



McDonough District Hospital
Employee Newsletter

Making Rounds



March 24, 2015 • www.mdh.org

VIT South Fulton Lady Rebels Donate \$1,200 to Linda's Fund from their Rebels Pink Night in February



Emergency Services Expansion Update

SLOW

UNDER
CONSTRUCTION

Work has continued inside the 42,000 square foot addition during the winter months to prepare for the Illinois Department of Public Health (IDPH) inspection prior to occupancy and use of the new facilities.

Right: Renovation of Acute Care patient rooms to private on current 2nd and 3rd floors. Bottom: Senior Behavioral Health Unit patient room.



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, April 14, 2015**. Please submit your information, articles, thank-you notes, recipes, achievements, etc., to Public Relations.

MDH Says Goodbye

Jacob Bartels, ER Clerk,
Registration, 2/27/15

Denise Brunner, RN, Acute Care,
3/13/15

Norma Carrico, LPN, Day Health,
2/24/15

Amy Hart, Aide, Environmental
Services, 3/19/15

Wayne Kubasak, Counselor,
Behavioral Health, 2/27/15

Kendra Livingston, RN, Acute Care,
3/14/15

John Maguire, Leader,
Public Relations, 3/20/15

Veronica Rogawski, RN, Acute
Care, 2/26/15

Margie Solomon, Unit Secretary,
Acute Care, 2/19/15

Heily Windsor, RN, Hospice, 2/17/15

Eye Spy

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



Answer on page 15

Job Opportunities



POSITIONS

Outpatient Coder (CERT)
Registration CL-NONPHLEB
Secretary
Unit Secretary
Admin. Care Manager
Nurse Practitioner
Nurse Practitioner
RN
RN
RN
RN
RN
EMT
ER Technician
ER Technician
Medical Assistant
Paramedic
Paramedic
Clinic Coder
Physician Assistant
Physician Assistant

DEPARTMENT

Health Info. Mgmt.
Registration
Behavioral Health
Acute Care
Home Health
Hospitalist
MMG
Acute Care
Acute Care
Emergency Services
Emergency Services
Home Health
Ambulance
Emergency Services
Emergency Services
Orthopedic Center
Ambulance
Ambulance
MMG
Hospitalist
MMG

SHIFT

Days
Evening
Days
7a-7:30p
Days

Days
7p-7:30a
7p-7:30a
7p-7:30a
7p-7:30a
Days
7p-7:30a
7p-7:30a
Days
7p-7:30a
7p-7:30a
Days
Days
Days

STATUS

Full-time
24 hrs/wk
Full-time
Full-time
Full-time
24 hrs/wk
Full-time
Full-time
Full-time
24 hrs/wk
24 hrs/wk
Full-time
32 hrs/wk
Full-time
Full-time
Full-time
Full-time
Full-time
Full-time
Full-time
Full-time
Full-time

List also available online at www.mdh.org

As of March 18, 2015

Spring Book Fair

Books Are Fun

Monday, April 27

7:00 AM – 5:00 PM

Tuesday, April 28

7:00 AM – 1:00 PM

This event is brought to you by the
Auxiliary to MDH.
Payroll deduction will be available.



New Faces at MDH

MDH Welcomes New Employees



Heather Camp

Heather is a Pharmacy Technician in Pharmacy. She is originally from Roseville. She is

married to Tim. In her spare time, Heather enjoys music, art and the outdoors.



Glynnis Coplan

Glynnis is a Float Secretary for McDonough Medical Group. She is originally from Ipava and

currently resides in Colchester. She and her husband, Jeff, have three sons, Denver, Braden, and Holden. In her spare time, Glynnis enjoys crafting, embroidery and crochet.



Ashley Kessler

Ashley is a Registered Nurse in Obstetrics. She is originally from Table Grove. Ashley and her husband,

Mitchell, have three children, Jackson, Mason and Allison.



Mike Pendergast

Mike is an ER Technician in Emergency Services. He is originally from Macomb. Mike

enjoys weight lifting, running and spending time with friends and family.



Deon Reese

Deon is the Environmental Services Department Leader for Crothall.



Shayla Weedman

Shayla is a CNA in Acute Care. She is originally from India but grew up in Moline. In her family, she is

one of 18 adopted children. Shayla enjoys massage therapy in her spare time.

MDH Welcomes New Volunteers



Hashim Al-Rikabi

Hashim is originally from Iraq. He is working on his Master's degree in Political Science at

WIU. Hashim enjoys swimming, playing chess and working out.



Lauren Coffey

Lauren is a sophomore at WIU. She is originally from Iowa City, Iowa.



CL Tarantola

CL loves working with seniors. She studied Therapeutic Recreation at WIU and loves being a first-time mom!

Moving Around

After previously being a Nurse Assistant in Acute Care, **Cole Bavery** is now a Registered Nurse for the department.

Megan Carter is a Home Health Registered Nurse after transferring from Acute Care.

Anna Fowler is a Lab Phlebotomist. Anna previously worked as an ER Technician.

Amber Heitz is a Medical Assistant in OB/GYN Clinic after previously working in the Orthopedic Clinic.

Kim McBride is working as an Obstetrics Unit Secretary in addition to her role as Communications Operator.

Just Married



Rachel Bride and Tyler Cousins were married on March 11. Rachel is a Registration Clerk.

A+ Achievement

Carissa Kinman, MA, Quality and Process Improvement Coordinator for McDonough Medical Group co-authored the article *Provider- and Practice-Level Competencies for Integrated Behavioral Health in Primary Care*. Carissa participated with former colleagues from the University of Colorado, her alma mater, in researching and writing the article that highlights competencies, practices, providers and staff required to advance integration efforts between behavioral health and primary care practices. The article was subsequently published this month by the Department of Health and Human Service's Agency for Healthcare Research and Quality. Carissa has served in her current position at MDH since April 2014.



New Public Relations & Marketing Leader

Anna Schultz became the new Public Relations and Marketing leader effective March 23 after John Maguire's retirement.

Anna joined MDH on August 22, 2011 as a Public Relations Specialist and was promoted to Public Relations Assistant on February 27, 2012. Anna received her Master of Science Degree from Minnesota State University in May 2010. Prior to employment at MDH, Anna worked in public relations, communications and media relations positions with the Minnesota Vikings, Minnesota State University and Western Kentucky University. Anna has successfully developed MDH's website and social media through Facebook and Twitter, as well as many internal and external communications. Anna's insight, expertise, enthusiasm and creativity have been very much noticed and appreciated at MDH.

MMG Teddy Bear Clinic

2015 Kiddie Karnival

Saturday, April 11

10:00 AM – 1:00 PM

Macomb YMCA Gym



Children are encouraged to bring a teddy bear or other stuffed animal from home for an office check-up with **Dr. Balbort**, **Dr. Harrison** and the nursing staff of MDH Family and Pediatric Clinic. By interacting with the physicians and staff, kids will feel more comfortable at their next check-up!

M#MG McDonough Medical Group

Follow The Leader

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

We are looking for YOU to nominate MDH wellness leaders who may:

- Take the stairs everyday
- Pack healthy snacks
- Started a walking group in the department
- Know how to help others de-stress
- Be a champion runner

However someone is a wellness leader, we want to know! Any MDH staff member can be nominated (including you!). **Each nominee will win a small prize from Outreach Services and will win the chance to be featured in our monthly Making Rounds Follow the Leader section.** All we need from you is:

- Your nominee's
 - o full name
 - o department
 - o extension
 - o email
- Reason for nominating this staff member. Must be 3+ sentences.

Email your nominations to Nicole Schaub at ncschaub@mdh.org. Or drop in the Outreach Services mailbox. If you have any questions, please call x13803!

We look forward to rewarding every wellness leader here at MDH!



WE WANT YOU

APPLE Winner February 2015



Please join me in congratulating **Michelle Harman, Cancer Registry Assistant and Mail/Copy Room Clerk in Health Information Management**, on being named the recipient of the MDH **APPLE** Award for February 2015. APPLE stands for “Achieving outstanding Performance in Patient care, Leadership, Loyalty and Enthusiasm for MDH.”

Michelle began her employment at MDH on June 23, 1980 as an X-ray Aide in Radiology. Throughout her tenure, Michelle has worked as a Radiology Secretary/Receptionist, Admitting Clerk, Human Resources Secretary, Copy Room Clerk, and Health Information Management Receptionist/Secretary. In December 2014, Michelle became a Cancer Registry Assistant in addition to her role as Mail/Copy Room Clerk.

As Mail and Copy Room Clerk, employees appreciate how easy Michelle is to work with and how they readily turn to her with any special requests or needs in those areas. She is always willing to help with these special projects. Her calm demeanor is comforting to those who need her assistance. You can often overhear her being asked by many people how to run various machines in the copy room, and she always replies with a professional, competent, and explicable response, ensuring her co-worker comprehends the solution.

Michelle is a self-starter. Michelle independently decided to attend college courses, such as Anatomy & Physiology, Biology, and Coding, to enhance her job knowledge and broaden her skills. In Michelle's position as Cancer Registry Assistant, she works diligently to identify cancer cases and gather patient information to allow the cancer registry consultant to be able to abstract this information to the State registry. The consultant commonly comments how much she appreciates Michelle with the help she provides and with the quality of information given to her. The consultant has also used some of Michelle's best practices and passed them along to other facilities.

Michelle's nominator states, “If you show Michelle how to perform a task, she always understands how to complete it on the first demonstration.” Her demeanor is always cheerful and helpful. She has an eagerness to take on new tasks and learn something new.

Michelle and her husband, Clint, have two sons, Kieffer and Kory. In her spare time, Michelle enjoys NASCAR, and her favorite driver is Dale Earnhardt, Jr. Michelle is also an avid St. Louis Cardinal fan.



Reminder from Human Resources

Don't forget your free benefits...

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

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



Exceptional Improve-It Project Recognition

On February 25, Home Health staff was recognized by the Service Excellence Committee for their July 2014 Improve-It project:

Team Nursing to Increase Patient Satisfaction

- Home Health staff selected this project by listening to their patients concerns regarding visits by too many different nurses.
- To improve patient satisfaction, nursing territories were expanded and three nurses now share one territory.
- Patients in each territory are assigned a primary nurse; however, in the event the primary nurse is unavailable, the patient will be seen by only one of the other two nurses assigned to that territory.
- Home Health is monitoring their score on overall satisfaction with nursing.



Front Row L-R: Julie Trulson, Holly Clauson, Karen Kelso, Michael Zimmerman & Marcia McGrew

Back Row L-R: Maresa Visel, Darlene Row, Betty White, Kassie Streveler, Patti Kessel & Elsie McFarland.

Not pictured: Kathy Burton, Etta McHone, Lara Lafary, Debra Pollock, Cara Sanderson, Andrea Sears, Sarah Skiles, Danelle Smith, Jeanne Meehan, Myrna Hayes, Heidi Elbe, Sandy Whitmire, Stacie Mynatt, Lindsey Woodford, Angela Gibbs & Connie Duffy

Exceptional Improve-It “Runners Up” for the July – September Quarter:

- **August** – Home Health: Reducing Hospital Readmissions in Home Health Patients
- **September** – OB: Community Outreach through Rushville’s Pregnancy Resource Center

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

Betty White
Unit Secretary, Home Health

MVP Thank You - \$25

Darlene Row
RN, Home Health

Mercedes Seats
Clerk-Phlebotomist, Registration



Darlene Row (left) Betty White (right)



Mercedes Seats (right)

Recognition for Outstanding Customer Service – February

For the month of February, the Service Excellence department at McDonough District Hospital would like to recognize and say thank you to 33 employees and physicians for their outstanding customer service to patients.

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

Recognition for outstanding customer service goes to the following professionals:

Acute Care: **Melody McGrew**, RN

Cardiopulmonary: **Jill Foster**, CRTT, RDCS

Diabetes Education Center: **Jennifer Soucie**, RD, LDN

Emergency Services: **Rick White**, EMT-P;
Jarica Whitney, RN; **Rachel Geissler**, PA

ER Registration: **Barb Clark**, Registration Clerk

McDonough Medical Group: **Dr. Yousaf Jalil**;
Dr. Liberty Balbort; **Dr. Scott Urch**; **Dr. John Arnold**;
Dr. Sajjad Sarwar; **Dr. Noel Flores**; **Dr. Scott Wright**;
Tammy Schmalshof, Medical Assistant; **Patty Irish**,
LPN; **Amy Jones**, LPN; **Rachelle McCoy**, RN;
Sue James, Reception; **Mary Aurelio**, Office Manager;
Janelle Friday, Reception; **Kelsey Heaton**, Reception;
Samantha Prins, LPN

Radiology: **Ann Whalon**, RT; **Milton Griffin**,
Radiology Services Leader

Rehabilitation Services: **Ryan McCarty**, PT;
Amy Fansler, PTA; **Cathy Borst**, OT; **Jen Wagoner**, PT

Surgical Services: **Jessica Horwedel**, Prep Aide;
Dr. Shea Trost; **Dr. Dan Ruiz**; **Steve Rogers**, RN

The **MDH Hospice Team** was also recognized in Deyta surveys for the month of December with words of recognition and acknowledgement for the care provided to patients and their families.

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

April Meetings Calendar

Monday, April 6

Department of Surgery, 12:00 PM, Auditorium B

Wednesday, April 8

PHO Office Managers, 12:00 PM, PDR

Friday, April 10

Executive Committee, 12:00 PM, PDR

Wednesday, April 15

PHO Board of Directors, 12:00 PM, PDR

Thursday, April 16

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

Friday, April 17

Finance Committee, 7:00 AM, TFBR

Monday, April 20

Board of Directors, 5:30 PM, TFBR

Tuesday, April 21

Employed Physicians/MMG, 5:30 PM,
Auditorium A & B

Wednesday, April 22

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

Friday, April 24

Medical Staff Quality Improvement, 12:00 PM, TFBR

Thursday, April 30

OB-Gyn, 12:00 PM, TFBR



Reminder

Don't Forget...

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

Thanks for your cooperation.

April Calendar of Events



Seniors' Day at Citizens

Thursday, April 2

8:30 AM-4:30 PM, Citizens Bank, Downtown Macomb

Topic: Home Health, 8:30-10:30 AM

For more information, call Home Health at (309) 836-1544.

Cesarean Section Class

Thursday, April 2

7:00-9:00 PM, Auditorium B

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

Divorcing Parents Education Program

Friday, April 3

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

Cost: \$50.00 payable at session

Pre-registration required.

Contact Behavioral Health Services (309) 836-1582.

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

Saturday, April 4

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

Pre-registration required, call OB at (309) 836-1570.

Bereavement Support Group-New Horizons

Mondays, April 6 & 20

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

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

Breast Cancer Support Group

Monday, April 6

5:30 PM, Auditoriums A & B

Yoga & Breathing for Life, Death & all the Sacred Moments Between

Speaker: Dawn Piper, Owner & Yoga teacher, Free

Range Yoga and Community Wellness Center

Contact Outreach Services at (309) 836-1584.

Community First Aid

Tuesday, April 7

6:00 PM, MDH Auditorium A

Cost: \$30.00, Pre-registration required.

Contact Outreach Services at (309) 836-1584.

Post-Partum Care & Understanding Your Newborn

Thursday, April 9

7:00-9:00 PM, Auditorium B

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

Community CPR Class

Tuesday, April 14

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

Fee: \$30. Pre-registration required.

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

Childbirth and Infant Care: Breastfeeding

Thursday, April 16

7:00-9:00 PM, Auditorium B

Free. Pre-registration required.

Contact OB at (309) 836-1570.

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

Thursdays, April 30; May 7, 14 & 21

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

Class will meet one night a week for four weeks. Free.

Pre-registration is required.

Call MDH Obstetrics at (309) 836-1570.

Word Search!

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

Can you find the following words?

CLOVER

RAIN

GREEN

SPRING

LEPRECHAUN

STPATRICKS

MUD

WARM



Looking for Advice?

Dear Lucy,

My 32-year-old daughter is participating in counseling to address unresolved feelings she has related to her having been sexually abused by her grandfather when she was in grade school. We took her to see a therapist at the time but she wasn't open to talking about what happened to her. Her father and I are relieved she is now connected with a therapist she trusts to talk about this past problem. Recently she explained she is beginning something called EMDR which we had never heard of. Frankly, we're concerned this is one of those trendy treatments that could lead to further trauma for her. Can you reassure us she's doing the right thing?

Sincerely,

Concerned Mom

Dear Mom,

The fact that your daughter is sharing her counseling experiences with you reflects the close relationship you have with her. **Eye Movement Desensitization and Reprocessing (EMDR)** is an intervention developed by psychologist Dr. Francine Shapiro for trauma victims. In therapy the patient is asked to focus on past stressful events and then through the use of bilateral eye movements or other types of alternative stimulation of the right and left sides of the brain, the distressful memory can be interpreted in a more detached manner.

The belief is when a person, like your daughter, experiences a traumatic event intense emotions stop the individual from completely comprehending what has happened and consequently that experience becomes "frozen in time." When recalling the event your daughter may re-experience the trauma all over again because everything that happened to her including sounds, smells and sights connected with the situation remain frozen in her mind and are re-triggered in her body.

Within the EMDR session the patient is asked to recall the past disturbing events while focusing on the bilateral stimuli provided by the therapist. This might include side-to-side eye movements, hand tapping or auditory tones. Although no one is completely sure how the therapy works, it appears to directly affect the brain "unfreezing" the traumatic memories and allowing the patient to reframe the experience. The negative emotions and bodily reactions (the fight, flight or freeze response) connected to the event can then be desensitized. The therapy is continued until the memory becomes less disturbing and the trauma is no longer interfering in everyday life. Your daughter will be able to recall the trauma but her mind and body will no longer relive the experience.

EMDR has been shown to be an effective form of treatment for people who have experienced major traumas in their lives such as physical, emotional or sexual abuse or sexual assault, combat experience, an accident or sudden loss of a loved one.

EMDR therapists must undergo extensive training and are certified to provide this therapy. Behavioral Health Services has two Licensed Clinical Professional Counselors who are qualified to provide this type of counseling. If you would like more information about this topic or any other mental health or addictions concerns please contact us at 836-1582.

Best regards,

Lucy

President's Report

The MDH Board of Directors met March 23, 2015. Here is Mr. Boyd's report to the Board for the accounting period of February 17 through March 23, 2015.



Quality and Innovation

Service Excellence

February Service Excellence Committee meetings resulted in the approval of define and measure tollgates for two chartered outpatient Improvement Teams focusing on the reduction of wait times for tests and treatments.

Details include:

- **Cardiopulmonary Goal:**
To decrease the number of unscheduled echocardiogram and vascular study outpatients waiting in excess of 30 minutes from order to first image from 41% defective to 20%.
 - Current Metric: February 23%
 - Improvement Actions:
Revision of diagnostic schedule patterns to leave open spaces for unscheduled patients.
- **Radiology Goal:** To reduce the number of patients waiting in excess of 40 minutes for A) the completion of a mammogram and B) the number of patients waiting in excess of 40 minutes from mammography completion to the start of additional diagnostic testing, if applicable.
 - Baseline = 25% defective
 - Current Metric: Jan/Feb
A) = 6% B) = 50%
 - Improvement Actions:
Increased daily appointment range by one hour; reduced schedule testing time from 60 to 30 minutes, thereby increasing additional openings

to accommodate unscheduled diagnostic testing following mammograms.

Projects

CHARGE ENTRY FOR MMG REVENUE CYCLE

The team goal is 100% of all MMG visits billed by MMG Patient Financial Services (MMG-PFS). In February, 94% of the 4,114 MMG visits were billed by MMG-PFS. The surgeon group, WISA, is scheduled to start its billing by MMG-PFS on May 1, 2015.

PATIENT PORTAL

As of February, the portal was functioning well with 92% of inpatient health records online within 36 hours; our goal is 50% or more. Inpatient use of the portal by viewing, downloading or transmitting their health record was at 8%; which barely meets our goal of 5% or more. The first quarterly drawing for a \$50 chamber of commerce gift certificate was sent to the winning inpatient. The next quarter's drawing will occur after the end of March.

HOME TO STAY

The reduction of 30 day readmissions is the business problem our team is working on. The team is auditing compliance to discharge instructions for CHF patients.

Patient Safety

MDH has been selected to be one of 10 hospitals to receive education and technical assistance through the Agency for Healthcare Research and Quality (AHRQ) Fall Prevention Program. MDH was chosen out of 80 hospitals nationally through a rigorous evaluation process including goals for improvement, readiness to undertake the improvement initiative and leadership support. The AHRQ is leading the patient safety initiative to help hospitals reduce the incidence of falls and harm occurred by falls. This federally funded project is offered free to qualifying hospitals. The initiative is a two year commitment project with

ongoing in person workshops, webinars and regular conference calls. The conference calls will begin in March and the first in person workshop will take place in April or May.

Infection Control

The hospital has standardized the use of disposable blood pressure cuffs for patient use. Once the patient receives their designated blood pressure cuff, it will travel with them throughout their hospital stay. This standardization removes potential risks associated with reusable blood pressure cuffs that travel from patient room to patient room.

Physician Recruitment/Retention

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

Outpatient Primary Care

Adrian MacGregor and Dr. Jerome Anderson have recently conducted a phone interview as well as initial reference checks on an Outpatient Family Medicine candidate that will complete his residency program in June 2015. We have extended an invitation for a site visit and are awaiting final confirmation of the dates for the visit in April 2015. Ongoing recruitment activity continues related to primary care. We have executed a comprehensive sourcing plan with the Medicus Firm that encompasses various methods of marketing to candidates within a 250 mile radius of our service area.

Hospitalist Medicine

We are continuing to recruit for the second, full-time Advanced Practice Practitioner for the Hospitalist service. At this time, we are evaluating a recent expression of interest from a Physician Assistant candidate with ties to our community. Our work with Eagle continues as we search for a Hospitalist Medical Director candidate.

Advanced Practice Provider

Primary Care: Various on-boarding activities are taking place for Michelle Schlieper, FNP this month. She will be joining the McDonough Medical Group on April 1st, 2015 and providing support to the McDonough Medical Group - Convenient Care Clinic as well as Family Clinic locations.

ENT: Dr. Sparks and Adrian MacGregor will continue to evaluate one additional candidate for the practice opportunity within the ENT clinic this month.

Outreach Services

Outreach Programming

Diane Tate, Health Educator with Outreach Services, has coordinated several First Aid & CPR classes in March 2015 including Western Illinois University – Department of Kinesiology, Whalen & Yetter Manufacturing, in addition to our Macomb community class. Over 60 individuals have registered or have participated in these programs for the month of March.

Physician Outreach

Drs. Biagini and Ruiz will be providing a community educational program, coordinated by Outreach Services on Tuesday, March 10th – 6pm (Spoon River College Outreach Center), entitled, *Malignancies of the GI Tract: From Top to Bottom*.

Occupational Health

The employee wellness partnership between MDH Outreach Services and Macomb Schools continues throughout March 2015. Nicole Schaub, Health Educator with Outreach Services, has coordinated several on-site enrollment sessions for the health risk assessment portion of the program. In April 2015, Outreach Services staff as well as Laboratory Services staff will be on-site within Macomb schools to provide the bio-metric health screening service.

Information Systems

Acute Care Renovation

Additional data closet space has been created behind the elevators on 2nd and 3rd floor to accommodate the additional network infrastructure required for the newly renovated East wing.

Patient Vital Sign Monitor

Integration

We are in discussions with a replacement system for our vital signs monitor equipment in ICU, ER and telemetry. The new system will provide for better access to patients monitoring across the ICU, ER and both Second and Third floor acute areas once the new renovations are opened.

Financial Performance

February 2015

Activity for the month was below budget by 1.2% -- though Year-to-Date above budget by 1.2% overall. Total admissions were below budget by 1.4% or 2 admissions though patient days were below budget by just 2 days. YTD we are still below both budget and last year's numbers in terms of inpatient services.

Total Patient Revenue did end the month above both fixed and flex budget due to positive variances in Emergency Services and Outpatient Ancillary services. All said, YTD patient revenue is just slightly above budget compared to both fixed and flex. While Bad Debt and Charity Care are positive to budget, the variance in Contractual Adjustments caused Total Deductions from Revenue to be negative – 13.6% above budget with OP Medicaid making up the bulk of the variance. Operating Expenses were above budget by 2.8%.

We ended the month with a positive bottom line of \$337,065 – below the monthly budget based on our activity by \$234,018 but above our fixed budget by \$307,565. Our year-to-date

net income is \$2,073,863 – above our fixed target Net Income by \$471,693 -- however, below our budget based on our activity.

Facility Planning

MDH Addition and Renovation

Progress continues to go well on both fronts. Renovation on the addition is focusing on sheetrock/taping on the first floor, installation of flooring on second, and painting on third.

In the acute care renovation, work centers on installation of wall protection, casework installation, and plumbing. The footprint of the construction area has also expanded further to the west making access to the public side of the service elevator impossible at this time.

An electrical shutdown was completed Tuesday evening March 10th in order to connect the new addition to the Ameren utility grid.

Public Relations Report

Public Relations Report for Activities in February 2015

Website and Social Media

During February there were 14,674 home page visits, 3,733 career views and 3,914 calendar views. The MDH Facebook page has more than 950 followers/likes. Information includes hospital news, additions to the medical staff, healthy practices, a featured job of the week, construction updates, outreach activities, classes and events. The hospital is working with In10sity to redesign the MDH website so it can be viewed on multiple platforms and maintain design and information placement. The site was previously revised in June 2012.

News media

February news included receiving new equipment for the MDH Ambulance Service, presentation of \$5,000 to Linda's Fund from WIU Think Pink event and Big Pink Volleyball proceeds;

extending hours for MRI services at MDH, announcement of MDH services at the WIU Ag Mech Show, information on a March 10 free colorectal cancer education program, and classes for CPR and first aid. Dr. George Roodhouse was featured discussing MDH medical staff concerns regarding immunization and measles. His interview was on KHQA television. Hospital information and news items were published in Macomb, Bushnell, Rushville, and Fulton County weekly newspapers.

Advertising/Marketing

The emergency expansion project television commercial was broadcast on local television stations to promote awareness of MDH efforts to improve facilities. Other February advertising included billboards as part of a campaign to promote surgeons Card, Gonzales, Ruiz and Whitley. A notice was published announcing the closing of Dr. Sujata Karkare's practice effective March 31. Ads were placed for a March 10 free colorectal cancer education program and to encourage patients to send Thank You messages to their providers as a recognition for Doctor's Day March 30. Advertising continued to promote the addition of Dr. Tamara Smith as a hospital employed OB/GYN, surgery, orthopedic and sports medicine services by Drs. Ronald Wheeler and Scott Urch, and home health care.

Department Changes

Anna Schultz has been named the new leader of Public Relations effective March 23. She replaces John Maguire who retires March 20. The department is hiring a public relations specialist to work with Schultz and graphic designer Alexa Shaw.

Other

Staff represented MDH at the WIU Ag Mech Show Feb. 7 and 8 at Western Hall, and coordinated free blood glucose and blood pressure screenings provided by other MDH health care professionals. Outreach staff provided wellness education materials and finger

lights were given to attendees while supplies lasted. Staff coordinated MDH participation in Senior Fair from 8:30-10:30 am Feb. 5 at Citizens Bank in Macomb.

Foundation Report

This report reflects activity held within the month of February 2015

Annual Support

A total of \$47,533.82 was received; 198 gifts and 14 memorials were processed. Some of the areas receiving support include: Laboratory, Linda's Fund, Alzheimer's Support, Hospice, Women's Center, PROS, and Festival of Trees.

PROS

First Aid kits were received and will be given to each participant at the April 24 Farm Safety Day Camp. Plans continue for the National Hospital Week/Membership Drive (Taco Tuesday) on May 12 and Summer Blast (TBD).

Golden Apple Society

The Recognition Reception was held on February 5 at the Macomb Country Club. Nearly 60 members attended the annual event and 8 Society members were recognized for their future pledges. The next meeting is scheduled for April 2.

Business Relations

CEO Roundtable discussions were scheduled for April 27 and May 1 to be held at SRC Outreach Center. The sessions will be an opportunity for MDH CEO Kenny Boyd to share current developments at MDH such as medical staff updates, renovation updates, new equipment, facility planning, and financial status. Work begins to create an invitation list and to prepare the mailing.

Planned Gifts

The committee met on February 4 to discuss content for the new Heritage Circle brochure including an updated list of planned giving opportunities. Research on past bequests to MDH was

completed and reported on a historical spreadsheet. Other community members that have named MDH in their wills were contacted and asked for a copy of their will so the amount can be entered as a pledge.

Tevat 5K Run/Walk Saturday, May 2

The committee met on February 10 to discuss race details, brochure content and logo design. Shirt samples were ordered, received, and chosen. Work continues to prepare a mailing, create ads and fliers, on-line registration, post on MDH website, and recruit volunteers.

Linda's Fund

Newly designed brochures were printed and distributed. A total of \$10,516.66 was received in donations for the month of February.

Capital Campaign

In February, the MDH Board approved a two-year \$5.5 million campaign for the future Dolores Kator Switzer Women's Center at MDH. A campaign timeline was completed to track activity. Work has begun to gather information for campaign materials such as women's services statistics at MDH, square footage of project, naming and grant opportunities, architectural renderings, prospect lists, etc.

Community Support

The Lady Cyclones basketball team presented a \$4,600 check to Linda's Fund from their 4th annual Paint West Prairie PINK Night. A check for \$5,840 was received from the WIU Big Pink Volleyball event. Funds were split between Linda's Fund and Cancer Education & Screening. V.I.T. South Fulton Lady Rebels donated \$1,200 to Linda's Fund from their Rebels Pink Night.

Creating a Cyber Secure Home

Securing Your Computers / Devices

Here are some steps to protect any device connected to your home network.



Ensure all devices are protected by a strong PIN or passcode and always running the latest version of their software. Whenever possible, enable automatic updating.

If possible, have two computers at home, one for the parents and one for the kids. If you are sharing a computer, make sure you have separate accounts for everyone and that kids do not have administrator privileged access.

Computers should have a firewall and anti-virus installed, enabled and running the latest version.

Before disposing of computers or mobile devices, be sure they are wiped of any personal information. For mobile devices, this can be done by selecting the option for a secure reset of the devices.

Our Challenge as Parents

- Just like driving, the Internet is a powerful tool our children need to learn how to use.
- Just like driving, it is our responsibility to teach them how to do it safely.
- Unlike driving, our kids know more about the Internet than we do.

The Access Challenge

Our kids have moved way beyond just computers and access the Internet in multiple ways.

- Mobile devices (smart phones, tablets)
- Gaming consoles (Xbox Live, PS3\4, Wii, Nintendo DS)
- Family, friends, school, library

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

Upcoming MDH Classes

CPR/ACLS/PALS Skill Check Off

7:30 AM-3:00 PM (30-minute sessions)

Wednesday, April 15

Tuesday, May 26

Wednesday, June 17

Auditorium A&B

**Online portion MUST be completed before completing your skill check- contact Staff Development for the online assignment*

PALS Provider (2 Day Course)

Wednesday, May 6 | 8:30 AM - 4:00 PM

Thursday, May 7 | 8:30 AM - 1:00 PM

Auditorium A&B

Non-Violent Crisis Prevention Intervention (CPI) Renewal

Thursday, May 28

8:00 AM - 11:00 AM

Auditorium A&B

ACLS Provider (2 Day Course)

Wednesday, June 3 | 8:30 AM - 4:00 PM

Thursday, June 4 | 8:30 AM - 1:00 PM

Auditorium A&B

ACLS Renewal

Wednesday, June 24

8:30 AM - 4:00 PM

Auditorium A&B

Log on to Performance Manager to find out when your certifications are due to expire.

Register for classes on HealthStream

For questions please contact Staff Development at extension 13454.



...Benefit Break...

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

Vacation Time

All employees' vacation accrual rates are based on years of service as of their benefit date. Status 2 (less than 24 hours per week) and 7 (24 hours per week) employees accrue vacation on hours worked, not including overtime hours. Status 7 employees have a minimal guarantee that is earned but may earn additional vacation based on hours worked. No minimal guarantee is received by Status 2 employees.

	Status 1 (Full-time)	Status 7 (minimum accrual)
1 year to less than 5 years	80 hours	48 hours
5 years to less than 15 years	120 hours	72 hours
15 years or more	160 hours	96 hours

All vacation hours must be used by the end of the month of the employee's benefit anniversary date. The vacation amount displayed on your paycheck reflects what needs to be used by the next benefit anniversary. Contact Human Resources to determine all benefit time available to you.

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

Loan & Scholarship Applications

The Auxiliary to McDonough District Hospital is now accepting applications for health career loans and scholarships for the 2015-2016 school year.

The Auxiliary Scholarship Fund offers assistance to students enrolled in a curriculum leading to a career in a health-related field or to McDonough District Hospital employees who wish to expand their skills through additional course work, job-related seminars, or professional certification programs.

Scholarships available are; the Ruby Teel Health Career Scholarship, the Gabbert Nursing Scholarship, the Gayle and Ron Peterson Nursing Scholarship, the Donna M. Twomey Nursing Scholarship, the Maxine Simeral Scholarship, the Helen Meek Scholarship, the Haldon and Hazel Curless Nursing Scholarship, the Carolyn J. Baumann Nursing Scholarship, and the Ruth Dexter Scholarship in Nursing. Applications for these scholarships may be made in conjunction with the Auxiliary scholarships.

Interested persons may also apply for additional funding through the MDH and Auxiliary loan program. Upon completion of the education, loan recipients may repay their loan in full or if employed by MDH in the newly qualified position may apply a portion of their salary or hourly wage (typically \$1 per hour worked) toward repayment of the loan.

For more information, call 836-1577, or pick up an application in Human Resources. You may also download an application at mdh.org. Completed applications must be submitted no later than June 1, 2015.



Doctor's Day 2015



McDonough District Hospital joins the nationwide Doctor's Day (March 30) celebration to recognize providers who meet the healthcare needs of our community.

Would you like to thank your provider for something special?
Here's your chance to tell them why!



- Visit www.mdh.org
- Click on the "Admire Your Provider" image on the homepage
- Fill out the form with your message
- Hit submit!

Thank you!



Josh, Evan and Carter Sanderson presented Eric McCleery, Paramedic, with 42 stuffed animals, 7 blankets, and 2 cars in appreciation for the wonderful care Evan has received over the years in the ER. The Sanderson family is very grateful and wanted to give back.

Save the dates

Tevar 5K Run/Walk
May 2

**Memory Matters Ladies
Caddie Auction/Cocktail Party
and Golf Classic**
June 4 & 5

**MDH Foundation
Golf Tournament**
September 12

Teddy Bear T
November 30

Festival of Trees Gala
December 3

Festival of Trees
December 4-7

**9TH ANNUAL 5K RUN
& 1.2 MILE WALK
MAY 2, 2015**

Register TODAY online at www.mdh.org
or stop by the Foundation Office
Register by April 17 for \$20
After April 17 registration is \$25
Runners/walkers registered by April 17 are
guaranteed a Tevar t-shirt!



**IN MEMORY OF
DR. DINESH P. TEVAR**

Race sponsored by:
The Tevar Family

**Other sponsorship
opportunities:**

Finish Line Sponsor - \$1,000

T-Shirt Sponsor - \$500

Medal Sponsor - \$250

Bib Sponsor - \$100

Contact the MDH Foundation
at 309-836-1757 to become a sponsor
or email ke-harris@mdh.org.