

Traveling Trophy Awarded

Congratulations to Nuclear Medicine!

Congratulations to Nuclear Medicine for receiving the highest score on the March Interdepartmental Satisfaction Survey. The staff in Nuclear Medicine received a mean score of 100 with an overall percentile ranking of 96%!!!

Pictured are (l-r): Joann Mutch, Emily Hanson and Janet Wayland



Each Day is a New Way to be Healthy! Try a Shaker Salad Today!

Monday

Buffalo Chicken & White Barley Shaker Salad



Tuesday

Southwest Black Bean & Ruby Wild Blend™ Shaker Salad



Wednesday

Spicy Quinoa Cobb Shaker Salad



Thursday

Chef's Shaker Salad with Wheat Berries



Friday

BBQ Chicken & Ruby Wild Blend™ Shaker Salad



Now at Cafe 525

IN HARVEST

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

Just Married

Abigail Bowen and **Michael Bernhart** were married on May 27. Abbie is a Float Clinic LPN for the MMG.



MDH Says Goodbye

Brooke Acosta, BHS Specialist, BHS, 6/26/17

Riley Burgon, Histologist, Laboratory, 6/1/17

Jessica Connour, CNA, SBH, 5/29/17

Rebecca Corbett, Pharmacy Tech, Pharmacy, 6/3/17

Christy Curtis, Scheduler, Centralized Scheduling, 5/19/17

Shelby Divan, RN, Home Health, 6/20/17

Jesse Friday, Pharmacy Tech, Pharmacy, 5/30/17

Janet Killey, HR Clerk, Human Resources, 5/22/17

Terri McHugh, Leader, Service Excellence, 6/21/17

Leann Neubauer, RN, Obstetrics, 6/13/17

Audrey Norton, Secretary/ Receptionist, WISA, 5/23/17

Charles Swift, Paramedic, Ambulance, 6/2/17

Abigail Welker, Scheduler, Centralized Scheduling, 5/19/17

Job Opportunities



<u>POSITIONS</u>	<u>DEPARTMENT</u>	<u>SHIFT</u>	<u>STATUS</u>
Assistant	Staff Development	Days	24 hrs/wk
Leader	Emergency Services	Days	Full-time
Leader	Health Information Mgmt.	Days	Full-time
LPN	Internal Medicine	Days	Full-time
RN	Intensive Care Unit	7p-7:30a	Full-time
RN	Senior Behavioral Health	7p-7:30a	24 hrs/wk
RN	Senior Behavioral Health	7p-7:30a	Full-time
RN	Acute Care	7p-7:30a	Full-time
RN	Emergency Services	7p-7:30a	Full-time
RN	Operating Room	Days	Full-time
CNA	Senior Behavioral Health	7p-7:30a	Full-time
EMT	Ambulance	Variable	Full-time
EMT	Ambulance	Variable	24 hrs/wk
Paramedic	Ambulance	Variable	Full-time
Paramedic	Ambulance	Variable	24 hrs/wk
Public Safety Officer	Public Safety	7p-7:30a	24 hrs/wk
Parking Attendant	Valet Parking Services	Days	24 hrs/wk
340B Pharmacy Technician	Pharmacy	Variable	Full-time
BHS Specialist	Behavioral Health Services	Variable	Registry
Hospitalist	Hospitalist		Full-time
MT(ASCP)	Laboratory	Variable	Full-time
Physician	Pediatric Clinic	Days	Full-time
Speech Pathologist NONEX	Sports Medicine and Rehabilitation Services	Days	Full-time

Full list also available online at www.mdh.org

As of June 21, 2017

Positive Facebook Reviews

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



I am 36 weeks pregnant and was having mild contractions (ended up on an iv for dehydration) so I went in to labor and delivery and as usual they treated me with respect they were kind and actually cared for my opinion. Happy to be having my baby in such a caring clean environment.

New Faces at MDH

MDH Welcomes New Employees



Kesi Fields

Kesi is a Food Service Aide in Food and Nutrition Services. She is originally from Macomb.



Delaney Hunter

Delaney is a Paramedic in Emergency Services. She is originally from Roseville and enjoys relaxing with her pug,

Bella.



Erica Lenardt

Erica is a Food Service Aide in Food and Nutrition Services. She is originally from Macomb and in her spare time, enjoys petting dogs.



Jennifer Rehm

Jennifer is a Clinic Supervisor in MMG Administration. She is originally from Fort Madison and is married

to Matt. They have two children together, Caden and Jacie. Jennifer enjoys gardening, Hawkeye Sports and watching her son's sporting events.



Susan Walton

Susan is a Registered Nurse for Utilization Review. She is originally from Olney and is married to Tony.

They have two children, Wesley and Andrew. Susan enjoys reading, gardening, boating and her pets.

MDH Welcomes New Interns



Julie Carranza

Julie is a Phlebotomist Intern in Laboratory. She is originally from Joliet and enjoys listening to music and practicing creative art.



Cheyenna Howell

Cheyenna is an Intern in Family Clinic. She is originally from Bushnell and has two children, Taylor and Harlee.



Julie Newell

Julie is an Intern in Family Clinic. She is originally from Wyoming.



Tosin Omoniye

Tosin is an Intern in Outreach Services. She is originally from Nigeria. She currently lives in Macomb with

her husband and one child. Tosin enjoys writing and visiting.



Shellie Wear

Shellie is a FNP Intern in MMG. She is originally from Fountain Green and is married to Tom. They have three kids, Stefan, Swayer and Karly. Shellie enjoys watching her daughter dance and Packers football.

MDH Welcomes New Volunteers



Alyssa Bienemann

Alyssa is originally from Brimfield. She is a current graduate student in Health Sciences and Public Health.



Parris Grace

Parris is originally from Chicago and is a student at Spoon River College, pursuing a Nursing Degree. She is currently

a Certified Nursing Assistant and Certified Medical Assistant with completion of phlebotomy. Parris has four children and seven grandchildren. She enjoys gardening, music, art and walking.



George Richbark

George enjoys woodworking, music, gem cutting, jewelry making, fishing and riding his pontoon boat

at Lake Argyle.

Stork Landings



Joshman and **Stephanie Crockett**

are the proud parents of a baby boy, Aiden Cristofer. Aiden was born on June 1. Stephanie is a Health Educator in Outreach Services.

Moving Around

Ashley Behymer is an OB RN after previously working as an OB/GYN Clinic RN.

Jessica Berger is a Service Excellence Supervisor after previously working as an Assistant in the department.

Rosa Feld is a Histotechnician in Laboratory after previously working as a Phlebotomist for the department.

Kaila Spahn is a Registered Nurse in Acute Care. Kaila previously worked as a Wound Care Registered Nurse.

Hand Hygiene

Clean Hands Count!

Do you use Hand Hygiene when you should?

- Healthcare personnel practice hand hygiene about half the time they should. Hand hygiene is often not practiced:
- Immediately before touching a patient, performing an invasive procedure, or manipulating an invasive device
- Immediately after touching a patient, contaminated items or surfaces, or removing gloves
- After removing gloves
- After touching items or surfaces in the immediate patient care environment, even if you didn't touch the patient while you were there



Why should I practice Hand Hygiene if I didn't touch the patient?

- Bacteria can survive for DAYS on patient care equipment and other surfaces.
- Surfaces in the patient care environment – including bed rails, IV pumps, and even computer keyboards - are often contaminated with bacteria.
- It's important to practice hand hygiene after you leave the room, even if you only touched patient care equipment or other surfaces.

McDonough District Hospital's Senior Behavioral Health is offering community education on the topic of

The Importance of Having a Power of Attorney.

To schedule a free talk for your community group, residents, clients, patients or parents, call Lynn Allen at (309) 836-1568 or email lmallen@mdh.org



Out and About

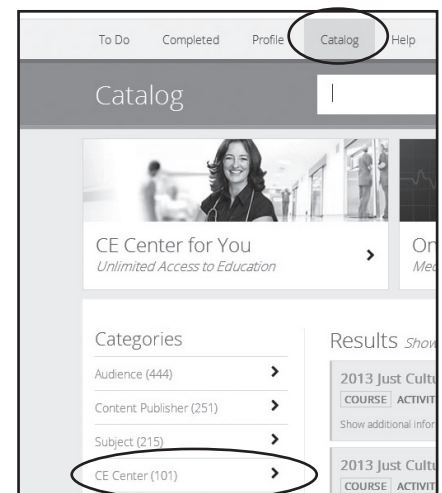
Several Behavioral Health Services staff were involved in a Grief and Hope Retreat for children on June 11, held at Lakeview Nature Center near Spring Lake. The afternoon consisted of a yoga session, circle time, making a clay memorial project, and walking the prairie labyrinth. Children were able to share about someone they had lost with other children who experienced similar loss, and learn new coping skills to deal with their emotions. Refreshments and library resources were shared with participants, and one young man gifted everyone with a handmade braided bracelet his father made before he died. Facilitators and volunteers from MDH included **Sheryl Yoder**, **Susan Denecke**, **Jo Anna Eidson**, and **Leah Rybakowski**. **Kelly Shiraki** and **Dr. Liberty Balbort** were on the steering committee.

Finding CE Courses on HealthStream

It is possible to find a variety of courses to obtain CE credits through HealthStream's course catalog. This can be done by logging into HealthStream and clicking on "**Catalog**" in the banner across the top of the page. On the left-hand side, find "**CE Center**". This will generate a list of all the courses in HealthStream with CE credits attached to them. From here, you can filter by specialty if you wish to do so. These courses are available to all MDH employees and are FREE. To ensure that you receive the appropriate credits from taking the course, make sure that your license information is filled out in Healthstream by going to "**Profile**" in the top banner and clicking "**Licenses**".

Here you may enter any license information you have or make sure the information already in your profile is correct.

Staff Development is happy to assist with any questions you may have.



Thank you!

The OB team would like to give a big thank you to all of the departments involved with the IDPH Hemorrhage project! Over the past few months approximately 65 staff members were involved in several hours of educational training, skills stations, simulations and process changes. The project included all OB, OB Providers, Surgical, Anesthesia, PAR, Respiratory Therapy and ICU nursing staff.



July Meetings Calendar

Wednesday, July 12

PHO Office Managers, 12:00 PM, PDR

Thursday, July 13

Department of Medicine, 12:00 PM, Auditorium A/B

Friday, July 14

Exec Committee, 12:00 PM, PDR

Wednesday, July 19

- OB-Gyn Department, 12:00 PM, Auditorium B
- PHO Board of Directors, 12:00 PM, PDR (tentative)

Thursday, July 20

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

Friday, July 21

Medical Staff, 7:00 AM, TFBR

Friday, July 28

Medical Staff Quality Improvement, 12:00 PM, TFBR

...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.

APPLE Winner May 2017



Vickie Vawter

Please join me in congratulating **Vickie Vawter**, Patient Care Technician in Emergency Services, on being named the recipient of the MDH APPLE Award for May 2017. APPLE stands for “Achieving outstanding Performance in Patient care, Leadership, Loyalty and Enthusiasm for MDH.”

Vickie began her employment at MDH on July 27, 2015 as a Certified Nurse Assistant in Acute Care. She transferred to Emergency Services in her current role as a Patient Care Technician on September 6, 2016. Vickie keeps her focus and does an outstanding job in a busy Emergency Room. She always ensures the department is well stocked and ready for anything that may be around the corner. She remains positive even in stressful times. She is very helpful to her co-workers in numerous ways.

Vickie provides such exceptional care that patients often seek out her supervisor to offer their praises for Vickie’s kind, compassionate care. She makes patients feel more at ease in an often difficult time and constantly makes them smile or laugh. Vickie offers a warm blanket, a listening ear and a caring smile to each of her patients. She doesn’t do her job for the gratitude or for the acknowledgement. Vickie assists patients, family members and staff because she is an all-star with a big heart.

A nominator explains that Vickie demonstrates compassion, kindness and extreme joy to patients and her co-workers and in her job. She is dependable and trustworthy. She continually demonstrates the true definition of service excellence. A nominator states, “Vickie is a total rock star. Vickie doesn’t care for people the way she does because she needs to be noticed or to win an award – I truly believe she does it because it’s what she loves and who she is.”

Vickie has two children, Jennifer and Jacob. In her spare time, she enjoys shopping, walking and being outdoors.



Stories from the Heart

I witnessed a selfless act of kindness today. **Lynn Durso**, RT, always goes above and beyond for her patients, but today she showed her compassion and heart. She used her own money to help a mother and son stay in contact. A patient was speaking to Lynn about her son being in basic training. Lynn suggested that she write notes to him because her own son really enjoyed them while he was in the military. The patient responded that she had lost her job and she could not afford to write him. Lynn then proceeded to take her own money to the gift shop and buy stationary and stamps for the patient. Lynn shows how much she cares every day. This example is one of many.

-Anonymous

I would like to extend a Big Thank You, for the people that work in this hospital and I mean all the people. The care and compassion that was given to my father (Gordon “Reece” Rogers) during his last days on this earth was outstanding. I know in my heart, my father felt your genuine concern for his health both physically and mentally. It makes one very proud to be a member of this hospital staff. Again, Thank You all for all you do.

-Steve Rogers

July Calendar of Events

Suicide Support Group

Monday, July 3

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

Bereavement Support Group-New Horizons

Mondays, July 3 & 17

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

Anger Management

Tuesdays

3:30-5:00 PM Health Services Building 1 Auditorium
Pre-registration required.
Call Behavioral Health Services at (309) 836-1582.

Divorcing Parents Education Program

Friday, July 7

1:00-5:00 PM, HSB 1 Auditorium
Cost: \$60.00 payable at session, Pre-registration required.
Contact Behavioral Health Services (309) 836-1582.

Community CPR Class

Tuesday, July 11

6:00 PM, Auditoriums A & B, Auxiliary workroom & conference room
Fee: \$32. Pre-registration required.
Contact MDH Outreach Services at (309) 836-1584.

Look Good Feel Better

Monday, July 17

4:00-6:00 PM, Auxiliary Workroom
Pre-registration required.
To register contact Outreach Services at (309) 836-1584.

Pediatric Advanced Emergency Assessment (PEARS)

Tuesday, July 18

8:30 AM-4:00 PM, Auditoriums A & B
Pre-registration required. Fee \$110 plus \$35 book
Free for MDH employees with leader approval.
Call Staff Development at (309) 836-1654.

Cesarean Section Class

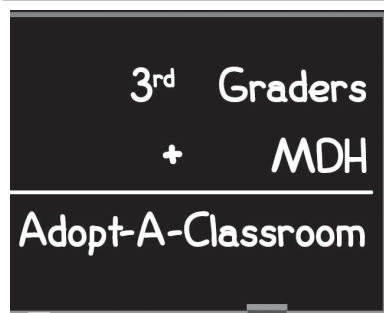
Thursday, July 27

7:00-9:00 PM, Auditorium B
Pre-registration required.
Call Obstetrics at (309) 836-1570.

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

Saturday, July 29

8:00 AM-4:30 PM, Auditorium A & B
Pre-registration required.
Call Obstetrics at (309) 836-1570.



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 the students to talk about what a typical day looks like for an orthopedic surgeon. From looking at slides of x-rays and MRI's showing fractures, arthritis and other conditions to putting on full scrubs; gown, gloves and mask to work on a patient.

The students received MDH chapstick as a souvenir.



Memory Matters Raises over \$16,500 for MDH

On June 1 & 2, 67 lady golfers took part in the Memory Matters Ladies Golf Classic to benefit Alzheimer's Memory Support 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 volunteers (Gary Sutton, Kassie Courson, Mike Woodrum, Monte Lowderman, Caitlyn Herzlinger and Kelly Shiraki), donors, sponsors, watering hole bartenders and golfers.

Championship Flight

1st Place: *Early Birdies* ~ Cathy Early, Virginia Diehl, Lia Lukkarinen and Diane Bruns

2nd Place: *We're ALZ in* ~ Miranda Jones, Amanda Silberer, Sheri Crandell and Joann Scholl

First Flight

1st Place: *My Friend* ~ Jenny Claudon, Jan Clough, Terri Burnham and Terra Litchfield

2nd Place: *Mis-Hits* ~ Kate Pohlpetter, Marion Blackinton and Cari Sheets

Spirit Award: *My Friend* ~ Jenny Claudon, Jan Clough, Terri Burnham and Terra Litchfield

Longest Drive: Kate Pohlpetter

Closest to the Pin: Virginia Diehl

Longest Putt: Angie Schauble

A big high-five to the Celebrity Caddies who catered to the ladies! Dr. Tim Biagini, Kenny Boyd, Seth Minter, JD Gravina, Ron Runser, Gary Sutton, Steve Silberer, Charlie Fisher and Scott Collins.

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

Dr. Afriye Amerson	Lois McMahan	Amber Patrick
Ann Comerford	Jami Minter	Amanda Silberer
Cathy Early	Kathy Orban	Margaret Taylor
Kelly Hamm		

Event Sponsor



Cocktail Party Sponsor

MDH Orthopedics & Sports Medicine
Dr. Scott E. Urch



We are very excited about upcoming PROS projects and wanted to share some outstanding achievements that PROS has accomplished over the years.

Did you know?

- PROS stands for Professionals Reach Out in Service. The primary focus is to work together to benefit MDH employees and the community by improving the environment in which we work and serve our patients.
- The PROS committee was chosen based on their leadership and commitment to MDH and we trust their decisions as to where PROS donations are designated.
- PROS has raised nearly a half million dollars since its inception in 1996.
- Past projects have included \$45K landscaping, \$48K fitness room, \$25K coin café, \$20K employee lounges, picnic tables, Pendell Garden furniture, umbrellas, teddy bears, 1st aid kits, popcorn machine, and many employee related events/functions such as Summer/Winter Blast, Big Game, Summer Block Party, on-line store and more.
- Even though not every employee uses or takes part in each event or project, they have at least benefited from one or more of them over the years.
- In addition to being a positive influence within the hospital, PROS is dedicated to the future of MDH and in making a difference in the quality of healthcare. PROS members should be very proud of these accomplishments and involvement in bringing these improvements and services to the patients we serve. After all, they are the reason we are here.
- The most recent pledge of \$40,000 to the DKS Women's Center was made by the PROS committee in December 2015 following much discussion. It was decided that the Women's Center would benefit not only the majority of employees, as they are mostly female, but also women in the community we serve which may be a friend, sister, mother, grandmother, daughter or co-worker. The new Women's Center is being built with philanthropic donations from within our community and proudly PROS has chosen to support it. The Women's Center will bring a better environment and improved services for employees and patients. Last fiscal year more than 78,000 services were provided to women and that number grows each year.

Community Support

Pink Chips

Magnolia's Restaurant & Catering donated \$266 to Linda's Fund from the "Pink Chips" promotion last October.



Coming soon...

The Foundation office will soon be implementing a Grateful Patient Program called "Healing Hands" here at MDH. We are very excited to share the opportunity for patients to say thank you for the care they received by their caregiver, by making a financial contribution in their honor. An attitude of gratitude brings great things!

Details to come!



SAVE THE DATES

PROS Summer Block Party
June 28

MDH Golf
September 9

Teddy Bear T
November 27

Jingle 'n Mingle
November 30

Festival of Trees
December 1-4



Recognition for Outstanding Customer Service

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

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

Recognition for outstanding customer service goes to the following professionals:

Cardiopulmonary: **Jerry Raby**, Cardiopulmonary Technician

Home Health: **Shelby Divan**, RN; **Megan Carter**, RN

Laboratory: **Matthew Kessler**, Phlebotomist

McDonough Medical Group: **Dr. Minter**; **Dr. Grochoswki**; **Dr. Ali**; **Dr. Gonzales**; **Dr. Smith**; **Dr. Zhang**; **Megan Clemens**, NP-C; **Sharie Harden**, CNM; **Brandy Bias**, Clinic LPN; **Renee Houser –Anderson**, CMA; **Renee Engle**, Clinic RN; **Mary Schutte**, Ultrasound Technician

OB/GYN: **Dr. Tamara Smith**; **June Sapp**, RN; **Wendy Cameron**, RN; **Shawna Sprinkle**, RN; **Sandra Heckwine**, RN

Radiology: **Dr. Weintraub**; **Shawn Stranger**, MRI Technician

Sports Medicine and Rehabilitation Services: **Jeanne Meehan**, OT

Surgical Services: **Dr. Ruiz**; **Dr. Trost**; **Steve Hilligoss**, CRNA; **Kim Williams**, RN

Valet Services: **Randy John**, Valet Parking Attendant

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

“I am very thankful for the hospice care. Everyone: nurses, aides, social worker, and the doctor were genuinely caring. Without their help my father could not have remained in his home.”

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

S M I L E V M T P X Y G Q T C H J J
E W B M I W R Y I K A D G H R G M I
Z P O C C L T I C B U L E O S U E O
Y O Z T Q H H U Q A F E O W L A R D
L P V N S O L F G W R F K B A L J T
S F P K D I C S H F A S W H N P Q U
R I D A M F K I U X J R S F E A O G
G I L T H R S L P L I M M C R U E E
I M L Q M M D S C J Q A W H M J W M
L D Q C T A W A P Z W Q B T H O R K
T M O E N I H S N U S M J I H Y W A
G D V Y K B U W J D Y G R E H L A R

Word Search!

Can you find the following words?

CHEERFUL

LUCKY

HAPPY

SMILE

JOY

SUNSHINE

LAUGH

WARM

Looking for Advice?

Dear Lucy,

I recently learned that my husband, Hank, was involved in an online affair. He says that's not what it was because he never met up with the woman and it only involved flirtatious discussions. He tells me he got involved simply as a fantasy and has ceased contact with her per my request. I believe him but am finding it very difficult to let go of the hurt. Hank says I'm over reacting and I need to get over it. I feel like he actually cheated on me. Am I being unreasonable?

Sincerely,
Heartbroken

Dear Heartbroken,

Be assured you are not over reacting and certainly have a right to feel betrayed. Your partner put your relationship at risk by being disrespectful and deceitful. Contrary to what some people think, online affairs are not harmless at all. They can cause heartache and pain for the partner at home. Virtual romances can be just as devastating as in-person affairs creating feelings of insecurity, anger and jealousy. "Cheating is when you are verbally, emotionally or physically intimate with somebody other than your spouse or partner," according to Ross Rosenberg, psychotherapist and author of the Human Magnet Syndrome.

The internet has created a whole new way for people to cheat. In the past, having an affair meant meeting up for a clandestine rendezvous, but today, interaction happens right at home. Instant messaging, chat rooms, and Facebook have made it easy for people to become romantically involved with someone else without a partner knowing. Even when people don't meet face-to-face an emotional bond occurs.

An emotional attachment to someone online means there's less interest and energy to give to their romantic partner and less value is given to their current relationship. As the cheater becomes more involved with the online person, time is taken away from family to check email or social media for messages and there is an increased demand to spend time alone, often very early in the morning or late at night, specifically to communicate with an online partner. Dishonesty becomes acceptable by the cheating partner. Also of concern is that online romances are often the precursor to a more traditional affair.

It may be helpful for both you and your husband to meet with a professional to sort out each of your feelings. It's important for Hank to explore what it was he was looking for from someone else that he felt was missing in the marriage and for you to share your feelings of being devalued and lied to.

If you would like more information about this topic or any mental health or substance abuse concerns please contact Behavioral Health Services at (309)836-1582.

Best regards,
Lucy

MMG McDonough Medical Group

On August 1, 2017, Dr. Noel Flores from the MDH Internal Medicine Clinic will be relocating. We wish him the very best in his future endeavors!

The McDonough Medical Group Primary Care Team are all accepting new patients and will work to ensure patient needs are met for a smooth transition to a new provider. Below is a list of physicians and advanced practice professionals accepting patients.

MMG Family Clinic

309-837-MYDR (6937)

Prayag Patel, MD

Brianne Wehner, DO

Richard Minter, DO

Weili Zhang, DO

Susan Adams, FNP-BC

Megan Clemens, NP-C

Jodi Heller, NP-C

Internal Medicine

309-837-9926

Haseena Mazhar Ali, MD

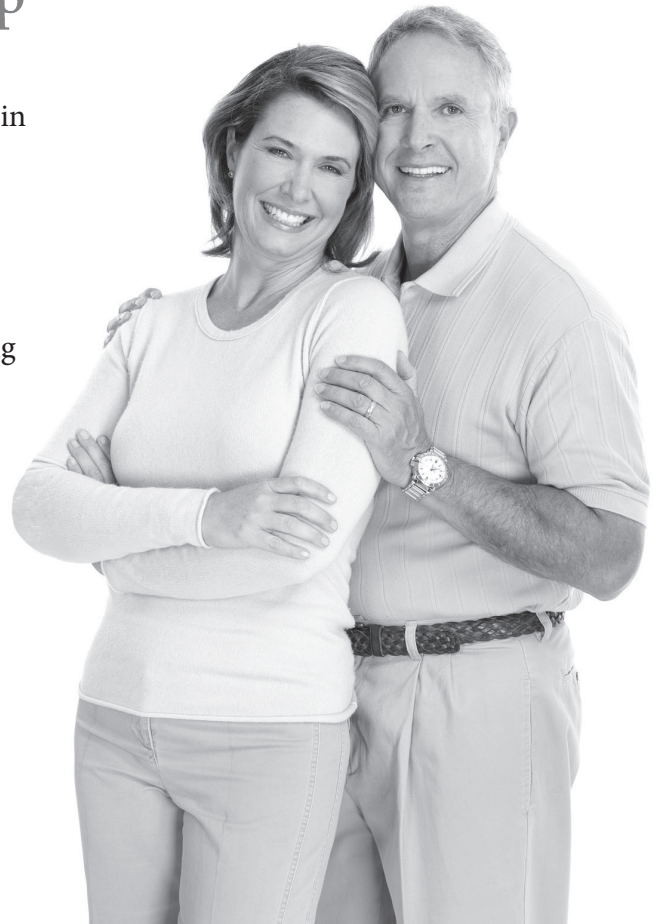
Yousaf Jalil, MD

Bushnell Family Practice

309-772-9444

John Arnold, MD

Carrie Helle, NP-C



McDonough Medical Group **Your One-Stop for School and Sports Physicals**

It's never too early to schedule your School and Sports Physical.

"School Physicals are important to make sure children are growing appropriately and are healthy both physically and mentally." Libby Balbort, MD, MPH, Pediatrician

School physicals are required before kindergarten, 6th and 9th grade.

To schedule your School and Sports Physicals, please contact:

MDH Pediatric Clinic:

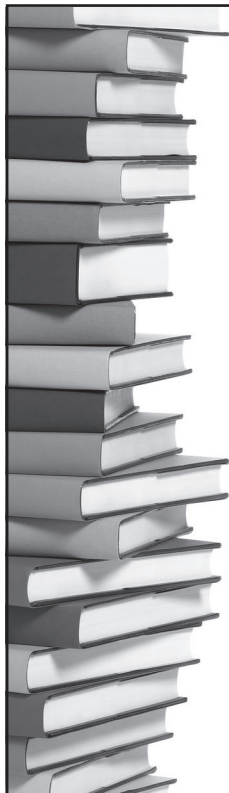
505 East Grant Street | Health Services Building 1 | Suite 202 | (309) 833-1729

MMG Family Clinic:

515 East Grant Street | Health Services Building 2 | Suite 213 | (309) 837-6937

Bushnell Family Practice:

1150 North Cole Street | Bushnell, IL | (309) 772-9444



President's Report

The MDH Board of Directors met June 19. Here is Mr. Boyd's report to the Board for the accounting period of May 16 - June 19, 2017.



Quality

Service Excellence

Service Excellence revised the organization's customer service standards, which includes a signed commitment from all employees that their number one job responsibility is to provide a remarkable patient experience, in every dimension with every patient, every time.

Every staff member pledges to the highest level of patient satisfaction and customer service. To achieve this, staff is expected to exhibit the highest quality for these performance standards:

- Professionalism
- Communication
- Commitment to Excellence and Continuous Improvement
- Diversity and Respect for the Individual
- Confidentiality and Privacy
- Teamwork and Peer Relationships
- Safety and Environmental

The main document specifies behaviors within each category required to succeed with this performance expectation. Human Resources distributed an electronic copy to all employees for signature.

Service Excellence will use these new service standards for training and auditing of the expected behaviors.

Patient Safety

- MDH is part of the Midwest Alliance for patient Safety (MAPS) Patient Safety Organization (PSO). One of the many benefits of being a MAPS

PSO member is the Patient Safety Champion Award Program. This program recognizes "Good Catches" that prevented patient harm. This is an ongoing program available to MDH through the MAPS PSO to honor individuals for their commitment to patient safety. Patient Safety Champions make a difference in our organization because they motivate team members to focus on patient safety, provide organizational leadership with support for culture of safety efforts, assist with education on patient safety via the story of both the patient and the champion, and provide a unique opportunity to inspire MDH staff by rewarding them for their focus on preventing harm to patients. MDH has submitted three "Good Catches" to date.

- The restraint team has implemented a new audit tool for concurrent monitoring and nursing checklist to assist nurses completing the required documentation from TJC/CMS.
- The Sepsis Protocol including utilization of the St. John Alert will "go live" on June 26th. Nursing education is being conducted through various methods including staff meetings, power points, flyers, and one on one meeting. Dr. McPherson will also be conducting an education seminar on Sepsis, including how to identify and treat.

Infection Control

The annual mandatory hospital flu vaccination reporting was entered in the Centers for Disease Control and Prevention database in May for IDPH and CMS access. Flu vaccination reporting includes all paid and unpaid healthcare workers who worked at least one day in the hospital during the flu season. Healthcare workers fall into three groups: MDH employees, non-employed physicians/advanced practice nurses/physician assistants, and volunteers/student/interns. There is separate reporting for the hospital's

Senior Behavioral Health unit. Overall percentages of vaccinated healthcare workers for the hospital is 95% and for Senior Behavioral Health is 97%.

MDH has been accepted for inclusion into the Influenza Vaccination Honor Roll. The Influenza Vaccination Honor Roll is a recognition by the Immunization Action Coalition for hospitals, medical practices, professional organizations, health departments, and government entities that have taken a stand for patient safety by implementing directives on vaccination policies for healthcare personnel that promote influenza transmission prevention.

Physician Recruitment/Retention

Physician Recruitment and Outreach Services - Update:

Hospitalist Medicine: Dr. Ken Nwafo is now employed by MDH and working up to 14 shifts per month on the Hospitalist schedule. With the addition of Dr. Nwafo in a full-time capacity, we are working with Honor Medical Staffing to reduce reliance on interim providers. We will be evaluating one of Honor's candidates in August that has expressed interest in a part-time position. Additionally, one of the MMG Family Practitioners has recently met with Dr. McPherson to discuss interest in exploring a weekend a month within the Hospitalist Program.

OB/GYN: Dr. Amerson has re-submitted several pieces of information to IDFPR upon their request and is awaiting her licensure issuance. Adrian MacGregor has moved forward with the search for the third, full-time OB/GYN provider.

Pediatrics: We are moving forward with our Pediatric search and utilizing several physician recruitment websites at this time to generate additional leads.

Outreach Services

Community Outreach

Diane Tate, Health Educator with Outreach Services coordinated numerous First Aid & CPR programs throughout the month of May, including Macomb High School, The Elms, Wesley Methodist Church – Youth Group, Bushnell High School, as well as the community First Aid & CPR class held at MDH. In total, 159 participants attended these programs.

Provider Outreach

Drs. Afriye Amerson, Tamara Smith, as well as Sharie Harden, CNM, Mary Thompson, CNM, and Brenda Powell-Allen, WHNP hosted a community outreach program on May 2nd, 2017, entitled, “Let’s Chat: A Personal Conversation with Your MDH Women’s Health Providers.” Approximately, 25 women were in attendance for this evening program at Spoon River College Outreach Center.

Employer Outreach

Adrian MacGregor and Stephanie Crockett met with representatives from McDonough Power Cooperative to discuss pre-employment physicals and other testing services. A proposal has been developed and submitted for their review. Our partnership with NTN Bower Corporation continues to grow. To date, MMG Family Clinic has provided 62 pre-employment physicals in addition to MDH Laboratory Services providing necessary pre-employment testing. Adrian MacGregor and Dr. Minter recently met with a representative from United Contractors Midwest and toured MMG Family Clinic. They discussed opportunities to partner on several pre-employment services.

Information Systems

Cerner Update

Work is entering the testing phase of the practice build for the Podiatry Clinic in our clinic version of Cerner.

This has taken longer than originally estimated due to the inclusion of Radiology procedures in that office and the workflow to provide those images electronically. The anticipated go-live has been pushed out to the last week of July.

Dictation Speech Recognition Update

Implementation for Dragon Speech Recognition will begin with administrator training on June 19th and 20th. The on-site implementation week for those providers that will start with Dragon will be the week of July 10th.

Financial

May 2017

We ended the month with a positive bottom line, \$1,956,409. The receipt of the Fellheimer Funds in the amount of \$3,179,635 offset the impact of having both negative revenue and expense variances. Two areas had negative revenue variances compared to budget this month – Inpatient by \$193,010 and Emergency Room by \$816,395. Both of these were related to low volumes compared to budget. In addition, OB Admissions were particularly low with 16 newborn admissions compared to 25 budget. YTD that area is about 43 admissions short of budget. On the positive side, Swing Bed had positive admissions to budget and both Swing Bed and Senior Behavioral Health were above budget in patient days. Outpatient volumes were mixed with a nice increase in patients seen in the Pain Clinic. Laboratory, Behavioral Health, Home Health and MMG office visits were generally above budget.

Overall, Total Patient Revenue was down by \$582,270. This was exacerbated by an increase in Deductions from Revenue by \$367,882 due to payor mix and aging of the receivables as well as negative variance in expenses overall by \$717,640.

Year to Date Net Income is \$2,587,487 which has surpassed our YTD budget target of \$1,947,807 – again noting the

impact of the receipt of the Fellheimer Funds.

Public Relations

Public Relations & Marketing Report for Activities within the month of May 2017.

Website and Social Media

During May there were 38,144 home page visits (+7,157 from April), 4,611 career views and 17,418 calendar views.

The MDH Facebook page is now at over 1,640 likes, gaining 14 likes in May. Twitter has increased to over 337 followers. Information promoted on Social Media included: Women’s Health Discussion, donations to the Dolores Kator Switzer Women’s Center, SBH Mental Health Awareness Month presentation, National Hospital Week, OB Patient & Family Advisory Council, Sports Medicine & Rehabilitation Services, Care Coordination, DOT physicals, job of the week, Apple Award and more.

News media

May news included the following: Macomb Youth Volunteer at MDH, volunteer recognition dinner, VALIC Financial Advisors Donate \$5,000 to DKSWC, National Hospital Week, EMS services and CPR class.

Advertising/Marketing

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

Other

Attended the Macomb Area Chamber of Commerce golf tournament and promoted MDH services with giveaways and refreshments under a MDH tent.

Foundation

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

Annual Support

In May, \$44,825.61 was received; 353 gifts and 9 honor/memorials were processed. Some of the areas receiving support included: Alzheimer's Support, Century Club, Hospice, Linda's Fund and Joyce Gabbert Nursing Scholarship.

Golden Apple Society

Plans have begun for the annual Summer Social to be hosted by Dave and Jackie Thompson on August 23. The next meeting is set for June 1.

Century Club (CC)

The CC Drive continues...to date, nearly \$11,000 has been raised in support of the DKSWC.

PROS

More PROS Umbrellas were purchased for use between buildings on the MDH campus. Plans are underway for the June 28 annual recruitment and recognition Summer Block Party.

Planned Giving

A bequest was received from the late Maurice G. Kellogg - \$4,812.40 was designated to Hospice and \$4,812.40 to DKSWC.

Grateful Patient Program (GPP)

A GPP program is being implemented to provide an opportunity for patients to say "thank you" for the care received from a Healing Hand, by making a financial contribution in their honor. Materials have arrived and staff education will begin soon.

DKSWC Capital Campaign

To date, a total of \$4,528,997.58 has been raised toward the campaign goal of \$5.5M. A second \$2,000 grant from the McDonough Power Operation Round Up program was received. The committee continues to identify and meet with businesses and individuals in support of the project.

Business Relations:

A total of 23 businesses were recognized for their support of the DKSWC on May 4 at the Business Honor Roll (BHR) Recognition Reception at the Macomb Country Club. BHR gifts were designed by Fusion Tech and presented to BHR representatives. Nearly 70 area business leaders and government officials attended the May 18 and 19 CEO Roundtables at SRC. Kenny Boyd shared "What's Happening at MDH" followed by Q & A.

Foundation Board

The next quarterly and annual meeting will be held August 16.

Community Support

Magnolia's Restaurant & Catering raised \$266 to Linda's Fund from the "Pink Chips" promotion last October. The South Fulton Lady Rebels donated \$1,000 to Linda's Fund from their "Hoops for Hope" fundraiser held in February.

Amazon Smile

Go to www.smile.amazon.com, shop, choose McDonough District Hospital Foundation (EIN #46-5143822), and when you check out, Amazon will donate a portion of the sales to the Foundation.

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

Joshua Connor

PBX Operator/Communications



Joshua Connor

MVP Thank Yous - \$25

Steven Huffman

EMT-B/Ambulance



Steven Huffman

Jessica Berger

Service Excellence Assistant/
Service Excellence



Jessica Berger (left)

SUMMER BLOCK PARTY

A SAFARI ADVENTURE

WEDNESDAY

JUNE 28

11:00AM - 1:30PM
BACK PATIO

5:00PM & 11:00PM
TRAVELING CARTS

This Event is FREE to all MDH employees; physicians & staff; Morrison, Horizon and Crothall employees; board members and auxiliary/volunteers.

BROUGHT TO YOU BY:

PROS

mdh

MENU

Panama Jack Burgers

Fruit Kabobs

Macaroni Salad

Chips

Cookies

Watering Hole:
Soda & Water

FOOD

RAFFLE ITEMS

MUSIC

PROS & CC GIFTS

FUN

