

MDH Home Health Care *Scores High*

The Centers for Medicare & Medicaid Services (CMS) has released Home Health Patient Experience of Care star ratings. McDonough District Hospital's Home Health Care has scored 4.5 stars out of 5; a ranking is normally indicative of the top 20% of home health agencies.

Medicare certified home health provider organizations are ranked using data collected from the Home Health Consumer Assessment of Healthcare Providers and Systems (HCAHPS). The five star rating is assessed using questions measuring care of patients, communication between providers and patients, specific care issues and overall rating of care.

"The achievement of 4.5 stars is an accomplishment everyone in home health is proud of, reflective of their hard work and the exemplary care they provide to patients," said Marcia McGrew, MDH Leader of Home Health & Hospice.

Although the recently achieved 4.5 rating will be not be displayed on Home Health Compare until April 2016, consumers can visit medicare.gov/homehealthcompare any time to compare home health organizations nationwide.

MDH Home Health Care provides specialized medical care in the comfort of your home while recovering from an illness or injury. For more information, contact Home Health Care at (309) 836-1544 or visit www.mdh.org.





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

MDH Says Goodbye

Courtney Comstock, Registered Nurse, Acute Care, 2/19/16

Holly Hallowell, Registered Nurse, Surgery, 2/19/16

Hayley Hudson, CNA, Acute Care, 3/18/16

Jessica Lloyd, Respiratory Therapist, Cardiopulmonary, 2/21/16

Jessica Otto, CNA, Acute Care, 2/29/16

Katie Stewart, CNA, Acute Care, 3/17/16

Cheryl Yerkey, Registered Nurse, Senior Behavioral Health, 2/15/16

Eye Spy

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

Find the answer on pg. 15.



Job Opportunities



<u>POSITIONS</u>	<u>DEPARTMENT</u>	<u>SHIFT</u>	<u>STATUS</u>
Secretary-Float	MMG	Days	Full-time
Secretary-Float	MMG	Days	Full-time
Unit Secretary	Senior Behavioral Health	Days	24 hrs/wk
Clinic LPN	Internal Medicine	Days	Full-time
Clinic RN	Pain Management Clinic	Days	24 hrs/wk
House Supervisor	Nursing Support	7p-7:30a	Registry
Nurse Practitioner	Convenient Care		Full-time
Referral and Authorization RN	MMG	Days	Full-time
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	7p-7:30a	24 hrs/wk
RN	Acute Care	7p-7:30a	Full-time
RN	Emergency Room	Evenings	Full-time
RN	Emergency Room	7p-7:30a	Full-time
RN	Obstetrics	Variable	24 hrs/wk
RN	Post Anest. Recovery	7a-7:30p	Full-time
RN Pain Supervisor	Pain Management Clinic	Days	Full-time
RN	Wound Care	Days	Full-time
CNA	Senior Behavioral Health	7a-7:30p	Full-time
CNA	Senior Behavioral Health	7p-7:30a	Full-time
Medical Assistant	MMG	Days	Full-time
Medical Assistant	MMG	Days	Full-time
Medical Assistant	MMG	Days	Full-time
Medical Assistant	Pain Management Clinic	Days	24 hrs/wk
Paramedic	Ambulance	Variable	Registry
Paramedic	Ambulance	Variable	Full-time
Paramedic	Ambulance	Variable	24 hrs/wk
Phlebotomist (trained)	Laboratory	Variable	Registry
PBX Operator	Communications	Variable	Registry
BHS Specialist	Behavioral Health	Variable	Registry
Medical Director	Hospitalist		Full-time
Specialist	Human Resources	Days	Full-time

List also available online at www.mdh.org

As of March 16, 2016



New Faces at MDH

MDH Welcomes New Employees



Katie Allvin

Katie is a Patient Account Rep-Biller in Patient Financial Services. She is originally from Galena and enjoys cooking, baking and gardening.



Savannah Forman

Savannah is a Patient Care Tech in the Emergency Room. She is originally from Industry. Savannah has one child, Baylen and enjoys playing softball and reading.



Kateryna Ganzha

Kateryna is a Tech in Sterile Processing. She is originally from Ukraine. Languages are her hobby.



Carlos Garcia

Carlos is a Patient Care Tech in Emergency Services. He is originally from LaPiedad Michoacan, Mexico. In his spare time, Carlos enjoys working and lifting weights.



Sarah Goettsche

Sarah is a RN in Acute Care. She is originally from Collinsville and is married to Rick. They have three children, Gabriel, Grace and Glory. In her spare time, Sarah enjoys painting, taking walks and spending time with her children.



Brandon Logan

Brandon is a Biomed Tech in Plant Engineering.



Ashley Parks

Ashley is a RN in the Anticoagulation Clinic. She is originally from Colchester and is married to Bill. They

have three children, Aidan, Kelsie and Wyatt.



Shawna Sprinkle

Shawna is a CNA in Acute Care. She is originally from Industry and is married to Curtis Steiner. They have two

children, Calvin and Felix. In her spare time, Shawna loves to read, run and hang out with family.



Leesa Statler

Leesa is a RN in ICU. She is originally from Bushnell and has one son, Jeffrey.



Corrie Swenson

Corrie is a CNA in Senior Behavioral Health. She is originally from Lake In The Hills and is married to Eric.

They have two children, Bill and Oliver. In her spare time, Corrie enjoys playing volleyball and being a Cub Scout leader.



Amy Walters

Amy is a Utilization Review RN in Utilization Review. She is originally from Ipava and is married

to Michael. In her spare time, Amy enjoys spending time with her family.

Moving Around

Dawn Boston is a Registered Nurse First Assistant in Surgery. Dawn previously worked as an ER RN.

Tiffany Chenoweth and **Amy Hart** are now Certified Nurse Assistants in Acute Care. Both previously worked in Senior Behavioral Health.

Stefany Myers is a Nurse Educator in Emergency Services in addition to her role as Staff RN.

LaDawna Royer is a Registered Nurse in Hospice. LaDawna previously worked as a Wound Care RN.

Mia Stefani is now a Registered Nurse in ER after previously working as a Patient Care Technician for the department.

Jessica Thorman will be working as RN in Obstetrics and Acute Care.

Chanda Vawter will be Certified Nurse Assistant in Senior Behavioral Health instead of Unit Secretary for the department.

Nicole Wetterling is a Secretary/ Receptionist in Family Clinic. Nicole previously worked as a Float Secretary for McDonough Medical Group.

Meagan Wohlfeil is a Volunteer Coordinator in Volunteers. Meagan was previously a Human Resources Specialist.

Out and About

Amy Gaule, MS, ATC, PES, gave a presentation on March 3 to the West Prairie High School faculty and staff regarding concussions. Specifically regarding return to learn recommendations while recovering from a concussion.

Generous Donation



Rachel Smith has generously donated “Thirty-one” bags and filled the bags with items for the Obstetrics department to give to mothers if their infant is transferred. — Thank You Rachel —

New Payroll System

The hospital payroll system will be switching from HMS to Optimum as of March 20, 2016. Please pay close attention to your **first paycheck the week of April 3** and review it carefully. Please notify Human Resources with any questions that you may have about rate of pay, benefits, etc. We would like to make sure your check is as accurate as possible, so please make us aware of any abnormalities you may notice. Future enhancements of the system will allow for online direct deposits, cafeteria charges paid as charged instead of money deposited into an account in advance, more detailed information about benefit time available to employees, etc. As processes change or enhancements are added, explanation will be passed along.

Please contact Human Resources if you have questions or concerns at extension 13492.



Amy Gaule, MS, ATC, PES - Bruce Schellhammer, PT, SCS, ATC, CSCS - Marc Kessler, ATC - Darci Heap, PT, DPT, ATC

The athletic training team at MDH provides coverage for high school and middle school athletic programs in the area including; Astoria, Bushnell-Prairie City, La Harpe, Macomb, VIT and West Prairie.

To learn more about the athletic training team or to schedule your free injury screening call (309)836-1601 or (309)836-1616.

NATIONAL
ATHLETIC
TRAINING
MONTH



MARCH 2016

April Meetings Calendar

Monday, April 4

Department of Surgery, 12:00 PM, Auditorium B

Friday, April 8

Executive Committee, 12:00 PM, PDR

Wednesday, April 13

PHO Office Managers, 12:00 PM, PDR

Thursday, April 14

Planning/Recruitment & Administrative Committee, 7:00 AM, TFBR

Friday, April 15

- Finance Committee, 7:00 AM, TFBR
- Medical Staff, 12:00 PM, Auditoriums A/B

Monday, April 18

Board of Directors, 5:30 PM, TFBR

Tuesday, April 19

Employed Physicians/MMG Governance Council, 5:30 PM, TFBR

Thursday, April 21

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

Wednesday, April 27

- Quality Council, 1:30 PM, TFBR
- Exec Comm-Strategic Planning, 5:30 PM, Auditoriums A/B
- PHO Physicians, 12:00 PM, PDR

Thursday, April 28

Exec Comm-Strategic Planning, 5:30 PM, Auditoriums A/B

Friday, April 29

Medical Staff Quality Improvement, 12:00 PM, TFBR

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 **26 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:

Acute/ICU: **Dr. Jack McPherson; Dr. Edwin Card**

Cardiopulmonary: **Tracy Poffenbarger, RN**

Emergency Services: **Dr. Mario Raso; Dr. James Brown; Stefany Myers, RN**

Laboratory: **Matt Kessler, Phlebotomist; Amy Hodgkins, Phlebotomist**

McDonough Medical Group: **Dr. Scott Wright; Dr. Jeffrey Sparks; Dr. James Gonzales; Dr. Dan Ruiz; Patty Irish, LPN; Dr. Tamara Smith; Dr. Yousaf Jalil**

Obstetrics: **Ashley Behymer, RN; Sara Jones, RN**

Radiology: **Lisa Pennington, RT (R)(M); Michael Weir, RT**

Sports Medicine and Rehabilitation Services: **Carolyn Grove, RN, BSN, CWON; Patrick Smith, PT**

Surgical Services: **Dr. Jeffrey Sparks; Steve Rogers, RN; Debbie Bainter, RN; Deb Elsner, RN; Dr. Shea Trost; Amber Redshaw, RN; Dr. Dan Ruiz; Dr. James Gonzales**

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

Reminder

Don't Forget...

Please pick up your direct deposit stub EACH pay period from Human Resources Monday-Friday, 7 AM - 5 PM. Paychecks will be mailed the Thursday of pay week.

Thanks for your cooperation.

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.

Marine Bank Pledges \$10,000 to MDH



Marine Bank has pledged \$10,000 and presented their first installment of \$2,000.00 toward the Dolores Kator Switzer Women's Center (DKSWC) at McDonough District Hospital. With this generous commitment, Marine Bank will be recognized as Golden Apple level of the MDH Business Honor Roll giving club. "We're pleased that Marine Bank has taken a lead role in supporting the DKSWC project at MDH," said MDH President/CEO, Kenny Boyd. "Marine Bank's pledge brings us to nearly \$3.3M of our \$5.5M goal."

Pictured are (l-r): Dana Roudebush, Marine Bank West Market President; Lane Glick, Marine Bank Vice President Commercial & Agriculture Lending; Jennifer (Jen) Rouse, Marine Bank Branch Manager; Kenny Boyd, MDH President/CEO; Vicky Wallen, MDH Foundation Leader; Jon Erickson, Marine Bank Springfield Branch Chief Lending Officer.

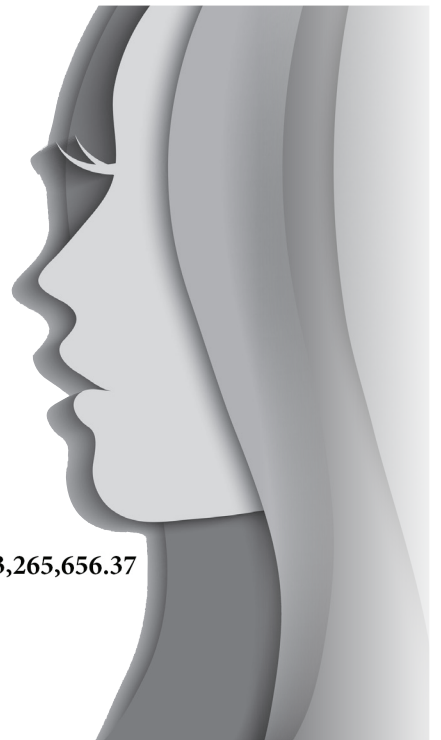
MDH Sponsors WIU Basketball

MDH sponsored the Western Illinois University Women's Basketball "Think Pink" game (January 30) and the Men's Basketball game (February 20) at Western Hall. The "Think Pink" game raised \$1,000 to the Dolores Kator Switzer Women's Center and Linda's Fund.



MDH President/CEO Kenny Boyd (centered) accepted the sponsorship ball from WIU Director of Athletics Matt Tanney (right) and Rocky (left) at both games.

DKSWC



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

Jill Cook

Assistant - Foundation



Jill Cook (Right)

MVP Thank You - \$25

Judy McKee

Clerk/Phlebotomist - Registration



Judy McKee (Right)

Bobby Vrchota

Paramedic - Emergency Services



Bobby Vrchota (Left)

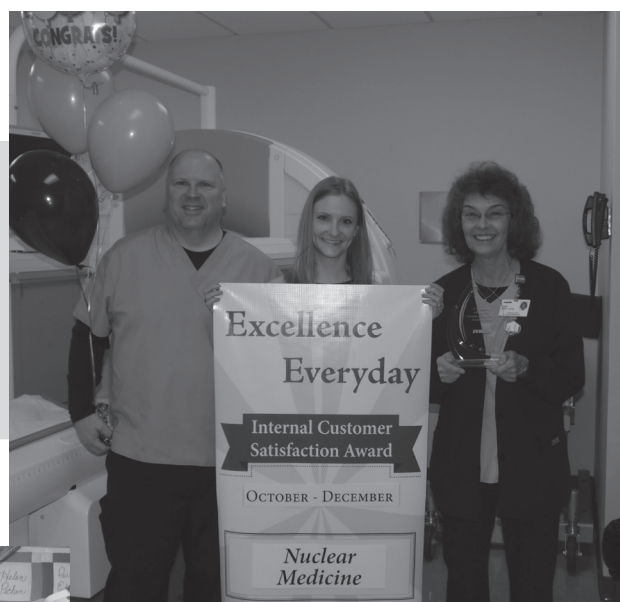
Traveling Trophies Awarded!

Congratulations Nuclear Medicine!

The Nuclear Medicine staff was recognized for achieving “highest” score on the January Interdepartmental Satisfaction Survey.

Scoring 100% in all survey elements and total score!

Pictured: Mike Hofmeister, Emily Hanson, Jan Wayland



Congratulations Day Health!

The Day Health staff was recognized for achieving “most improved” score on the January Interdepartmental Satisfaction Survey.

Improved 19.7 points on total score!

Pictured: Larry Roberts, Kathy Wyatt, Mary Fisher, Scarlett Plate, Christine Curtis

APPLE Winner February 2016



Please join me in congratulating **Kristen Finley**, Clinic Registered Nurse in the MDH Obstetrics and Gynecology Clinic, on being named the recipient of the MDH APPLE Award for February 2016. APPLE stands for “Achieving outstanding Performance in Patient care, Leadership, Loyalty and Enthusiasm for MDH.”

Kristen earned a Bachelor’s degree in Nursing from Chamberlain College of Nursing in St. Louis, Missouri, in March 2009. She began working as a Clinic Registered Nurse in the MDH Obstetrics and Gynecology Clinic for the McDonough Medical Group on January 22, 2015.

Kristen Finley Co-workers rave about Kristen and love working with her. She is honest, respectful, professional at all times and is a positive role model for others. Employees have a great deal of trust in Kristen because she is conscientious and demonstrates outstanding follow through. Kristen approaches work with a positive and calm attitude.

Kristen demonstrates a strong interest in customer service and wanting to achieve optimal results. She has a large amount of responsibility and has aided immensely in a successful startup of the MDH OB-Gyn Clinic. She has demonstrated initiative and cooperation with other hospital departments as the practice became operational. Kristen continues to look for ways to enhance processes and encourages others to do the same.

Kristen’s nominator states that she has made a tremendous impact on the organization. Kristen’s expertise and resourcefulness were key in gathering the appropriate supplies and equipment necessary to set up the new clinic. Kristen demonstrates patience and tact and is a leader amongst her peers. Her nominator states, “Kristen is extremely dependable and is loved by her co-workers. Further, Kristen is admired by patients. She is very kind and patient with all. She delivers quality care and consistently goes above and beyond, treating everyone as though they are her only concern. Kristen goes about her work in a quiet, calm manner, but her work does not go unnoticed.” MDH is fortunate to have her on our team.

Kristen is currently engaged to Doug Miller. In her spare time, she enjoys attending antique auctions. Kristen also enjoys fishing and mushroom hunting.



...Benefit Break...

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

Changes to Cafeteria Charges



In the cafeteria, employees can use their name badge to pay for purchases and receive an employee discount in return. With the new payroll system, a change in payment will occur. Exact charges accrued during a pay period will be deducted from your check automatically when your badge is used. Deposits from your paycheck into a cafeteria account will no longer occur as it had in the past.

If an account balance exists, then charges each pay period will be deducted from the account until the account reaches zero. Once the account balance reaches zero, the actual charges made during the pay period will be deducted from your check for the exact amount owed.

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

3rd Graders
+ MDH
Adopt-A-Classroom

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.

Sports Medicine & Rehabilitation Services/Cardiac Rehab

Alicia Ladd, Exercise Physiologist, visited the students to talk about heart health. She brought along **Katie Burgard**, PT Assistant. Alicia talked about the anatomy of the heart and several lifestyle choices that can substantially reduce your risk of heart disease and keep your heart healthy.

The students received a coloring book as a souvenir.



**GI Tract Cancers are Preventable,
Treatable & Beatable**

Diagnosis, Treatment and Prevention

Tuesday, March 29 at 5:30 PM

**Spoon River College Community Outreach Center
MidAmerica National Bank Conference Hall, Room B
2500 E. Jackson St., Macomb**

The Dietetics Program at Western Illinois University will provide information on the importance of a high-fiber diet in the prevention of colorectal cancer.

RSVP by March 24 to MDH Outreach Services at (309) 836-1584.

A healthy, light meal will be served.

Free Hemoccult-ICT test kits will be available March 1 to April 20.



McDonough District Hospital 525 E. Grant St. | Macomb, IL 61455 | 309.833.4101 | mdh.org

Keynote Speakers



Timothy Biagini, MD*
Gastroenterology
GastroHealth of Illinois



James Gonzales, MD
General Surgery
McDonough Medical Group

*Not employed by MDH

April Calendar of Events

Divorcing Parents Education Program

Friday, April 1
1:00-5:00 PM, 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.

Breast Cancer Support Group

Monday, April 4
5:30 PM, Auditorium B
Contact Outreach Services at (309) 836-1584.

Bereavement Support Group-New Horizons

Mondays, April 4 & 18
3:00-4:00 PM, Medical Arts Building, Conference Room
For more information, call Hospice at (309) 836-1543.

Community First Aid

Tuesday, April 5
6:00 PM, Auditorium A
Cost: \$32.00, Pre-registration required.
Contact Outreach Services at (309) 836-1584.

Seniors' Day at Citizens

Thursday, April 7
8:30 AM-4:30 PM, Citizens Bank, Downtown Macomb
Topic: Cardiac Rehab from 8:30-10:00 AM and Senior Behavioral Health Display
Call Sports Medicine & Rehabilitation Services at (309) 836-1601 or Senior Behavioral Health at (309) 836-1568.

Postpartum Care & Understanding Your Newborn

Thursday, April 7
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, April 9
8:00 AM-4:30 PM, Auditoriums A & B
Pre-registration required. Call Obstetrics at (309) 836-1570.

Risk Education

Monday-Thursday, April 11-14
1:00-4:00 PM, HSB 1 Auditorium
Fee: \$150.00 Pre-registration required.
Call Behavioral Health Services at (309) 836-1582.

Caregiver Support Group

Wednesday, April 13
5:00-6:00 PM, Activity Room at Grand Prairie Assisted Living, 1307 East Meadowlark Rd
Topic: Psychosocial Aspects of Aging
Group meets the second Wednesday of each month and is free and open to the public.
Contact Senior Behavioral Health at (309) 836-1568.

Childbirth and Infant Care: Breastfeeding

Thursday, April 14
7:00-9:00 PM, Auditorium B
Pre-registration required. Call Obstetrics at (309) 836-1570.

Community CPR Class

Wednesday, April 20
6:00 PM, Auditoriums A & B, Auxiliary conference room
Fee: \$32. Pre-registration required.
Contact MDH Outreach Services at (309) 836-1584.

Tevar 5K Run/ 1-2 Mile Walk – New Scenic Route!

Saturday, April 23
7:00AM Registration / 8:00 AM Start
The Old Dairy 210 South Lafayette
Pre-register by April 8: \$20, event shirt guaranteed
Register after April 8: \$25
Contact Jill Cook at jncook@mdh.org or call Foundation at (309) 836-1757.

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

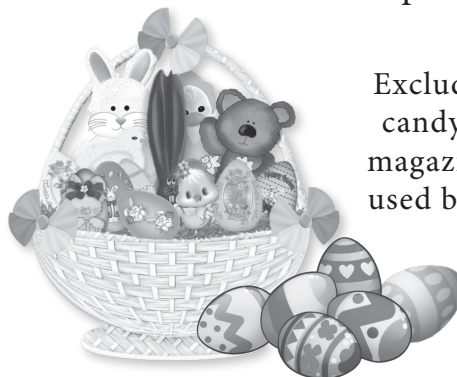
Thursdays, April 28; May 5, 12, 19
7:00-9:15 PM, Auditorium B, MDH
Class will meet one night a week for four weeks.
Pre-registration required. Call Obstetrics at (309) 836-1570.



Gift Gallery - Easter Sale!

March 24, 25 & 26

Pick an Egg and receive 10, 20 or 30% off final purchase!



Excludes fresh flowers, candy, greeting cards, magazines, newspapers, used books and stamps.

Looking for Advice?

Dear Lucy,

My husband and I had a rule for our daughter, Amber, that she would not be able to date until she was 16. The day after her 16th birthday Amber announced to us she in fact was "in a relationship" and her partner is a fellow classmate. The classmate is also female. We were a bit shocked and initially assumed this was a phase she was going through but Amber tells me she's had feelings for this young woman for some time and she genuinely cares about her. How could she know her sexual orientation at such a young age?

Sincerely,

Worried Mom

Dear Worried,

The fact that your daughter was open about sharing this difficult subject with both of you suggests you have a good relationship with her, so please give yourself a pat on the back for this. Adolescence is a time full of doubt and confusion about personal identity and interpersonal relationships. Trying to determine where they fit in and who they fit with can be overwhelming. For teens, physical sexuality is new, evolving and confusing. It is normal to wonder whether feelings for same sex friends have a sexual element to them. Experimentation and testing the waters is to be expected. Figuring out one's sexual orientation can be an exciting as well as a scary process, and one that is different for each individual. Some people are sure of their sexuality as children and for others it is clearer as they become teens. Still some individuals continue to question their sexual orientation into adulthood. A person's sexual orientation defines who they are physically and emotionally attracted to – that is, to people of the same sex (gay or lesbian) or opposite sex (heterosexual) or to members of both sexes (bisexual). Youth have a sexual orientation even if they are not yet sexually active.

The world can be a difficult place for teens to navigate, particularly if they are gay, lesbian or bisexual (LGB.) Having supportive and accepting parents is extremely helpful for the mental health challenges that LGB youth face. Creating an environment where you are willing to talk about the topic, being aware of your own biases, communicating your opinions in a clear and respectful manner, while allowing your teen to have her own opinions will help promote future conversations and can help reassure your daughter she can feel safe talking with you.

All adolescents need accurate information about sexual health so if you are not comfortable discussing these particulars, having your daughter meet with a medical practitioner may be helpful. It's important to check in on whether she is being harassed or teased by her peers and identify who she can talk with should that happen. Focusing on self-esteem issues and reassuring her she is loved by her mom and dad are also crucial.

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

Best regards,

Lucy

President's Report

The MDH Board of Directors met March 21, 2016. Here is Mr. Boyd's report to the Board for the accounting period of February 16 through March 21, 2016.



Quality and Innovation

Service Excellence

Service Excellence and Quality and Innovation have advanced the way employees can submit ideas for departmental or organizational improvement by introducing an electronic version for idea generation. This is in addition to the original paper version.

The purpose is to provide staff with a fast, simple and meaningful way to share their ideas for improvement with leadership.

Expansion to an electronic version also allows department leaders to easily review and monitor progress on ideas submitted from their staff. In addition, the idea list can easily be reviewed by the Quality Council who is responsible for directing improvement teams for those ideas affecting more than one unit or department.

Projects

HOME TO STAY

Reducing 30 day readmissions is our team's goal. Data measurement system is built for three populations: CHF patients, Knee/Hip replacement patients and other inpatients at risk for readmission. Next steps include: assign intervention workload for CHF patients; define intervention for Knee/Hip replacement patients; and evaluate intervention effectiveness for other inpatients at risk for readmission.

Patient Safety

MDH's Fall Prevention Team continues researching and implementing improvement efforts to reduce harm occurred from patient falls. Audits have been conducted by unit champions and there was a slight decrease in percentage compliance from January to February but still remain above average overall. Results of the audits are shared with staff and improvement efforts are to be discussed at the next fall prevention team meeting. The post fall huddle report is being redesigned and tab alarms are being mounted in every patient room.

MDH has joined the IHA-MHA HEN in efforts to engage in innovative and team-based strategies to reduce patient harms by 40% and preventable readmissions by 20%. MDH has chosen two practices from the Road Map to Patient and Family Engagement (PFE) to implement which include the following: family initiated rapid response teams and additional training to enhance change-of-shift reporting at the bedside in efforts to improve quality of care for patients in the hospital. Change of shift audits have been conducted to identify areas of opportunity.

Physician Recruitment/Retention

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

Outpatient Primary Care

Dr. Haseena Ali has signed her employment agreement and will be joining her husband, Dr. Jalil, along with Dr. Flores and Dr. Zhang within the Internal Medicine clinic. Dr. Ali will complete her residency in Internal Medicine in July 2016 and will be joining the McDonough

Medical Group this August. Please join me in welcoming Haseena back to Macomb, IL.

Hospitalist Medicine

We are in active discussions at this time with a practicing Hospitalist who has expressed interest in becoming the Medical Director.

Advanced Practice Provider

Primary Care: Megan Clemens has accepted a practice opportunity with the McDonough Medical Group upon completion of her training program this spring. She will be providing support to Dr. Patel (Family Medicine) and Dr. Smith (OB/GYN) during the first year of her practice.

Psychiatry: Layne Stambaugh has accepted a practice opportunity with Drs. Sarwar and Wright. She will begin her orientation process later this month. A second, Psychiatric Nurse practitioner will be interviewing with us later this month. This candidate will complete his program in the fall of 2016.

ENT: Kamie McKee has accepted a practice opportunity with Dr. Sparks and the ENT clinic upon completion of her training program this spring.

Outreach Services

Outreach & Provider Programming

Dr. Biagini and Dr. Gonzales will be the keynote speakers for "GI Tract Cancers are Preventable, Treatable, Beatable" on Tuesday, March 29th at 5:30PM, located at the Spoon River College Outreach Center. A healthy, light meal will be served. For more information, please contact Outreach Services at: 309/836-1584.

Occupational Health

Outreach Services will be meeting with Macomb Schools later this month to discuss the outcome of the

2 year employee wellness partnership as well as additional support MDH can be in the coming years. Krystal Wagner will be providing lead clinical support to NTN Bower for pre-employment physicals and minor injury treatment, starting this month. Adrian MacGregor and Stephanie Crockett are working with representatives of NTN regarding further support MDH can provide regarding additional services in the area of health, wellness, and prevention.

Information Systems

Cerner Electronic Medical Record

We are officially inside of the 100 day mark and as of March 15th, we have 83 days to the Cerner go-live date. Departments are feeling the pace quicken for addressing their area needs with the Cerner team. The next clinical integrated testing week will start on April 18th with the financial Integration testing the week of April 25th. After that, it will be a sprint to the finish line for all areas to complete training and prepare for the go-live operation on June 6th.

Optimum Payroll and Time and Attendance

We have completed three parallel time and attendance and payroll periods with the Optimum system. The final dual payroll will end March 19th and March 20th will mark the start of the first official payroll period to be processed only from the Optimum system.

Financial Performance

February 2016

Overall, activity was up for the month by 2.5% with increases in inpatient revenue due to an increase in admissions in both adult and newborn and in OP ancillary revenue due to an increase in surgical

volumes. The Swing Bed Unit has not taken off as we had hoped and 80% below budget for the month. Total Patient Revenue for the month was above the fixed budget by 6.5% or \$949K. Total Deductions from Revenue were negative to budget by 6.4% due to the increase in contractual adjustments from the mix of payers. Net Patient Revenue ended the month above the fixed budget by \$407K. Total Operating Expenses were below the fixed budget by 8.5% or \$552K. We ended the month with a positive bottom line of \$858,216 – \$1,030,638 above the fixed budget for the month.

Year to Date activity is still down 2.0% with the largest decreases in Emergency Services and Swing Beds compared to budget though Emergency Services is 22.2% above last years. Total Operating Revenue YTD is above budget by 3.3% or \$1.7M with Total Operating Expenses below budget YTD by \$1.1M. YTD Net Income is \$4.33M -- above both budget and last year.

Facility Planning

MDH Renovation

- The Acute Care renovations on West wings is substantially complete and the required documentation for IDPH inspection for occupancy was submitted 3/3/16. IDPH has 10 days to review the submission and make the determination whether or not they will deem the submission complete or request additional information. Once it has been deemed complete they have 30-45 days to make their onsite inspection. If all goes as expected we should be in a position to occupy the area mid to late April.

- Phase one renovation of the ER renovation is nearing substantial completion. Phase two of this will then occur. There will be no request of occupancy until the phase 2 is complete. Final completion is on schedule for a June date.

HSB 2 Renovation

- Renovation to finish out the 2nd floor of HSB 2 is well underway with interior walls being erected and some mechanical electrical work underway. This project is scheduled for completion in July.

PROS Employee Fitness Area

- Purchase orders have been submitted for the work required to convert former Physical Therapy space in the basement into an employee fitness area. MDH PROS donation will cover the majority of expense related to this project.

Public Relations Report

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

Website and Social Media

Since the launch of the redesigned website on January 12, the Homepage has been viewed 34,369 times with the most viewed pages being; ecards (36,881), the homepage and calendar of events (16,405). The new site offers a virtual tour of the hospital, responsive design for use on any device, modern look, along with all the same great features as before.

The MDH Facebook page is now at over 1,222 likes, gaining 35 likes in February. Twitter has increased to over 255 followers. Information promoted in February on Social Media included; Ameren Illinois donation, Ag Mech show, U.S.

Chamber of Commerce visit to MDH, MidAmerica donation, Home Health star rating, MDH Business of the Year award, Marine Bank donation, Apple Award, and Job of the Week. The most viewed, liked and shared item in February was the announcement of Jodi Abernathy, FNP joining MMG with over 8,700 views.

News media

February news included the following: CPR Classes, Ameren Illinois donating \$10,000 to MDH Foundation, MidAmerica National Bank donating \$10,000 to MDH Foundation, Jodi Abernathy joining MMG, ACO announcement, First Aid Class, Home Health receiving 4.5 Stars and Marine Bank pledging \$10,000 to MDH Foundation.

Advertising/Marketing

Commercial spots are running for Sports Medicine & Rehabilitation Services, Home Health and general MDH spot. Orthopedics and Sports Medicine radio spots are running during all high school sporting events and WIU sporting events. General radio spots include Dr. Smith and Senior Behavioral Health. Other February advertising included; senior behavioral health, home health & hospice, orthopedics, and Dr. Smith.

Other

Work began on the spring issue of Vital Signs, the MDH community newsletter, highlighting MDH Services and news. Vital Signs will be in homes the end of March, early April. The spring issue of Health Connection, MMG newsletter, is complete and now available. Progress has started on the initial marketing of the Pain Management Center.



Foundation Report

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

Annual Support

In February \$34,309.76 was received and \$17,000.00 was pledged for a total of \$51,309.76 raised; 165 gifts and 9 memorials were processed. Some of the areas receiving support include: Dolores Kator Switzer Women's Center (DKSWC), PROS, Hospice, Alzheimer's Memory Support, Linda's Fund and Emergency Services.

DKSWC Capital Campaign

To date, nearly \$3.3 million has been raised for the DKSWC Campaign. A grant for \$10,000 from the Ameren Illinois Foundation was received! Marine Bank pledged \$10,000 toward the project and presented \$2,000 toward their commitment. A \$10,000 check was received from MidAmerica National Bank in support of the DKSWC. Table Grove State Bank pledged \$15,000 toward the project. Presentations to four additional financial institutions were held. Grant applications were submitted to the Gladys Brooks Foundation and the RGK Foundation. Grant writing has begun for Hearst, BNSF, Wal-Mart and Verizon Foundations. The next meeting is scheduled for March 23.

Golden Apple Society

Nearly 60 Society members attended the annual Recognition Reception held on February 4, at the Macomb Country Club. A presentation was held to recognize 17 new members in 2015. New members for the month of February include Pam Kelso and Diane Mayhew. The next meeting is scheduled for April 7.

Tevar 5K Run/Walk

Plans are underway for the Tevar Run/Walk scheduled for Saturday, April 23, with a race start/finish at The Old Dairy. Committee meetings were held on February 2 and 23 to finalize a new route, choose a t-shirt and design, and to confirm promotional materials.

PROS

More than 400 meals were served at the Big Game party Friday, February 5. A big thanks to the Morrison food service team for catering the event! Plans are moving forward to renovate the previous therapy gym into an employee Fitness Room. A contract with O'Shea Builders was signed to construct new doorways and install a badge reader for entry. An eco-friendly floor covering was chosen and ordered. The PROS committee voted to increase the project pledge to \$43,000 to cover the additional cost involved with construction, flooring and equipment. Estimated time of completion is early May followed by a grand opening event for all to attend. Sales continue for MDH apparel and promotional items on-line and through the Foundation office.

Community Support

Linda's Fund received \$1,808.00 from Paint West Prairie Pink Night.

Foundation Board

The next Board meeting is set for April 13.

Other

The Foundation's annual community report Generosity Inspires was completed and sent to print. The publication is scheduled to be in homes the first week of March. The Dolores Kator Switzer Women's Center project and campaign was promoted at the Ag Mech Show held February 5 and 6 at Western Hall.

Use this information to examine an email before opening it.



FROM:

- I don't recognize the sender's email address as someone I ordinarily **communicate with**.
- This email is from **someone outside my organization and it's not related to my job responsibilities**.
- This email was sent from **someone inside the organization** or from a customer, vendor, or partner and is **very unusual or out of character**.
- Is the sender's email address from **a suspicious domain?** (like micorsoft-support.com)
- **I don't know the sender personally** and they **were not vouched for** by someone I trust.
- **I don't have a business relationship** nor any **past communications** with the sender.
- This is an **unexpected or unusual email** with an **embedded hyperlink or an attachment** from someone I hadn't communicated with recently.



TO:

- I was cc'd on an email sent to one or more people, but I **don't personally know** the other people it was sent to.
- I received an email that was also sent to an **unusual mix of people**. For instance, a seemingly random group of people at my organization whose last names start with the same letter, or a whole list of unrelated addresses.



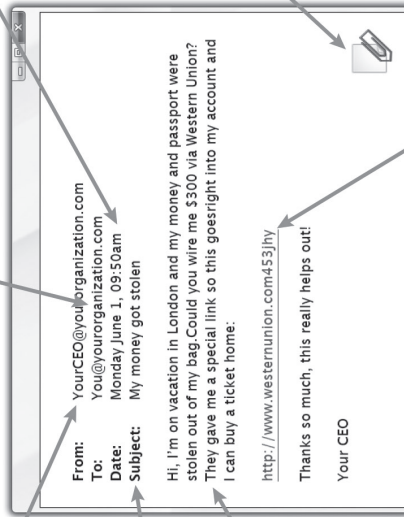
DATE:

- Did I receive an email that I normally would get during regular business hours, but it was **sent at an unusual time** like 3 a.m.?



SUBJECT:

- Did I get an email with a subject line that is **irrelevant or does not match** the message content?
- Is the email message a reply to something I **never sent or requested?**



ATTACHMENTS:

- The sender included an email attachment that I **was not expecting** or that **makes no sense** in relation to the email message. (This sender doesn't ordinarily send me these types of attachment(s).)
- I see an attachment with a **possibly dangerous file type**. The only file type that is **always safe to click on is a .TXT** file.



CONTENT:

- Is the sender asking me to click on a link or open an attachment to **avoid a negative consequence**, or to **gain something of value**?
- Is the email **out of the ordinary**, or does it have **bad grammar or spelling errors?**
- Is the sender asking me to click a link or open up an attachment that **seems odd or illogical?**
- Do I have an **uncomfortable gut feeling** about the sender's request to open an attachment or click a link?
- Is the email asking me to look at a **compromising or embarrassing picture** of myself or someone I know?



HYPERLINKS:

- I hover my mouse over a hyperlink that's displayed in the email message, but the **link to address is for a different website**. (This is a **big red flag**.)
- I received an email that only has **long hyperlinks with no further information** and the rest of the email is completely blank.
- I received an email with a **hyperlink that is a misspelling** of a known web site. For instance, www.bankofamerica.com - the "m" is really two characters - "m" & "n".

**10TH ANNUAL 5K RUN
& 1-2 MILE WALK
April 23, 2016**

Registration

Online at www.mdh.org

Stop by or call the Foundation office

Pre-register by April 8: \$20, event shirt guaranteed

Register after April 8: \$25



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

Sponsorship Opportunities

Race - \$2,500

Finish Line - \$1,000

Shirt - \$500

Medal - \$250

Bib - \$100

To register or become a sponsor
contact the MDH Foundation office at
(309) 836-1757 or email jncook@mdh.org

**New scenic
race route!**

mdh
McDonough District Hospital

F FOUNDATION
MCDONOUGH DISTRICT HOSPITAL