efforts on reducing harm occurring from patient falls. The two-year fall prevention program is in the sustainment phase of the project. MDH will be presenting their hospital story and improvement efforts on the July 20th falls prevention learning network webinar. Focused areas of improvement include the addition of patient safety alarms to all patient rooms, revising and implementation of the post fall huddle and creation of the electronic audit process.

MDH has joined the IHA-MHA HEN in efforts to engage in innovative and teambased strategies to reduce patient harms by 40% and preventable readmissions by 20%. On May 12th, MDH participated in the Midwest Alliance for Patient Safety Safe Table Event sponsored by the HEN which provided catheter associated urinary tract infection prevention education and innovative ideas to improve patient care.

Infection Control

Our facility is adding another safety product for patient care. Needleless plastic vacuum containers are replacing glass vacuum containers. These containers are used to draw fluid from a patient and the needleless and plastic components of the product increase safety for staff.

We are also moving to a standardized process and product for pre-treating equipment that we send to Sterile Processing. This process will facilitate pre-cleaning and protection of our equipment.

Physician Recruitment/ Retention

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

Outpatient Primary Care

We have completed the licensure processes for Drs. Wehner and Patel and are focusing on Dr. Ali's on-boarding processes at this time. We are excited for the combined, community welcome reception on Tuesday, August 30th in the hospital auditoriums A & B from 4PM-6PM.

OB/GYN

The active search for a full-time Obstetrician & Gynecologist to join Dr. Tammi Smith is underway. Dr. Smith and Adrian MacGregor are continuing to evaluate several expressions of interest. Dr. Reinertson's interim practice is progressing well. Work continues with Drs. Smith, Reintertson,

Sharie Harden, Brenda Powell-Allen, Mary Thompson and the MMG administrative team to transition to expanded space, later this month.

Advanced Practice Provider

Convenient Care: Lyndsay Bedwell, FNP has accepted our third, fulltime opportunity within Convenient Care and will be starting with us later this summer upon the completion of her training program, board certification, and licensure processes.

Psychiatry: Our second, full-time Psychiatric Nurse Practitioner has signed her letter of agreement and we are finalizing pre-hire processes as well as confirming a start date at this time.

Pediatrics: A Pediatric Nurse Practitioner has signed her letter of agreement upon successful completion of her training program, board certification, licensure and other on-boarding processes. It is our anticipation that this individual will be starting with Dr. Balbort on/around January 2017.

Outreach Services

Outreach & Provider Programming

Dr. Minter provided a community Outreach program to residents at Lafayette Square this month in regards to the importance of taking advantage of the Medicare Wellness Exam. Outreach Services staff are working with Dr. Pavlovic and the Pain Management Group regarding a series of on campus and community introductions to the services.

Occupational Health

We are awaiting the confirmation of acceptance from Macomb Schools regarding a three year employee wellness proposal. We should learn of their decision this month. Stephanie Crockett, Health Educator with Outreach Services coordinated visits to NTN Bower Corporation this month with Dr. Brown, Mike Vansteel of Emergency Services and Joann Mutch,

Laboratory Services to review and enhance the injured employee protocol for NTN Bower employees.

Information Systems

Cerner Electronic Medical Record

We have successfully made the jump to Cerner for the hospital and clinics. We are 2 weeks into the transition, but not without experiencing growing pains with new workflows and changes in how to find information in the new system. The subject matter experts and super user process has been a help in the transition. The on-site Cerner staff have now left the building and taken the training wheels with them. It's up to our departments to stabilize our processes and move forward with the changes.

Optimum Payroll and Time and Attendance

Staff are now able to access their paystubs, update address, phone and emergency contact information via the Internet. We are phasing out the paper printing of the direct deposit stubs in May. We are working with Optimum on the final version of the time clock that will incorporate a finger print reader for employees to clock in/out.

Financial Performance May 2016

Volumes were again down in all of the inpatient areas with the exception of Newborn admissions which surged this month. The results were low average daily census as well as the total patient days for the month in most all areas. There were more patient days in the Intensive Care Unit as well as Obstetrics (as expected with the newborn surge) than budgeted but overall, patient days were down 13.1% in acute care areas. Swing Bed and Senior Behavioral Health admissions did just slightly better this month though both were still around 45-46% below budget. On the outpatient side, volumes were again mixed. Surgical services were relatively

flat though we did see mixed results in the other ancillary departments like Radiology noting a 34.2% positive increase in Ultrasounds, 15.9% increase in CT Scans and a 13.3% increase in MRI Scans. Mammography struggled with 30% below budget. Emergency Department visits were down by 16.5% and down from last year and Convenience Care visits were down as well. On a positive note, Lab and Home Health visits saw some nice increases.

Total Patient Revenue for the month was just below the fixed budget by 1.9% with the largest dollar variance being in Emergency Services, down \$237K from budget due to the volume decrease. Total Deductions from Revenue was negative to budget by 5.5% due to the mix of payors including an increase in Medicare and Medicaid services. Net Patient Revenue ended the month below the fixed budget by \$826K. The large increase in Other Operating Revenue was due to the Meaningful Use incentive. We received \$107K during this month. Total Operating Expenses were below the fixed budget by 6.7% or \$455K. All in all, we ended the month positive -- a bottom line of \$142,011 - though \$168K below the fixed budget for the month.

Total Operating Revenue YTD overall is still above budget by 2.0% or \$1.5M with Total Operating Expenses below budget YTD by 2.7% or \$1.9M. YTD Net Income is \$6.5M -- well above budget and last year.

Facility Planning

MDH Project

- Work in the old ER area is substantially complete and paperwork requesting occupancy is being finalized to send to IDPH.
- The West wings of Acute Care have received permission to occupy from IDPH.
- The East wing of 2nd floor Acute will be closed the week of June 20th

- to permit the sprinkler company to go back and make the corrections required by IDPH following their inspection.
- Work on the final phase of the project, the North and South corridors of 2nd and 3rd floor has begun with and estimated completion date in early September.

HSB II Renovation

The work to finish out the shell space on HSB 2 second floor is moving along very well with completion still scheduled for the end of June.

Pain Clinic

Painting of the area is complete and scheduled to open the week of June 13th.

MDH OB/GYN Clinic

MDH is set to take possession of the space of the former practice June 11th. Little renovation is planned however, there will be some minor repairs made and the area furnished with new equipment by the time they see patients on June 27th.

Public Relations Report

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

Website and Social Media

During May there were 19,796 home page visits, 3,657 career views and 12,118 calendar views.

The MDH Facebook page is now at over 1,345 likes, gaining 43 likes in May. Twitter has increased to over 280 followers. Information promoted in May on Social Media included: donations to the Women's Center campaign from; McDonough Power, Charlene Callison and Larry Balsamo, Pumo Insurance, Rotary Club, and State Bank of Industry; National Hospital Week celebration, Senior Behavioral Health Meet & Greet, Pain Management Center, Childbirth Classes, Prairie Cardiovascular, job of the week, Apple Award, and Centralized

Scheduling. The most viewed and liked post in May was the donation to the Women's Center from Charlene Callison and Larry Balsamo. This post reached over 11,500 people, was clicked on by over 1,500 people and received over 500 combined comments, likes and shares.

News media

May news included the following: donations to the Dolores Kator Switzer Women's Center campaign from; McDonough Power, Charlene Callison and Larry Balsamo, Pumo Insurance, Rotary Club, and State Bank of Industry; Quality Leadership Conference and Quality Improvement Show Case attended by Maggie Goettsche and Ashley Frederick, the announcement of the Pain Management Center, implementation of centralized scheduling, increased partnership with Prairie Cardiovascular, childbirth classes and Senior Caregiver Support Group for May.

Advertising/Marketing

Commercial spots are running for Sports Medicine & Rehabilitation Services, Home Health and general MDH spot. General radio spots include Obstetrics & Gynecology Clinic, Pain Management Center, Senior Behavioral Health, Orthopedics & Sports Medicine, and Home Health. Other May advertising included; Senior Behavioral Health, Home Health & Hospice, Orthopedics, Obstetrics & Gynecology Clinic, Pain Management Center and Prairie Cardiovascular.

Other

WGEM news ran a story on May 11 regarding the Dolores Kator Switzer Women's Center, speaking with Vicky Kipling, Foundation Leader and Dr. Tamara Smith. They also ran live shots from MDH during the 5 and 6 pm news spots.

Foundation Report

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

Annual Support

In May \$34,732.20 was received and \$292,500.00 was pledged for a total of \$327,232.20 raised; 327 gifts and 15 memorials were processed. Some of the areas receiving support included: Dolores Kator Switzer Women's Center (DKSWC), Alzheimer's Support, Century Club, Golf, Hospice, and PROS.

PROS

The annual recognition & recruitment Summer Block Party is set for Wednesday, June 22, near the Pendell Garden. Morrison Food Service will cater a BBQ themed meal serving dogs and brats hot-off-the-grill with a variety of toppings, baked beans, chips, cookies and soda. PROS members will receive a recognition gift and sign up to win prizes! All employees (including Morrison/Crothall), medical staff, board members, auxilians, volunteers, and campus friends are invited to attend. To date, \$1,790 has been sold in MDH apparel and promotional items available through the on-line store and in the Foundation office. The Fitness Room renovation is nearing completion! Estimated date of completion is June followed by a grand opening event in July for all to attend.

Golden Apple Society

Plans are underway for the July 27th Summer Social at the home of Barb and Jack Baily. The next meeting is scheduled for June 2.

Golf Tournament

A kick-off meeting was held on May 9 to begin plans for this year's golf tournament on Saturday, September 10, at Gold Hills. Citizens is the Tournament sponsor! Work developing the brochure and fliers has begun.

Business Relations

On May 11 and 12, Kenny presented "What's Happening at MDH" at two CEO Roundtables to 63 business leaders and government officials. The sessions included updates on

facility planning and renovations, new equipment, financial status, and medical staff updates followed by Q&A.

DKSWC Capital Campaign

A campaign committee meeting was held on May 18. To date, nearly \$3.7 million has been raised toward the DKSWC Campaign goal of \$5.5M. Charlene Callison and Larry Balsamo pledged \$250,000 for the Callison Nursery in honor of Charlene and her mother Marion P. Callison. State Bank of Industry pledged \$21,000; Purdum Gray Ingledue Beck pledged \$22,000; Farmers & Merchants State Bank of Bushnell pledged \$20,000; Table Grove State Bank pledged \$15,000; Cathy Early/State Farm pledged \$12,400; No Place Like Home pledged \$12,100; and Noon Rotary donated \$1,000. A grant application was submitted to Community Foundation for West Central IL and North East MO. A total of \$1,520 was raised from the DKSWC shirt sales and "Casual for a Cause" in May. Committee members continue to meet with individuals and businesses in support of the project. The next meeting is set for July 13.

Other

New lighting in the Pendell Garden was installed and plans to add potted plants and to replace a tree is scheduled for early June. These beautification improvements are made possible by on-going donations from Tim and Diann Pendell; interest income from the Horrabin fund; and the MDH PROS!

Foundation Board

The next Board meeting is scheduled for August 10 to be followed by the annual meeting.

Memory Matters Raises over \$18,000 for MDH

On June 2 & 3, 77 lady golfers took part in the Memory Matters Ladies Golf Classic to benefit Alzheimer's Services at MDH. Participants enjoyed a cocktail party/caddy auction and 18 holes of golf followed by lunch & awards at the Macomb Country Club.

A special thank you to the committee, volunteers, donors, sponsors, watering hole bartenders, golfers, and caddies; Gary Sutton (PGA Professional) for organizing the tournament; Kassie Courson, Kim Hall, and Julie Bland for assisting with registration; Mike Woodrum for driving the beverage cart; Caitlyn Herzlinger for warm-ups; and Kelly Shiraki from Outreach Services for taking pictures and educating participants about Alzheimer's disease.

Championship Flight

1st Place: *State Farm*~ Cathy Early, Virginia Diehl, Lia Lukkarinen and Diane Bruns 2nd Place: *GLOVES*~Vicki Green, Linda Elsea, Kathy Orban and Kathy Veroni

First Flight

1st Place: *Memory Makers*~ Penny Lawyer, Jan Clough, Terri Burnham and Andrea Williams

 2^{nd} Place: Sunshine Seniors \sim Bev Riedel, Sheila Baldwin, Joanne Findley, Jo Flack and Rosemary Aten

Spirit Award: *First Bankers Trust Company*~ Leslie Westen, Debbie Collins, Lynn Allen and Amy Bruenger

Longest Drive: Janet Wigglesworth

Closest to the Pin: Sarah Hoyt Longest Putt: Vicki Green

A big high-five to the Celebrity Caddies who catered to the ladies!
Dr. Tim Biagini, Kenny Boyd, Seth

Minter, Ron Runser, Steve Silberer and Gary Sutton

The MM committee did an outstanding job coordinating this successful event!

Ann Comerford Jami Minter
Cathy Couza Kathy Orban
Cathy Early Amber Patrick
Kelly Hamm Amanda Silberer
Lois McMahan Margaret Taylor

Event Sponsor



Cocktail Party Sponsor

MDH Orthopedics & Sports Medicine Dr. Scott E. Urch







PRIS Fitness Room now OPEn!

All MDH employees, physicians and staff, Morrison and Crothall employees are now invited to use the *new and improved*PROS Fitness Room located in the lower level of the hospital.

- Open 24/7, 365 days a year
- MDH badge entry and gym shoes required
- Features circuit weight machines, 4 treadmills, 2 elliptical arc trainers, stair master, ab-fit, stationary bikes, tv's with cable, DVD player, handweights, locker rooms, shower & more
- Fitness classes offered on Tuesdays and Thursdays from 5:00-6:00PM by certified instructor, Amy Fansler Milas

Join us for an Open House Wednesday, July 13 ~ 2:00-4:00Pm

Questions? Contact the Foundation office at ext. 13794 or email jncook@mdh.org.





Brought to you by PRIS