

Grateful Patient Program

Congratulations, **Jen Wagoner**, for being named a Healing Hand, an honor within the Grateful Patient Program at MDH.

Wagoner was recognized for her exceptional treatment by Grateful Patient, Gayle Carper. "I am grateful to Jen for figuring out my problem that had lasted four years with five ER visits, two hospital stays and four specialists. Jen fixed it after seeing the symptoms of Benign Paroxysmal Positional Vertigo (BPPV)," said Carper.

Vestibular Rehabilitation is a form of physical therapy that addresses inner ear or balance disorders for individuals with symptoms of: unbalance, dizziness, vertigo, lightheadedness, gaze instability, and/or motion sensitivity.

To learn more about the Grateful Patient Program at MDH, please contact the Foundation office at (309) 836-1757.



Doctors' Day

McDonough District Hospital joins the nationwide Doctors' Day (March 30) celebration to recognize providers whose dedication to quality healthcare is demonstrated daily throughout our community.

*Thank
you*

Visit MDH.org by **March 30**
to submit your note.

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

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 10**. Please submit your information, articles, Thank You notes, recipes, achievements, etc., to Public Relations.

Moving Around

Angela Martin is a Prior-Authorization Assistant for MMG Administration. Angela previously worked as a Medical Assistant for the Orthopedic Clinic.

Cara Sanderson is a CNA in Senior Behavioral Health after transferring from Acute Care.

Sandy Taylor is a Registration Clerk after previously working as a Unit Secretary in Acute.

Lindsey Whitford is a Buyer in Materiel Services after transferring from Surgery as a Materiel Management Technician and OR Technician.

Abby Wittler is a Clinic Coder for MMG Financial after previously working as an Office Assistant for the Orthopedic Clinic.

Job Opportunities



<u>POSITIONS</u>	<u>DEPARTMENT</u>	<u>SHIFT</u>	<u>STATUS</u>
Office Assistant	Bushnell Family Practice	Days	Full-time
Office Assistant	Family Clinic	Days	Full-time
Billor	Patient Financial Services	7:30a-4p	Full-time
Registration CL-NONPHLEB	Registration	Variable	24 hrs/wk
Unit Secretary	Home Health Administration	Days	Full-time
Hospitalist Nurse Coordinator	Hospitalist	7a-4:30p	Registry
RN	Intensive Care Unit	7p-7:30a	Full-time
RN	Intensive Care Unit	7a-7:30p	Full-time
RN	Acute Care	7p-7:30a	Full-time
RN	Emergency Services	7p-7:30a	Full-time
RN	Home Health	8a-4:30p	Full-time
CNA	Senior Behavioral Health	7p-7:30a	Full-time
Medical Assistant	Convenient Care	Variable	Full-time
OR Tech	Operating Room	7a-3:30p	Full-time
Patient Care Technician	Emergency Services	7p-7:30a	Full-time
Phlebotomist	Laboratory	5a-1:30p	Full-time
Maintenance III	Plant Engineering	7a-3:30p	Full-time
Ambulatory Clinical Analyst	Information Systems	Days	Full-time
Ambulatory Informatics Supervisor	Information Systems	Days	Full-time
Hospital Clinical Analyst	Information Systems	Days	Full-time
Hospitalist	Hospitalist		Full-time
Pharmacist	Pharmacy	Days	Full-time
Polysomnographic Tech	Cardiopulmonary	7p-7:30a	Registry
Respiratory Therapist	Cardiopulmonary		Full-time
Respiratory Therapist	Cardiopulmonary	Variable	24 hrs/wk
Respiratory Therapist	Cardiopulmonary	Variable	Registry

Full list also available online at www.MDH.org

As of March 15, 2018

Did you Know?

IS would like to make everyone aware making changes can affect how your software or computer will work.

Some software it does not matter.



Example:

Σομε σοφτωαρε δοεσ νοτ λικε ιτ

(Translation: Some software does not like it)

Please do not change the font, resolution or magnification on your computer. Certain software (Cerner) does not like change.

If you have any questions, please contact your IS Dept at x13263

New Faces at MDH

MDH Welcomes New Employees



Heather Allender

Heather is an Agency RN in Acute Care. She is originally from Washington, IN. She has three children: Grayson,

Cooper and Owen. Heather enjoys camping and refinishing furniture.



Jacqueline Batley

Jacqueline is an Agency RN for Acute Care. She has two children: Skylar and Taylor. Jacqueline enjoys reading and crocheting.



Samantha Belless

Samantha is an Outpatient Coder in Health Information Management. She is originally from Pekin and is married to Brett.

They have two children: Jade and Wyatt. Samantha enjoys anything outdoors and watching her children play sports.



Shae Bowen

Shae is a Nursing Assistant in Acute Care. She is from Chicago and enjoys singing, music, dancing and watching movies.



Carley Brown

Carley is a Phlebotomist in Laboratory Services. She is originally from Prairie City and is married to Travis.

They have one child, Daisy. Carley enjoys reading, tatting and 3D archery.



Noelle Butler

Noelle is an Agency RN in Emergency Services. She is originally from Galesburg and is married to Rhett. They have a dog,

Titus, and she enjoys traveling.



Autumn Clary

Autumn is a Certified Nursing Assistant in Senior Behavioral Health. She is originally from Prophetstown and enjoys volleyball and hiking with friends and family.



Sydney Doering

Sydney is a Unit Secretary in Acute Care. She is from Adair and enjoys cooking and painting.



Trevor Feld

Trevor is a Food Service Aide in Food/Service Nutrition Services. He is originally from Oklahoma City, OK.

Trevor enjoys cooking, helping others and being outdoors.



Andrea Hall

Andrea is a Clerk in ER Admitting. She is originally from New Philadelphia and is married to Rick. They

have one child, Dawson. Andrea enjoys fishing and spending time with family.



Allie Hays

Allie is a Nurse Assistant in Acute Care and is originally from St. Paul, MN. She has one child, Caroline.



Kate Hickey

Kate is a Nurse Assistant in Acute Care. She is originally from DeKalb and enjoys playing volleyball, running and watching Netflix.



Angelia Huston

Angelia is an Agency RN in Emergency Services. She is from Champaign and is married to Michael. They have two children: Sydney and Ryan.



Heather Jackson

Heather is an Agency RN for Emergency Services. She is originally from St. Elmo and is married to Derek. They have one child, Bentley. In her spare time Heather is a softball coach.



Jenna Kelso

Jenna is a Nurse Assistant in Acute Care. She is originally from Macomb and enjoys golfing, farming, boating, water and snow skiing, and spending time with her golden retriever, Lily.



Pam Kotter

Pam Kotter is an Office Assistant for the Orthopedic and Sports Medicine Clinic. She is originally from Rushville and is married to Kraig. They have three children: Kayla, Chelsey and Kendall. Pam enjoys crafts.



Patricia Little

Patricia is an Aide in Environmental Services. She is originally from Vermont and has one son, Brandon. Patricia enjoys crafts, cooking and her pets.



Wilmarie Luberza

Wilmarie is an Aide in Environmental Services. She is originally from Ponce, Puerto Rico. She has one child, Christa.

Wilmarie enjoys reading books, basketball and swimming.

**Kellie McKinley**

Kellie is a Certified Nurse Assistant in Senior Behavioral Health. She is originally from Decatur.

Her significant other is Rick. She has two children: Tiffany and Chris. Kellie enjoys hunting, camping and fishing.

**Scott Mighell**

Scott is a Clinic Coder for MMG Patient Financial. He is from Kewanee and has one child, Hannah.

**Angie Rohlfing**

Angie is a Social Service Associate in Advocacy. She is from Beardstown and is married to

Ronald. They have two children: Macie and Emily. Angie enjoys church, sports and traveling.

**Yvonne Schwell**

Yvonne is a Food Service Aide in Food/Nutrition Services. She is from Macomb and has four children: Brianna,

Liliana, Yousef and Adam. Yvonne enjoys swimming, mini bikes and anything hands on.

**Dr. Donald Trummel**

Dr. Trummel is a locum Pathologist.

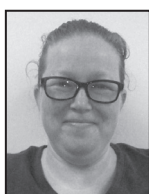
**Linda Turner**

Linda is an Operator for Communications. She is from Peoria and is married to Art. She has three children and

four grandchildren. Linda enjoys gardening and cooking.

**Kristin Vail**

Kristin is a Pharmacy Technician/340B in Pharmacy. She is from Macomb.

**Misty Williams**

Misty is an Agency MLT for Laboratory. She is from Alabama and is married to Steven.

They have five children: Daniel, Kristina, Andie, Ben and Alex. Misty enjoys beach time, reading and spending time with her family.

MDH Welcomes New Interns**Luke Bohlin**

Luke is an Intern for Sports Medicine and Rehabilitation Services. He is from Elgin and enjoys sports, movies

and church.

**Quentin Moon**

Quentin is an Intern for Sports Medicine and Rehabilitation Services. He is from Indianapolis, IN and enjoys football.

**Andrew Vogler**

Andrew is an Intern in Pharmacy and is originally from Quincy.

MDH Welcomes New Volunteers**Marilyn Cox**

Marilyn is retired and enjoys gardening and spending time with her grandchildren.

**Jesse Riden**

Jesse is a student at WIU. She is a double major in social work and law enforcement. Her goal is to work in a hospital

setting after graduation.

MDH Says Goodbye

Jason Arthur, Paramedic, Ambulance, 2/28/18

Linda Bice, Operator, Communications, 2/23/18

Tamra Chipman, Float RN, MMG, 2/20/18

Bev Eddington, Buyer, Materiel Services, 3/9/18

Julie Gilson, Certified Nurse Assistant, Acute Care, 2/13/18

Pam Gray, Office Assistant, Bushnell Family Clinic, 3/16/18

Kristi Green, Leader, Pharmacy, 3/14/18

Michelle Hite, Pre-Hospital RN, Ambulance, 2/28/18

Steven Huffman, EMT, Ambulance, 2/28/18

Jennifer Jensen, RN, ICU, 2/22/18

Briahna Jones, Patient Care Tech, Emergency Services, 2/28/18

Trevor King, EMT, Ambulance, 2/28/18

Farrell Lewis, Paramedic, Ambulance, 2/28/18

Cathy Litchfield, Office Assistant, Family Clinic, 3/15/18

Ryan Martin, Paramedic, Ambulance, 2/28/18

Eric McCleery, Paramedic, Ambulance, 2/28/18

Kory Nichols, Paramedic, Ambulance, 2/28/18

Terrie Nolder, EMT, Ambulance, 2/28/18

Adam Novak, EMT, Ambulance, 2/28/18

Micheal Phelps, Paramedic, Ambulance, 2/28/18

Tammy Reihm, EMT, Ambulance, 2/28/18

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Vicki Reimolds, Patient Account Rep, Patient Financial, 2/21/18

Mia Rhodes, RN, Emergency Services, 3/3/18

KC Robbins, Paramedic, Ambulance, 2/28/18

Amy Royer, Clinic LPN, Pain Management Clinic, 3/13/18

Annette Sears, Cardio Tech (LPN), Respiratory Therapy, 2/13/18

Brian Stadter, Paramedic, Ambulance, 2/28/18

Patricia Staggs, RN, Emergency Services, 2/8/18

Mandy Steinkamp, Unit Secretary, Home Health, 3/9/18

Desiree Taylor, RN, Home Health, 2/22/18

Neil Taylor, Paramedic, Ambulance, 2/28/18

Rick Taylor, Paramedic, Ambulance, 2/28/18

Rickie White, Ambulance Coordinator, Ambulance, 2/28/18

Aaron Wilson, Paramedic, Ambulance, 2/28/18



Spring is in the Air!

Assortment of spring items available:

- Jewelry - "Mama Bear", local sports teams, etc.
- Clothing for spring and summer
- Easter decor and gift ideas
- Spring scarfs and accessories
- Baby clothing



New Pharmacy Leader

Jason Williamson became the new Pharmacy leader effective March 12.

Jason holds an Associate of Science degree from Spoon River College, attended Western Illinois University and is a graduate of St. Louis College of Pharmacy. He is also a member of Illinois Council of Health-System Pharmacists (ICHP) and the American Association of Health-System Pharmacists (ASHP).

Jason began his career at MDH in April, 2003 as a staff pharmacist. He has had leadership roles on a variety of committees including Medication Use Team and serves as the Adverse Drug Event officer. He is also the pharmacy representative on the Sepsis team and on the MDH Hospice interdisciplinary team. Jason was the MDH Apple award recipient in November, 2007. In his spare time, he enjoys traveling, hunting, fishing and Cardinal baseball.



Collective Goods

Formerly Books Are Fun

Shop for a cause.

FUNDRAISING EVENT

Sale on books, electronics, home goods, kids' gifts, and more!

Date: Thursday & Friday, April 12th & 13th

**Hours: 7:00 A.M. – 5:00 P.M. Thursday
And 7:00 A.M. – 3:00 P.M. Friday**

**Location: McDonough District Hospital
Auditorium A & B**

Sponsored by: Auxiliary to MDH

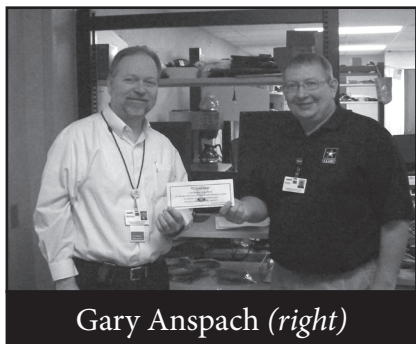
**Cash, Checks, and Debit & Credit Cards
And Payroll Deduction for Employees Accepted**



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



Gary Anspach (right)

MVP Thank You - \$25



Blake Severs (right)



Laci Zurek

Recognition for Outstanding Customer Service

For the month of February, 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 Patient Satisfaction surveys call attention to employees who demonstrate excellent customer service, according to Administrative Leader of Quality and Innovation Maggie Dubil. 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: **Dr. McPherson**

Cardiopulmonary: **Deann Yerk**, Polysomnographic Technician

Convenient Care: **Lyndsay Bedwell**, NP-C; **Kaye Stone**, NP-C; **Robyn Kilburn**, Receptionist; **Alaina Cagle**, CMA

Emergency Services: **Dr. Brown**; **Dr. Miksanek**; **Cassie Stone**, NP; **Kelsi Cunningham**, NP

Environmental Services: **Cindi Thompson**, Aide

Food Services: **Deb Turke**, Lead Cook

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

Laboratory: **Kory Harman**, Phlebotomist; **Kathryn Shockley**, Phlebotomist; **Rondelle Brockley**, Phlebotomist; **Paul Copeland**, Phlebotomist; **Jean Shelly**, Phlebotomist

McDonough Medical Group: **Dr. Jalil**; **Dr. Mitchell** and staff; **Dr. Wehner** and staff; **Sue Adams**, FNP-BC; **Carrie Helle**, NP-C; **Jodi Heller**, NP-C; **Ashley Douglas**, Office Assistant; **Mary Schutte**, Ultrasound Technician

OB/GYN: **Sharie Harden**, CNM; **Shawna Sprinkle**, RN

Radiology: **Lynn Durso**, X-Ray Technician-RT; **Ann Whalon**, RT Supervisor; **Shawn Stranger**, MRI Technician

Registration: **Sarah Stehl**, Registration Clerk-Phlebotomist

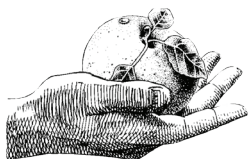
Senior Behavioral Health: **Becky Luttrell**, RN; **Brenda Vancil**, RN; **Dawn Stambaugh**, RN

Surgical Services: **Dr. Biagini**; **Dr. Sparks**; **Dr. Trost**; **Dr. Urch**; **Steve Rogers**, RN; **Jill Whiteside**, CRNA; **Amber Sparrow**, RN; **Ashley Kessler**, RN; **Jessica Horwedel**, Prep Aide; **Sue Jennette**, CRNA

The **MDH Hospice Clinical Team** was also recognized in four 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 cannot praise the MDH Hospice enough. The care was above excellent! Everyone was very professional and caring."

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



Golden Apple Society Recognition Reception

The annual Golden Apple Society Recognition Reception was held on February 1 at the Macomb Country Club to honor 20 new members in 2017. Society members are individuals who support MDH with a pledge or donation of \$10,000 and up. Those recognized that evening are:

Diamond (\$30,000 and up)

Brad Bainter and Amy Spelman
Dr. Ed Card and Wanda Foster
Dr. Rick and Monica Iverson
Dr. Jack and Kathy McPherson
Tom Wood, in memory of Harry (Bud) Bennett

Platinum (\$20,000)

Kenny and Nakina Boyd
Lorraine Epperson
Nicholas C. Pano, in memory of Joan Pano
Mark and Jill Whiteside
Dan and Paula Wise

Gold (\$10,000)

Carol and Doug Bailly
Andy and Julie Bartlow
Chuck and Janice Butterfield, in memory of Betty Shoopman
Dan and Nancy Colvin
Chris and Kelsi Cunningham
Maria and Tom Dunstan
Steve and Eileen Knowles
Adrian and Kathleen MacGregor
Dr. Idol and Jill Mitchell
Max and Diane Pierson

This group of community members understand the importance of improving healthcare in our community and their support is much appreciated. Currently, there are 145 Golden Apple Society members whose names can be found on the MDH Donor Board in the main hallway of the hospital.

If you are interested in joining the Society with a pledge or gift, payroll deduction (\$38.47 p/p) is available for employees. For more information, please contact Vicky Kipling in the Foundation office at 13791 or vlkipling@mdh.org.



APPLE Winner February 2018



Judy Cleavinger

Please join in congratulating **Judy Cleavinger**, Unit Secretary in Acute Care, on being named the recipient of the MDH APPLE Award for February 2018. APPLE stands for “Achieving outstanding Performance in Patient care, Leadership, Loyalty and Enthusiasm for MDH”.

Judy graduated from VIT High School in Table Grove and then earned an Associate’s degree with an emphasis in Child Care from Spoon River College. Judy was hired as a Nurse Assistant in Acute Care on November 3, 2003 and completed her Certified Nurse Assistant program at Spoon River College in December 2003. She cross-trained to be a Unit Secretary for the department on March 3, 2008. Her main role for the department became Unit Secretary in November 2016.

Judy is very knowledgeable about her job and is always willing to help answer questions and show others how to do things. She is organized and very detailed. She is meticulous in checking charts and assembles them with all the necessary pieces and areas completed. Judy is dedicated and loyal. Judy often comes in for extra shifts or trades shifts to help the department or to assist her co-workers. Judy is very professional and kind.

Judy is always friendly to other staff, patients and patients’ families. She is always willing to offer a hand to help her co-workers when they need a little extra help. She welcomes all who arrive in the department and is accommodating to them with any means that she can provide. Judy is fun to work with, and everyone loves her. She offers a warm smile to all who she encounters.

A nominator explains Judy goes above and beyond her required job duties and does more than people may even realize she does. Judy helps make everyone’s shift a little less stressful even on the most busy and hectic nights. Judy definitely deserves the recognition this award provides.

In her spare time, Judy enjoys her dog, Cocoa. She also enjoys spending time with her nephew, Andrew, and her niece, Katelyn.



...Benefit Break...

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

Changing Your Tax Withholdings

Now that tax season is among us, you may want to adjust your tax withholdings or change tax exemptions. To make these changes, complete a Federal and/or Illinois W-4 form. Human Resources has these forms available to employees.

An alternative way to reduce your taxable income is by increasing your pre-tax pension contribution. Your retirement contributions can be deducted from your paycheck on a pre-tax basis for federal and state withholdings.

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

President's Report

The MDH Board of Directors met March 19. Here is Mr. Boyd's report to the Board for the accounting period of February 27 - March 19, 2018.



Quality

Service Excellence

The Service Excellence Department has trained 321 employees on AIDET, and Managing Up. They attended 10 different staff meetings and held 23 other training sessions.

AIDET is a framework for MDH staff to communicate with patients and their families as well as with each other. It is a simple acronym that represents a very powerful way to communicate with people who are often nervous, anxious and feeling vulnerable.

1. Acknowledge

- Greet people with a smile and use their names if you know them. Attitude is everything. Create a lasting impression.

2. Introduce

- Introduce yourself to others politely. Tell them who you are and how you are going to help them. Escort people where they need to go rather than pointing or giving directions.

3. Duration

- Keep in touch to ease waiting times. Let others know if there is a delay and how long it will be. Make it better and apply service recovery methods when necessary.

4. Explanation

- Advise others what you are doing, how procedures work and whom to contact if they need assistance. Communicate any steps they may need to take. Make words work. Talk, listen and learn

5. Thank you

- Thank somebody. Foster an attitude of gratitude. Thank people for their patronage, help or assistance.

Projects

1. Phlebotomy Wait Times: Project is closed with latest wait times measured March 2nd to March 6th and procedures issued.
2. Report Processes: Project is closed with report writing procedure issued.

Patient Safety

Representatives from the Illinois Hospital Association (IHA) and Illinois Homecare and Hospice Council (IHHC) met with the MDH Readmission Team as part of the Improvement Action Network (IAN). The purpose of the IHA-IHHC IAN is to enhance care transitions across the continuum between hospital and the home health team. During this visit, the team received intensive coaching and feedback on how to improve care transitions between their organization as well as applied science techniques that will be used to enhance care transitions for our patients.

Infection Control

1. Yellow isolation door frame magnets were purchased to replace broken magnets and to insure adequate supply during increased demand as with this flu season. The isolation magnets were also introduced new to the ER to help facilitate communication of isolation patients.
2. Respiratory hygiene stations were purchased for HSBII as well as a new free standing respiratory hygiene station for the entrance of HSBI. The respiratory hygiene stations include hand sanitizer, masks, Kleenex and a sign about respiratory etiquette.
3. Additional clinics were provided

new signs about respiratory etiquette to compliment there individual hygiene components.

Physician Recruitment/Retention

Physician Recruitment and Outreach Services - Update:

Hospitalist Medicine: Plans are being finalized to incorporate Dr. Prayag Patel into the Hospitalist physician schedule, one week per month starting in April 2018. Megan Clemens, Family Nurse Practitioner has recently shifted over to the Hospitalist service on a part-time basis as well as providing limited outpatient support to MMG Family Clinic. We are excited to have these additions to the Hospitalist Program.

OB/GYN: Recently we interviewed an experienced OB/GYN who is currently practicing within Kentucky. As a follow up to the visit, we are further evaluating this candidate's interest in both a full-time and possibly part-time practice opportunity. This physician was referred to us by Eric Reinertson, MD, former interim provider for the MDH OB/GYN clinic.

Additional Psychiatry Support:

We have received and are reviewing a final proposal from a tele-psychiatry service provider that would enable us to receive physician Psychiatry call support through a model of two weekends and four week days each month. Pursuing this option would eliminate our immediate need to hire a Nurse Practitioner trained within Psychiatry as well as provide primary call support/relief to Drs. Sarwar and Wright.

Outreach Services

Community Outreach

MDH Outreach Services in partnership with Cardiopulmonary Services, Rehabilitation Services, Radiology Services, and Morrison Food Services hosted the Get To The Heart of the Matter community outreach program.

Over 35 individuals attended and received prevention education as well as tours of the Cardiopulmonary and Rehabilitation Services Department(s).

Employer Outreach

In February, Outreach Services health educators hosted Laverdiere Construction at MDH for First Aid & CPR training. Ninety six Laverdiere employees received employee training from MDH. Additional First Aid & CPR training took place at Western Grain Marketing, the Pioneer plant in Adair, MacArthur School – Macomb School District faculty & staff, and the Adair Fire Department throughout February. MDH Wellness Solutions service proposals were finalized with one regional retail store in the community and one service proposal was extended to a utility company within the service area.

Information Systems

Cerner Update

We are working with Cerner to complete our review and submission of Meaningful Use Attestation numbers for the hospital and providers.

Cerner is also working to complete data creation and submission files for the DARTNet practice performance registry that will provide some comparative data for our clinic providers. This is a requirement for our Meaningful Use attestation process for our providers.

Echo and Vascular Studies Upgrade

The initial implementation of the new ViewPoint/EchoPacs software and the new E95 ultrasound unit has been completed. Additional interfacing to automate the report completion is in process. We anticipate that we will have the interfacing completed in early April.

Financial

February 2018

We ended the month with a positive bottom line of \$145,573. Total Patient

Revenue was 9.8% above budget or \$1,605,608 for the month with again the largest positive variance being Inpatient Services due to the high inpatient census. The largest negative variances were in Emergency and Outpatient services due to soft volumes in the ED, Radiology and Therapies. Year to Date, Total Patient Revenue is 4.8% above budget or \$6.3M.

Operating Expenses were just slightly above budget by \$16,461 or 0.2%. Salaries were up by about \$129K due to both the increase in patient volumes and utilization of contract labor as we respond to the high census fluctuations. Employee Benefits were up due to increases in employee health claims. Payor mix and increase in revenue, particularly the increase in Medicare on the inpatient side drove up our Deductions from Revenue. Charity Care is above budget though still below last year year-to-date as patients. Though Bad Debt is still high, it is starting to level off.

Public Relations

News and Website Updates

During February there were 26,078 home page visits, 3,350 career views, and 15,585 calendar views.

The most-read news story for the month of February on MDH.org was the feature story on the then-upcoming “Get to the Heart of the Matter” program.

The McDonough Voice had a front page feature story on February 14 highlighting the Cardiopulmonary Unit. Heartland Health Care Center honored the Cardio Unit as “A Salute to Local Heroes” and catered in lunch for the department.

The photo and caption featuring the McDonough County 4-H Club Scotland Clever Clovers and the donation of several hand-made fleece tie blankets to patients at the hospital was featured on

our social media and also picked up by the McDonough County The Voice and Community News Brief.

Social Media

The MDH Facebook page increased to 1,914 followers. There were 13 posts in February that reached more than 1,000. The highest interacted Facebook post came near the end of the month with the February APPLE Award winner (Judy Cleavinger). There was another month of MDH page likes increases (1,936).

Our Twitter account gained followers during February, now at 391. Our tweets earned 11,800 impressions, averaging more than 420 per day. The most impressions of a Tweet was when MDH was recognized by Western Illinois Women’s Basketball for the Think Pink event with a game ball presentation. The top media Tweet was WIU’s mascot Rocky visiting MDH during a filming for a new mascot outfit. MDH will be highlighted in Western’s video, scheduled to air in early March.

As 2018 marks the 60th anniversary of MDH, to honor the milestone we have shared a photo every Thursday for #TBT (Throwback Thursday). The photos in February were: Rehabilitation Services Clinic on North Lafayette Street celebrated its fifth anniversary, a color aerial shot of the original building in 1958 just after completion, a 1959 photo of a father looking in the nursery, and a 1985 photo of when Home Health Care was first established.

Additional Information promoted throughout February on social media included:

- MDH employees wearing Red supporting “Go Red for Women”
- Meet Your Provider graphics on Pediatrics, featuring both Dr. Libby Balbort and neonatal nurse practitioner Julie Bartlow
- WIU Men’s Basketball game and

MDH as a game sponsor

- Feature videos on Suellen Carmody-Menzer and Alicia Ladd promoting the “Get to the Heart of the Matter” program
- Childbirth and Infant classes
- Our Rehabilitation department featuring the Vestibular rehab services
- Showing our support and giving thanks to State Senator Jil Tracy and State Representative Norine Hammond, who both voted Yes on Senate Bills 1773 & 1573 to continue the Hospital Assessment Program

Advertising and Marketing

Television commercial spots are running for: Hospital To Home (H2H) Swing Bed Program, MMG Family Medicine, Sports Medicine & Rehabilitation Services, Home Health, and general branding.

Newspaper and website ads were ran on: First Aid Classes, Hospital To Home Swing Bed program, monthly calendar and the “Get to the Heart of the Matter” program.

Radio spots include: Bushnell Family Practice, McDonough Medical Group, Pain Management Center, Sports Medicine and Rehabilitation, 3-D Mammography, Leapfrog “A” grade for patient safety, and Home Health.

Foundation

This report reflects activity held within the month of February 2018.

Annual Support

In February, \$22,706.39 cash received; 322 gifts and 14 honor/memorials were processed. Some of the areas receiving support included: Emergency Services, Hospice, PROS, Linda’s Fund and Switzer Women’s Center.

Golden Apple Society

The annual Recognition Reception was held on February 1 at the Macomb

Country Club with 68 members attending and 20 new pledges/members from 2017 were recognized. The next meeting is March 1.

PROS

The Big Game Party was held on Feb 2 for all employees, medical staff, board members and volunteers. Morrison catered the event and served 450 meals. First Aid Kits were ordered and received for Progressive Ag Safety Day participants attending the April 26 event. The next meeting is scheduled for March 6.

DKSWC Capital Campaign

To date, a total of \$4,646,510.67 has been raised toward the campaign goal of \$5.5M.

Community Support

WIU Womens Basketball Think Pink Night and Coach Gravina’s Facebook Challenge held on Jan 27 raised \$4,302 for Linda’s Fund. VIT-Astoria South Fulton Lady Rebels Basketball Team hosted the Macomb High Bombers for a Pink Night game on Dec 9 raising \$900 in support of Linda’s Fund.

Business Relations

Plans are underway for the CEO Business Leader Roundtables scheduled for April 25 and 26 at SRC Outreach Center.

On-line Express and Mobile Pay

A new software program/merchant services (Blackbaud) for on-line giving and mobile pay for credit cards was implemented in February. The program is user friendly for donors, allows for easier processing and will reduce fees to the organization.

Recognition Boards

New donor boards for memorials and cumulative gifts were designed and ordered. They will replace the current boards in the main hall and outside Radiology to offer a 10 year expansion

and a more modern contemporary look. Arrival and installation is set for April.

Generosity Inspires

Content and layout/design for Generosity Inspires was completed. The Foundation Annual Community Report is expected to be in homes late March.

AmazonSmile

The MDH Foundation received \$55.02 in contributions from Amazon last quarter. If you shop on Amazon: 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 MDH Foundation.

Information Systems Reminder

Are you planning a conference or presentation using the projector?

Please remember these things:

1. Please plan ahead for using the equipment. Test out the set up before your presentation or conference to be sure it works.
2. The IS department is always glad to assist, but we are not responsible for setting up the equipment. Staff is on site 7 a.m. to 5 p.m. Mon-Fri, 6 p.m. to 2 a.m. Sun-Thurs.
3. Directions for connecting to your equipment are in the Auditorium /Conference rooms. Generally the display settings for the projector should be 1024x768 or the picture will not display correctly.
4. The cables & wires you will most likely need should be furnished in each room. Please make sure to leave them when you are done.
5. If you need assistance, encounter an issue or find you are missing items, call IS at x13263.

April Calendar of Events



Chronic Pain Management Support Group

Mondays, 1-2 p.m.

Health Services Building 1, Auditorium, lower level
Sessions run through an 8-week course. For a free screening or more information, call MDH Behavioral Health Services at (309) 836-1582.

MDH Breast Cancer Support Group

Monday, April 2, 5:30 p.m., Auditorium B

For more information contact Outreach Services at (309) 836-1584.

Suicide Support Group

Monday, April 2, 7-8 p.m.

Health Services Building 1, Auditorium, lower level
This open discussion support group is for anyone who has been affected by suicide. The group meets the first Monday of each month. For more information, call the MDH Behavioral Health Services at (309) 836-1582.

Anger Management

Tuesdays, 3:30-5:00 p.m.

Health Services Building 1, Auditorium, lower level
Pre-registration is required. Insurance and financial assistance may cover costs depending on coverage. For more information or to register, call MDH Behavioral Health Services at (309) 836-1582.

Community First Aid Class

Tuesday, April 3, 6 p.m., Auditorium A

Fee: \$40. Pre-registration is required. For more information or to register, call MDH Outreach Services at (309) 836-1584.

L.I.F.E. Course: Importance of Advance Directives

Wednesday, April 4

10-11 a.m., Spoon River College Community Outreach Center, 2500 E. Jackson St.

Led by Senior Behavioral Health's Community Education Manager Lynn Allen, this program will explain the importance of a written statement of a person's wishes regarding medical treatment, including a living will, as well as what all an advance directive should include.

Fee: \$5. Pre-registration is required. For more information or to pre-register call (309) 298-1911.

Seniors' Day at Citizens

Thursday, April 5, 8:30-11:30 a.m.

Citizens Bank, Downtown Macomb

Topic: Rock Steady Boxing and Silver Sneakers Program

Childbirth and Infant Care: Breastfeeding

Thursday, April 5, 6-8 p.m., Auditorium B

Free. Pre-registration required. For more information or to register, call the Obstetrics Department at (309) 836-1570.

Community CPR Class

Tuesday, April 10, 6 p.m.

Auditoriums A & B, Auxiliary workroom and conference room

Fee: \$40. Pre-registration is required. For more information or to register, contact Outreach Services at (309) 836-1584.

Childbirth and Infant Care: Cesarean Section Class

Thursday, April 12, 6-8 p.m., Auditorium B, lower level

A one-evening class providing information about some common reasons for cesarean birth. This class is highly recommended for anyone who wishes to have their support person in the operating room.

Free. Pre-registration is required. For more information or to register call the Obstetrics Department at (309) 836-1570.

Bereavement Support Group - New Horizons

Monday, April 16, 3-4 p.m.

Medical Arts Building, Conference Room

This open discussion support group is for adults who have experienced the loss of a family member or significant other. For more information, call MDH Hospice at (309) 836-1543.

Childbirth & Infant Care: Postpartum Care and Understanding Your Newborn Class

Thursday, April 19, 6-8:15 p.m., Auditorium B

Free. Pre-registration is required. For more information or to register, call Obstetrics Department at (309) 836-1570.

Childbirth and Infant Care: Saturday "L.A.T.E."

Childbirth Instruction Class

Saturday, April 28, 8 a.m.-4:30 p.m.

Auditoriums A & B

This one-day class will explain the stages of labor, offer breathing and relaxation techniques, and a tour of the OB department.

Free. Pre-registration required. For more information or to register, call the Obstetrics Department at (309) 836-1570.

Continued on page 13

L.I.F.E. Course: Annual Medicare Visit – What’s in it for me?

Tuesday, April 24, 6-7 p.m., Health Services Building 2, Family Clinic, Upper Level

Dr. Richard Minter, Care Coordinators Patti Kessel and Lindsey Woodford, and Population Health Nurse Stacie Mynatt present about the importance of annual wellness visits and preventive healthcare. You will learn how this Medicare benefit can save you time, money and worry. Find out how these yearly visits will help your independence and improve your quality of life for a longer period of time.

Fee: \$5. Pre-registration is required. For more information or to pre-register call (309) 298-1911.

Advanced Cardiac Life Support (ACLS) - Renewal

Tuesday, April 24, 8:30 a.m.-3 p.m., Auditoriums A & B, Lower Level

The ACLS Renewal Course is designed for healthcare providers who either direct or participate in the management of cardiopulmonary arrest or other cardiovascular emergencies who have already taken the Initial 2 day course. Pre-registration is required. Fee: \$100 plus \$37 for the book.

MDH employees may take the class for free with approval from their department leader.

For more information or to register, contact Staff Development at (309) 836-1654 or staffdevelopment@mdh.org.

L.I.F.E. Course: Why is sleep so important?

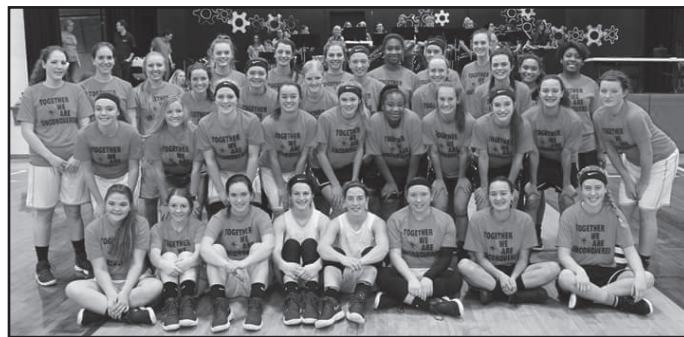
Thursday, April 26

2-3:30 p.m., Spoon River College Community Outreach Center, 2500 E. Jackson St.

Join Cardiopulmonary Department Leader Suellen Carmody-Menzer to learn why “good sleep” is important to your body, and how “good sleep” is defined at this interactive presentation. The different causes of poor sleep will be part of this discussion, including sleep apnea. Questions are welcome throughout the presentation.

Fee: \$5. Pre-registration is required. For more information or to pre-register call (309) 298-1911.

Community Support



VIT-Astoria South Fulton Lady Rebels Basketball Team hosted the Macomb High Bombers for a Pink Night game. Through various activities \$900 was raised in support of Linda’s Fund. Thank you to everyone who supported Linda’s Fund and these young ladies efforts.

April Meetings Calendar

Monday, April 2

Department of Surgery, 12 p.m., Auditorium B

Wednesday, April 5

PHO Board of Directors, 12 p.m., PDR

Tuesday, April 10

Credentials & Bylaws, 7 a.m., PDR

Thursday, April 12

Planning/Recruitment & Administrative Committee, 7 a.m., TFBR

Friday, April 13

- Finance Committee, 7 a.m., TFBR
- Exec Committee, 12 p.m., PDR

Monday, April 16

Board of Directors, 5:30 p.m., TFBR

Tuesday, April 17

MMG All Provider, 5:30 p.m., Auditoriums A/B

Thursday, April 19

Tumor Board, 12 p.m., Auditoriums A/B

Wednesday, April 25

- PHO Physicians, 12 p.m., PDR
- Quality Council, 1:30 p.m., TFBR

Friday, April 27

Medical Staff Quality Improvement, 12 p.m., TFBR

Wear *Blue* for Colorectal Cancer

Colorectal cancer is the third most commonly diagnosed cancer in the world. Among cancers that affect both men and women, colorectal cancer is the second leading cancer killer in the United States. It doesn't have to be. In 2000, President Clinton dedicated March as Colorectal Cancer Awareness month, by assigning the dark blue ribbon as the color for this cause. Colorectal cancer month can make a difference by educating the public and take action towards prevention.

What is colorectal cancer?

Colorectal cancer is a cancer that occurs in the colon or rectum. Most colorectal cancers begin as polyps. Polyps are growths in the inner lining of the colon or rectum. The polyps associated with causing colorectal cancer are adenomatous polyps. Once cancer grows in the inner lining of the large intestine, it can spread into the wall of the colon or rectum. Cancer that grows in the wall can penetrate blood or lymph vessels spreading into one's lymph nodes.

How to prevent colorectal cancer

If you are at increased risk for colorectal cancer, you should begin screening before the age of 50. Those at an increased risk are people who have a history of polyps, chronic bowel disease or those who have a family history of colorectal cancer or polyps. Besides screening, there are also other ways to prevent colorectal cancer. Research has found a strong correlation between colorectal cancer prevention and a healthy lifestyle. Tips include: not smoking, avoiding consumption of red meat, not drinking alcohol, exercising regularly and watching your weight. Diet, being overweight, and physical inactivity has a greater chance of causing colon cancer than other types of cancer. There are some risk factors however, which a person cannot change. Hemoccult-ICT test kits are the first step in detecting colorectal cancer. This kit detects bleeding from the lower GI tract and is superior in detecting colorectal cancer. Talk to your health care professional regularly, and take advantage of the opportunity to start screening. Stop in to Outreach Services to pick up your FREE Colorectal screening kit today. We are located in Health Services Building 1, suite 302 in the basement. Contact Outreach Services by calling (309) 836-1584 for more information.

FREE Hemoccult-ICT kits are available from Outreach Services from 8:00 a.m.–Noon, 1:00–4:30 p.m., and also from Registration/Admitting before and after the listed Outreach Services hours. Kits will be available through April 20 and must be returned to the MDH Lab by April 27.

References

American Cancer Society, Centers for Disease Control and Prevention and Colorectal Cancer Alliance





A “Peek” at PROS!

Employee Giving Club

PROS Meeting Minutes: March 6, 2018, 12:00PM – Auxiliary Workroom

Present: Gary Anspach, Crystal Carson, Jill Cook, Glynnis Coplan, Linda Cremer, Connie Duffy, Vicky Kipling, Kyle Magee, Tracey Mowen, Connie Purdy, Linda Sampson, Barb Walters and Jason Williamson

Committee Changes: Linda C. welcomed new members: Crystal Carson, Glynnis Coplan & Kyle Magee and recognized retired members: Vicki Reimolds & Jill Foster.

Review & Approve Minutes & Financial Report: Motion to approve December meeting minutes by Linda S. and seconded by Gary– Approved. The financial report was presented by Jill. She reviewed the current & future expenditures and outstanding expenses – with a current PROS fund balance of \$40,968.73 (as of 3/6/18). Motion to approve the financial report by Connie P. and seconded by Connie D. – Approved.

Review & Updates: Big Game Party- 450 meals were served. Thank you to Morrison for catering. Committee discussed that they liked the new location and gave suggestions for next year. First Aid Kits- Order has arrived and will be given out at the April 26, Progressive Ag Safety Day. Teddy Bears- Jill provided updates on the new teddy bear (same bear, new company) with a prospecting savings of \$1,000/ year with new company. ECycle Day- Pella is not hosting event this year.

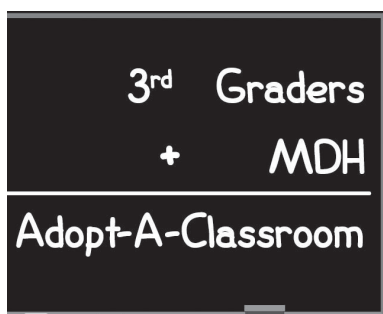
DKSWC Update: Vicky gave an update on the campaign. A special board meeting will be held 3/7, where the BOD will be presented 4 proposals. Thursday, 3/15 BOD will vote on a proposal to move forward.

Foundation Office Store: Jill proposed new items for the store. Committee chose to purchase chevron lunchbox, tumbler mug, GoStack and Pop Sockets.

Summer Block Party: Subcommittee will meet following regular PROS meeting. A date was set for June 13.

Fitness Room: Suggestions were shared and the committee agreed to research options further. Ideas: Additional PROS project ideas were shared. Jill will research options.

Adjournment: 12:55PM - Motion to adjourn by Connie D. and seconded by Jason W. -Approved.

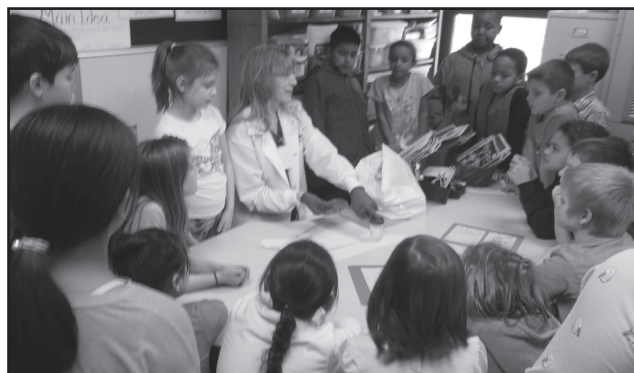


Each month during the school year McDonough District Hospital participates in the Adopt-A-Classroom program. This year MDH has adopted Mrs. Linda Poore's 3rd grade students at Lincoln School. A representative from MDH visits the classroom to educate students about various departments at the hospital.

Laboratory

In February, **Laura Shake** MT(ASCP) and **Christy Savage**, Phlebotomist, visited our Adopt-A-Classroom at Lincoln School. Laura and Christy shared about the necessary uniforms worn in Lab and all the many different tests than can be done in a laboratory. Additionally, Laura shared information on the many different careers in healthcare. The class learned to palpate a vein and asked many questions.

Each class member also received a small MDH first aid kit.



Colorectal Cancer Program

Wednesday, March 28 | 6:00 PM

Radiology Department, McDonough District Hospital

Colon Health is Whole Health

Learn more about Colorectal health as it relates to the rest of your body, as well as about Colorectal Cancer diagnosis and treatment. Plus take a tour of the MDH Endoscopy Suite. See the rooms where procedures and surgeries are done and view the equipment they use. Information on preparing for a Colonoscopy will also be discussed. Healthy hors d'oeuvres and drinks will be served.

Free Hemoccult-ICT test kits will be available March 1 to April 27.



Timothy Biagini, MD*
Gastroenterology
GastroIllinoisHealth



James Gonzales, MD
General Surgery
McDonough Medical Group

**RSVP by March 23 to MDH Outreach
Services at (309) 836-1584**



McDonough District Hospital

525 East Grant Street | Macomb, IL 61455 | (309) 833-4101 | MDH.org

*Independent provider partnering with MDH