



## Volunteer Recognition Dinner & Program

The MDH Volunteer Recognition Dinner was held on Thursday, April 30 at the Macomb VFW Post 1921. This year's "patriotic" theme honored our volunteers and their family members with 62 volunteers in attendance.

Volunteers enjoyed dinner served by MDH staff and were entertained by "The Andrew Sisters" who sang four selections from the WWII era. President/CEO Kenny Boyd thanked the volunteers for all the hours they give to MDH. He also recognized the MDH Auxiliary for receiving the *Health Care Advocacy Award*. MDH was one of only 21 Illinois hospitals receiving the award this year.

Alexis Lawson, MDH Volunteer, was one of 24 Illinoisans honored with the *Governor's Volunteer Service Award* during a special reception at the Hoogland Center for Arts on April 20.



## 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, June 9, 2015**. Please submit your information, articles, thank-you notes, recipes, achievements, etc., to Public Relations.

## MDH Says Goodbye

**Anthony Andreadis**, Athletic Trainer, Rehabilitation Services, 4/15/15

**Andria Downs**, Nurse Assistant, Acute Care, 5/6/15

**Delight Griswold**, Nurse Practitioner, Emergency Services, 4/27/15

**Valarie Kinnard**, Medical Assistant, Family Clinic, 4/20/15

**Kamie McKee**, Registered Nurse, Acute Care, 5/4/15

**Kathryn Peterson**, Registered Nurse, Obstetrics, 4/19/15

**Katie Smith**, Secretary/Specialist, Behavioral Health, 4/24/15

**Sierra Willey**, Unit Secretary, Acute Care, 5/4/15

## Eye Spy

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



*Answer on page 19*

## Job Opportunities



| <u>POSITIONS</u>       | <u>DEPARTMENT</u>        | <u>SHIFT</u> | <u>STATUS</u> |
|------------------------|--------------------------|--------------|---------------|
| Unit Secretary         | Acute Care               | 7a-7:30p     | Full-time     |
| Unit Secretary         | Senior Behavioral Health | Evening      | 24 hrs/wk     |
| Unit Secretary         | Senior Behavioral Health | Evening      | Full-time     |
| RN                     | ICU                      | 7p-7:30a     | Full-time     |
| Nurse Practitioner     | Hospitalist              | Variable     | Full-time     |
| Nurse Practitioner     | MMG                      | 8a-5p        | Full-time     |
| RN                     | Senior Behavioral Health | 7a-7:30p     | 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 Services       | 7p-7:30a     | Full-time     |
| RN                     | Emergency Services       | 7p-7:30a     | 24 hrs/wk     |
| RN                     | Home Health              | Days         | 24 hrs/wk     |
| RN                     | Obstetrics               | 7p-7:30a     | Full-time     |
| CNA                    | Senior Behavioral Health | 7a-7:30p     | Full-time     |
| CNA                    | Senior Behavioral Health | 7a-7:30p     | 24 hrs/wk     |
| CNA                    | Senior Behavioral Health | 7p-7:30a     | 24 hrs/wk     |
| CNA                    | Acute Care               | 7a-7:30p     | Full-time     |
| CNA                    | Acute Care               | 7p-7:30a     | Full-time     |
| EMT                    | Ambulance                | 7p-7:30a     | Full-time     |
| Medical Assistant      | Convenient Care          | Days         | Full-time     |
| Paramedic              | Ambulance                | 7p-7:30a     | Full-time     |
| Paramedic              | Ambulance                | 7p-7:30a     | Full-time     |
| PBX Operator           | Communications           | Variable     | Registry      |
| Athletic Trainer       | Rehabilitation Services  | Variable     | 24 hrs/wk     |
| BHS Specialist II      | Behavioral Health        | Days         | Full-time     |
| Equipment/Systems Tech | Information Systems      | Days         | Full-time     |
| LAN Administrator      | Information Systems      | Days         | Full-time     |
| Physical Therapist     | Rehabilitation Services  | Days         | Full-time     |
| Physician Assistant    | Hospitalist              | Variable     | Full-time     |
| Physician Assistant    | MMG                      | Days         | Full-time     |
| Respiratory Therapist  | Cardiopulmonary          | Variable     | Full-time     |
| Social Worker          | Senior Behavioral Health | 7a-3:30p     | Full-time     |
| Social Worker          | Senior Behavioral Health | 7a-3:30p     | 24 hrs/wk     |

List also available online at [www.mdh.org](http://www.mdh.org)

As of May 14, 2015



## New Faces at MDH

### MDH Welcomes New Employees



**Kayla Anderson**

Kayla is a Registered Nurse in Home Health. She is originally from Rushville. She and

her husband, Matthew, have two children, Garrett and Olivia. In her spare time, Kayla enjoys running and being outdoors.



**Brandi Barry**

Brandi is a Float Secretary in MMG. She is originally from West Dundee. Brandi is married and her

husband's name is Steven.



**Josie Cassidy**

Josie is a BHS Specialist in Behavioral Health. She is originally from Vermont. She is engaged to Adam Bauer. In her

spare time, Josie enjoys watching Netflix, playing softball and playing with her dog, Wilson.



**Caroline Edgar**

Caroline is a Patient Care Technician in Emergency Services. She is originally from Buffalo Grove, Illinois.

She enjoys basketball, running and swimming in her free time.



**Beth Griffin**

Beth is a Medical Assistant in Family Clinic and Convenient Care. She is originally from Camp Point. She

has one son, Griffin. In her spare time, Beth enjoys fishing, camping, riding the Harley motorcycle, playing softball and watching her son play baseball and basketball.



**Amy Hart**

Amy is a Certified Nurse Assistant in Acute Care.



**Kristina Hayes**

Kristina is an ER Registration Clerk in Registration. She is originally from

Macomb. Kristina and her husband, Raymond, have one daughter, Elizabeth Ann. She enjoys spending time with her baby girl.



**Jennifer Sullivan**

Jennifer is a Registered Nurse in Acute Care. She is originally from Colchester. She and her husband, Jason,

have three sons, Sawyer, Dawson and Rowan.



**Nikki Welch**

Nikki is a CNA in Acute Care. She is originally from Oquawka.

### MDH Welcomes A New Volunteer



**Marcia Twaddle**

Marcia is a new volunteer. She retired after working 50 years in the banking industry. She has three daughters and three granddaughters. She enjoys reading and gardening.

## Just Married



**Kelsi Herter** and **Chris Cunningham** were married on April 18, 2015. Kelsi is Registered Nurse in Emergency Services.

## Stork Landings



**Brett and Jessica Thorman** are the proud parents of a baby boy, **Cameron Maddox**. Cameron was born on April 14, 2015. Jessica is a Registered Nurse in Acute Care.

## MDH Biggest Loser 2015 Challenge Kicks Off!

For the second year, a large number of MDH employees are taking on the Biggest Loser Challenge. The challenge will be 10 weeks of fun, weekly prizes, and weight loss! Overall, 10 teams total are participating with employees from multiple departments. Last year participants lost a total of 774 pounds! Let's see if we can top that this year!



Reminder

**Don't Forget...**

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

Thanks for your cooperation.



## A+ Achievements

**Amanda Chambers**, Information Systems Specialist for McDonough Medical Group, recently acquired over nine hours of education directed at the federal rules and regulations for “meaningful use”. Amanda was able to successfully attain certification as a “Certified Meaningful Use Professional (CMUP)” by passing an examination at the conclusion of her course. “Meaningful Use” requires health care institutions and providers to use electronic health record (EHR) technology to improve care quality, safety, coordination and other health care processes. Having this expertise within McDonough Medical Group will be invaluable as hospital affiliated offices continue to implement EHR technology. Congratulations, Amanda.

### MDH Auxiliary Receives Award

The MDH Auxiliary was given the *Constituency on Volunteers (CoV) Health Care Award* from the Illinois Hospital Association. Only 21 hospitals in Illinois received this award. The Auxiliary to MDH met all the requirements for this award by attending CoV workshops, Volunteer Leadership Retreat, donating to the silent auctions at the retreat, contributing to the CoV Scholarship Fund and supporting efforts in the legislative arena.

## June Meetings Calendar

### Monday, June 1

Department of Surgery, 12:00 PM, Auditorium B

### Wednesday, June 10

PHO Office Managers, 12:00 PM, PDR

### Friday, June 12

- Finance Committee, 7:00 AM, TFBR
- Executive Committee, 12:00 PM, PDR

### Monday, June 15

Board of Directors, 5:30 PM, TFBR

### Tuesday, June 16

MMG Governance Council, 5:30 PM, TFBR

### Thursday, June 18

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

### Wednesday, June 24

Quality Council, 1:30 PM, TFBR

### Friday, June 26

Medical Staff Quality Improvement, 12:00 PM, TFBR

## 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](mailto: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 April 2015



*Sue Bricker*

Please join me in congratulating **Sue Bricker**, Medical Staff Coordinator in Health Information Management, on being named the recipient of the MDH APPLE Award for April 2015. APPLE stands for “Achieving outstanding Performance in Patient care, Leadership, Loyalty and Enthusiasm for MDH.”

Sue earned a Bachelor of Science degree in Early Childhood Education from Western Illinois University in 1997 and a Master of Education degree from American College of Education (Chicago) in 2011. Sue began her employment at McDonough District Hospital in Health Information Management as a Medical Staff Coordinator on June 3, 2013.

Sue is MDH’s first Medical Staff Coordinator. With her excellent communication and organizational skills, Sue facilitates medical staff appointments and re-appointments expertly. Sue learned the job quickly and has made many improvements to make the process more efficient. Attention to detail and timely follow-up is necessary and is consistently demonstrated by Sue. She has excellent rapport with physicians.

Sue is a cheerleader for the department and boosts the morale of the department in every day interactions. She serves as the Service Excellence Coach and does it well. Her co-workers are very comfortable working with her on Improve-It projects and in the huddles. Sue routinely offers to help others in the department. Sue is always pleasant, and her coworkers enjoy working with her.

Her nominator explains that Sue has a unique ability of always foreseeing what needs to be done and then being well prepared ahead of time. She looks for the positive side in every situation. “She is one of those people that make you glad to come to work every day!” states her nominator.

Sue enjoys spending time with her family and friends. She is an avid St. Louis Cardinal fan. In her spare time, Sue enjoys bowling, baking and shopping.



## OB Recognized for Eliminating Early Elective Deliveries

Obstetrics has been recognized by the March of Dimes for the great work achieved in eliminating non-medically indicated (elective) deliveries before 39 weeks gestational age. MDH’s ongoing effort to reduce Early Elective Deliveries is identified by the implementation of the hard stop policy (no early-elective deliveries unless a medical necessity) in September 2012. The last EED at MDH was July 2011. OB has received a banner in recognition of their hard work and dedication to healthy deliveries.



*Back L-R: Wanda Foster, Mary Thompson, Crystal Dobbs, Janet Sullivan, Maggie Goettsche, Dr. Troy Eckman  
Front: Breann Martin, Dr. Tamara Smith, Lisa Patton, Sharie Harden, Stephanie McCleery*



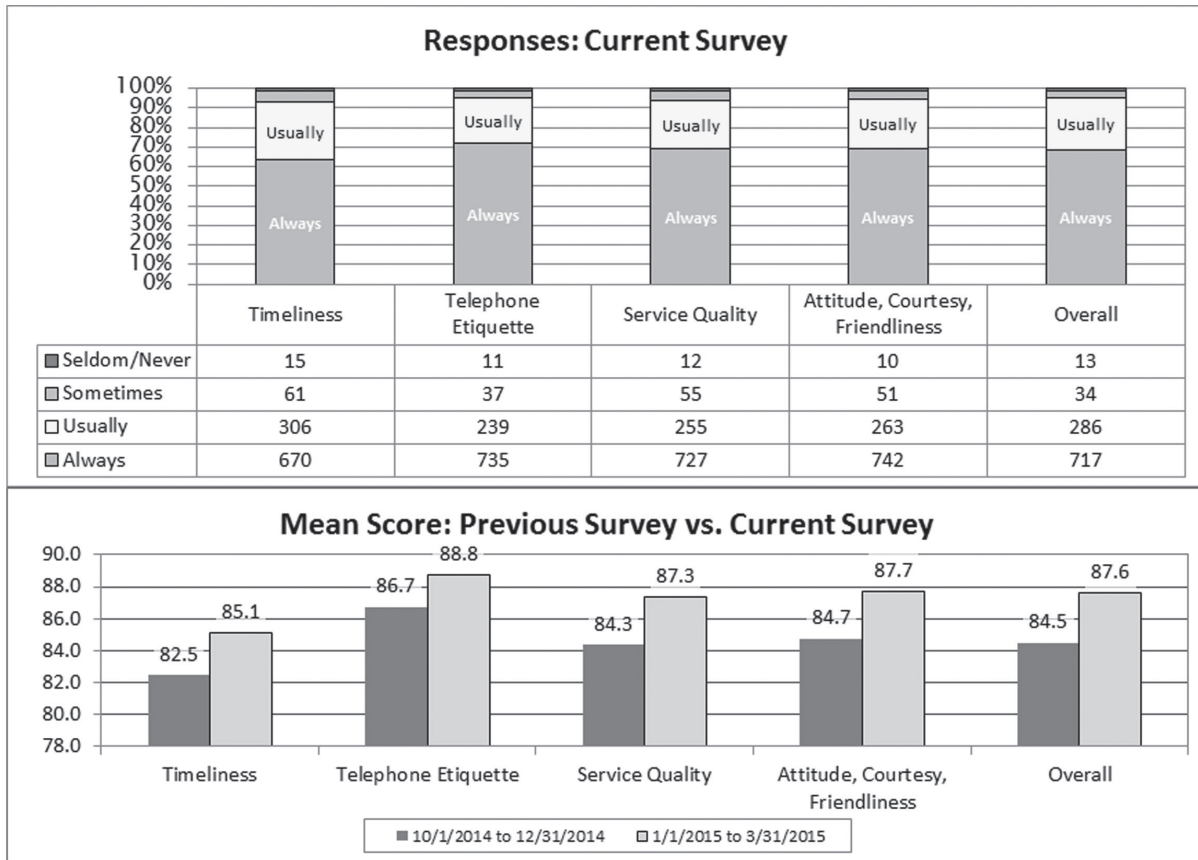
# Interdepartmental Satisfaction Survey

Organization-wide IDS Results  
213 surveys were completed this quarter!  
Overall mean score = 87.6

Individual department results and comments were distributed to department leaders April 27.

## Interdepartmental Satisfaction Survey (IDS)

Survey Period: 4/6/2015 to 4/20/2015      Rating Period: 1/1/2015 to 3/31/2015



*You are invited to an*

## EMPLOYEE OPEN HOUSE

**Friday, June 12 | 11:30AM-1:30PM**

All employees, physicians & staff and auxiliary/volunteers are invited to an OPEN HOUSE celebrating the Emergency Services Expansion Project

Please join us for a tour of:

- Emergency Services
- Senior Behavioral Health Unit
- Rehabilitation Services

A Public Open House will be held from 4:00-6:00 PM



## Recognition for Outstanding Customer Service – April

For the month of April, the Service Excellence department at McDonough District Hospital would like to recognize and say thank you to 47 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 and ICU: **Aaron Jones**, RN; **Karen Peters**, LPN; **Elizabeth Smith**, LPN; **Elizabeth Tefera**, CNA; **Bridget Sikes**, Nurse Assistant; **Patty Gutting**, LPN; **Mary Osborn**, LPN; **Emily Kelly**, RN; **Joyce Romine**, RN; **Michele Lorton**, RN

Behavioral Health Services: **Becky Derry**, MSED, LCPC; **Jen Smith**, LCSW, CADC; **Kim Laird**, MS, LCPC; **Jo Anna Eidson**, MS, MSW, LCSW; **Sheryl Yoder**, MA LCPC; **Angie Hoyt**, MS, LPC; **Cathy Peters**, Secretary

Cardiopulmonary: **Darlene Zeh**, RRT; **Annette Sears**, LPN; **Judy Walls**, CRTT

Convenient Care: **Sue Adams**, FNP

Emergency Services: **Dr. Ravi Masih**; **Alexis Downs**, RN; **Dylan Ferguson**, EMS Coordinator; **Mike Pendergast**, ER Tech

Home Health: **Kathy Burton**, RN

McDonough Medical Group: **Dr. Liberty Balbort**; **Dr. Scott Wright**; **Amy Jones**, LPN; **Dr. Noel Flores**; **Dr. James Gonzales**; **Dr. Jeffrey Sparks**; **Dr. Ronald Wheeler**; **Carrie Helle**, FNP; **Kirsten Clerkin**, FNP; **Mimi Pounders**, FNP; **Janelle Friday**, Reception; **Kelsey Heaton**, Reception; **Jessica Jackson**, LPN; **Rachelle McCoy**, RN

Rehabilitation Services: **Holly Clauson**, PT; **Maresa Visel**, PT

Surgical Services: **Dr. Timothy Biagini**; **Dr. Shea Trost**; **Dr. Jeffrey Sparks**

The following employees received recognition through a patient contact with Administration:

Radiology: **Debbie Kliffmiller**, Secretary/Transcription; **Amanda Behymer**, Secretary/ Transcription

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

# It's now even faster and easier to pay bills online

### Just visit:

[www.mdh.org/billpay](http://www.mdh.org/billpay)

- Complete the required fields
- Review
- Submit Your Payment

We accept





# June Calendar of Events



## Bereavement Support Group-New Horizons

Mondays, June 1 & 15

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

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

## Seniors' Day at Citizens

Thursday, June 4

8:30 AM-3:00 PM, Citizens Bank, Downtown Macomb

Topic: Memory Support Services Display, 8:30-10:30 AM

For more information, call Outreach at (309) 836-1584.

## Childbirth and Infant Care: Post-Partum Care and Understanding Your Newborn Class

Thursday, June 4

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

Free. Pre-registration required.

Contact Obstetrics at (309) 836-1570.

## Divorcing Parents Education Program

Friday, June 5

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

Cost: \$50.00 payable at session, Pre-registration required.

Contact Behavioral Health Services (309) 836-1582.

## Rock Steady Boxing (for Parkinson's disease)

Monday, Wednesday & Fridays, Beginning June 8

3:30-4:30 PM, YMCA Gymnastics & Tumbling Center

Pre-registration required. 5-Week Session.

For more information, call MDH Sports Medicine and Rehabilitation Services at (309) 836-1601.

## Risk Education

Monday-Thursday, June 29-July 2

2:00-4:30 PM, HSB 1 Auditorium

Pre-registration required.

Call Behavioral Health at (309) 836-1582.

Fee: \$150.00

## Childbirth and Infant Care: Breastfeeding

Thursday, June 11

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

Pre-registration required.

Contact Obstetrics at (309) 836-1570.

# Skills Fair

Lab will be offering a skills fair for our annual competency and also for competency of other MDH departments who can benefit from this training. We will be partnering with the ER staff.

Skill stations will be:

- Glucometer use and competency training
- Chain of custody urine drug collections training
- Carbon Monoxide testing and competency training
- Order of draw for blood tubes information and why it is important
- Tourniquet use during a blood draw. What you might not know.
- Proper Specimen collection for wounds and throats, annual competency

Dates and times to be announced. We hope to offer three different fairs at different times and days of the week. If you can benefit from any of this type of training, please be sure to attend.

## Word Search!

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

Can you find the following words?

AMERICA

MOTHERSDAY

BASEBALL

MUD

BREEZE

POOL

FLAG

SUNSHINE

MEMORIALDAY

WARM







## Looking for Advice?

Dear Lucy,

My 32 year old son, who has battled depression since he was young, was recently hospitalized following a suicide attempt. When he was a teen, he was often moody and didn't communicate well with us, but his grades were good and he was popular with his peers. In college, he became more sullen and when his mood began to interfere with his class attendance we had him meet with a psychiatrist. He later stopped taking his medication and told us he didn't want to talk with anyone about his life. He's back home living with us and his father and I realize we have a lot to learn about mental illness. We've noticed that his friends don't call to see how he's doing nor do our friends or family members ask how we are coping. If he had experienced a serious physical health condition we're quite sure people would be offering support. We feel very alone and our hearts break for our son.

Sincerely,

Concerned Mom

Dear Concerned Mom,

You have provided me the opportunity to remind people that May is Mental Health Month in addition to offering you some information about Major Depressive Disorder. According to the National Alliance on Mental Illness, 1 in 5 adults and teens experience a mental illness in a given year. An estimated 16 million American adults had at least 1 major depressive episode last year. People of all ages and all racial, ethnic and socioeconomic backgrounds experience depression. Symptoms include changes in sleep or appetite, feeling sad, a lack of interest in unusual activities, a decrease in energy, experiencing low self-esteem and feelings of helplessness and hopelessness. Very serious symptoms are thoughts of suicide or acts of self-harm.

Despite the very high numbers of people living with mental illness, only 41% of adults and 50% of children aged 8 - 15 with a mental health diagnosis received mental health services in the past year. The stigma of acknowledging a mental illness remains a primary reason people don't seek treatment. Your experience with friends and family is an example of people not being comfortable discussing the topic. It's unfortunate loved ones are not reaching out to offer you support.

To help combat the stigma of mental illness, I would encourage everyone to learn the facts about mental health concerns. It's important to speak up when misinformation or stereotypes are discussed and to treat people who have mental illness with respect and dignity. Sharing stories about your own experiences with mental health disorders can also help others see this is something that affects people they know and care about.

I encourage you to connect with the National Alliance on Mental Illness at [NAMI.org](http://NAMI.org) to learn about other families dealing with the same disorder your son is experiencing. Also, you may want to consider seeking therapy for yourself to learn ways to cope with your family's situation. If you would like more information about this subject or any substance abuse topic, please contact Behavioral Health Services at 836-1582.

Best regards,

Lucy

## President's Report

*The MDH Board of Directors met May 18, 2015. Here is Mr. Boyd's report to the Board for the accounting period of April 21 through May 18, 2015.*



## Quality and Innovation

### Service Excellence

#### Hospital Compare Star Ratings for HCAHPS

As part of the April 16, 2015, Hospital Compare quarterly update, The Centers for Medicare & Medicaid Services (CMS) publicly launched a star rating system for HCAHPS. Hospitals will receive ratings of one to five stars – with five stars being the highest score. The star ratings posted by CMS in April are based on HCAHPS patient experience survey data for patients discharged between July 1, 2013 and June 30, 2014.

Consumers now see 12 HCAHPS star ratings, one for each of the 11 publicly reported HCAHPS measures, plus a summary star rating that combines all of the HCAHPS star ratings. CMS plans to update the data quarterly.

#### How Hospitals Fared:

In total, Medicare awarded five-star ratings to 251 of the 3,553 eligible hospitals – or about 7% of the nation's hospitals. In addition:

- 34% received four stars
- 40% received three stars
- 16% received two stars
- 3% received one star

McDonough District Hospital received a four star rating.

## Patient Safety

### HEN (Hospital Engagement Network) 2.0:

Centers for Medicare and Medicaid Services is expected to fund the HEN 2.0 project this spring. Contract awards should be announced in July, with the project to begin in August and continue through July 2016. HEN 2.0 will focus on the same 10 hospital-acquired conditions (early elective deliveries, venous thromboembolism, central line-associated bloodstream infections, catheter-associated urinary tract infections, ventilator-associated pneumonia, surgical site infections, birth trauma or injuries to neonates, pressure ulcers, falls with injury, and adverse drug events) and readmissions reductions that were a focus in HEN 1.0 plus a few additional optional topics. Illinois Hospital Association announced the proposed HEN collaboration with the Michigan Health and Hospital Association. For HEN 1.0, 100 Illinois hospitals partnered with IHA to reduce hospital-acquired conditions by 40% and readmissions by 20% and prevented 15,887 instances of patient harm for a total cost savings of \$161.8 million from January 2012 through March 2014.

### Agency for Healthcare Research and Quality (AHRQ) Fall Prevention Project:

The falls team is in the training stages of the AHRQ fall prevention program. The one day in person training was held in April and there are four additional webinars that the team will preview in the coming weeks. To date the team has viewed the webinar entitled "Staff Roles and Training for your Fall Prevention Program" focusing on the following:

- Key elements of AHRQ's Fall Prevent Program

- Staff roles and duties
- Organizing a plan at the unit level
- Training staff on new fall prevention practices.

## Projects

### CHARGE ENTRY FOR MMG REVENUE CYCLE

In April, the MMG Patient Financial Services (MMG-PFS) team reached their goal by billing 100% of the 4,506 MMG visits. They started billing the surgeon group, WISA, on April 1, 2015, which was a month ahead of schedule. The project is scheduled to close in June with the documenting of billing policies and procedures.

### PATIENT PORTAL

As of April, the portal was functioning well with 94% of inpatient health records online within 36 hours; our goal is 50% or more. Inpatient use of the portal by Viewing, Downloading or Transmitting (VDT) their health record was at 7%; which barely meets our goal of 5% or more. The Quality and Innovation department and the Advocacy department's April Improve It project identified and started implementing: train HIM staff in details of administering portal, approach parent/guardian of pediatric patients to register on portal as patient representative, and add links of necessary forms to department intranet home page to save time. The Patient Portal team identified some process improvements, including contact patients at their home for those patients discharged before portal registration was established.

### HOME TO STAY

The reduction of 30 day readmissions is the business problem our team is working on. In April, a draft report was developed that automatically searches the hospital's records of the



current patients in the hospital and assesses their risk for readmission using the evidenced based method called LACE. This method evaluates a patient's current (L)ength of Stay, (A)dmittance status (i.e. inpatient versus observation), (C)omorbidities, and the number of (E)mergency room visits in the previous six months. The team is developing medical and social methods to help high risk patients achieve their discharge plans.

### Infection Control

The third annual mandatory hospital reporting on flu vaccination will be entered in the Centers for Disease Control and Prevention database this month for IDPH and CMS access. Flu vaccination reporting includes all paid and unpaid healthcare workers who worked at least one day in the hospital during the flu season. Healthcare workers fall into three groups: MDH employees, non-employed physicians, advanced practice nurses and physician assistants, and volunteers, student and interns. Current percentage of known vaccinated healthcare workers for these groups is 83.33%.

### Physician Recruitment/Retention

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

#### Outpatient Primary Care

Our recent site visit with a Family Practitioner currently practicing within the Chicago area went well. We are evaluating next steps in the recruitment process with this candidate at this time. She completed her Family Medicine residency program in June of 2014 and she desires an outpatient, adult based practice. If all continues to progress, this candidate could be available later this summer. Dr. Sparks and

Adrian MacGregor have conducted initial phone interviews with a Family Medicine resident from Kirksville, MO. Ongoing communication continues with the Family Medicine resident in Youngstown, OH who will complete her residency in June of 2016. We are awaiting confirmation for dates for a site visit.

### Hospitalist Medicine

Dr. McPherson, Wanda Foster, Jane Myers, and Adrian MacGregor recently interviewed a Nurse Practitioner candidate for the Hospitalist Service. This candidate is choosing to pursue another opportunity at this time. We are continuing our search for the second, APN for the Hospitalist Service. Adrian MacGregor, Wanda Foster, and Jane Myers recently met with representatives of Enterprise Medical Services (recruitment firm) out of St. Louis, MO. We have engaged with this firm for additional recruitment support for the Lead Hospitalist/ Medical Director position.

### Medical Student

Kenny Boyd and Adrian MacGregor recently met with a medical student who has been accepted at the University of Illinois – RMED program. He will start his first year of medical school this fall and has expressed interest in learning more about medical school partnership opportunities with MDH. Adrian MacGregor will be having a follow up meeting with another medical student candidate, recently accepted to SIU School of Medicine that starts this fall. He and his wife are originally from McDonough County and have a desire to return to the area upon completion of his training.

### Advanced Practice Provider

**Emergency Medicine:** We will be interviewing a Physician Assistant candidate for one of the two, full-

time opportunities within the Emergency Department later this month. Ravi Masih, MD, Molly Wolfe, and Adrian MacGregor are reviewing additional candidates that have recently responded to these openings at this time.

**ENT:** We are following up with a Nurse Practitioner in training that expressed interest in the ENT practice opportunity at this time.

**Psychiatry:** Our work continues with Horizon Health for the recruitment of a Nurse Practitioner to assist with Psychiatry services.

### Outreach Services

#### Outreach Programming

Kelly Shiraki, Health Educator spoke to participants within the YMCA / MDH Dynamic Duo weight-loss group regarding Wellness Coaching and health numbers within a Lipid Panel. Nicole Schaub, Health educator, and MDH Employee Wellness Coordinator has kicked off the second, annual Biggest Loser weight loss employee wellness challenge. This is a team based, 10 week employee wellness initiative whereby teams set both individual and group goals towards weight-loss and other health lifestyle choices. Individual team members find both encouragement and accountability through their team's participation over a 10 week period.

#### Physician Outreach

Dr. Sajjad Sarwar, MDH Psychiatrist, provided an educational presentation for the LIFE group this month at the Spoon River College Outreach Center entitled, The Importance of Sleep for Mental Health.

#### Occupational Health

Adrian MacGregor, Nicole Schaub, and Diane Tate recently met with representatives from Macomb



Schools to review participant feedback from the biometric screening program as well as set goals and objectives for employee engagement through the summer and fall of 2015.

Kenny Boyd, as well as Leaders from Outreach Services, Lab, ER, Cardiopulmonary, MMG, and Rehabilitation Services met with senior executives at NTN Bower Corporation this month to present an Occupational Health Services proposal. Michelle Schlieper, FNP has been identified as a provider for their pre-employment and minor injury needs. Nicole Schaub, Health Educator will be working closely with the NTN Bower Safety & Health Coordinator related to employee health and wellness service needs.

## Information Systems

### Construction Update

New workstations and printers are on-site and being setup for the new Acute Care areas on 2nd and 3rd floor. Equipment for the Senior Behavioral Health unit will be ordered soon and setup for their use. Network equipment is on-site and ready to configure. We are awaiting the final completion of the cable pulls for these areas and the fiber cabling to the main data center.

### Hospital Electronic Medical Record Decision

Approval to move our multiple EMR systems from HMS/Medhost, Vitera, MIE and AllMeds to Cerner has been made. We are in the final phase of contract review and should complete this process in May. The implementation planning process for migration to the Cerner system will begin in June. Project details and time lines will be determined during the process.

## Financial Performance

April 2015

We had another good month in terms of activity -- above budget by 0.2% --with Year-to-Date above budget by 1.8% overall. Total admissions were down below budget – unlike last month's positive variances. This month both Acute and OB saw a decline equating to a 11.8% decrease in total admissions (a decrease of 19). On average, however, the patient's we did have stayed longer. Patient days were up both in acute and ICU but this was offset by the impact of the OB patients. Patient Days in OB were below budget by 20.6%. YTD total admissions are down 4.1% while patient days are down 2.5% from budget. On a positive note, we did have two Swing Bed admissions for a total of 18 patient days.

Once again, Total Patient Revenue did end the month above both fixed and flex budget with positive numbers in all areas except Home Health/Hospice. YTD patient revenue is also above budget compared to both fixed and flex. Bad Debt and Charity Care continue to be positive to budget as we see a shift in Medicaid coverage and a decrease in days in accounts receivable. Contractual Adjustments were above budget by about 10.9% for the month with OP Medicaid making up again the bulk of the variance. Medicaid began paying a good portion of their outstanding bills and we are getting a better picture of the discounts related to the reimbursement changes. Operating Expenses were above the flexed budget by 2.5% but were below the Fixed budget.

Another positive financial month -- We ended the month with a positive bottom line of \$1,141,130 – above the monthly budget based on our activity by \$518,816 and well above our fixed budget by \$597,945. Our year-to-date

net income is \$3,909,291 – above our fixed target Net Income by \$1,467,839 – but still below our flex budget based on our activity.

## Facility Planning

### ER Addition and Renovation

Work continues throughout the project, including a great deal of site work along the exterior of the project. The paperwork has been submitted to IDPH for the 2<sup>nd</sup> floor of the addition (Senior Behavioral Health) requesting the inspection necessary for them to grant temporary occupancy. The same paperwork for the Acute Care renovation is to be submitted the week of May 11<sup>th</sup>.

### Cafeteria Renovation

Work in this renovation began the week of May 4<sup>th</sup>, and appears to be progressing well towards the projected completion date of May 22<sup>nd</sup>. Auditoriums A&B are being utilized as temporary cafeteria location during the renovation.

## Public Relations Report

Public Relations & Marketing Report for Activities in April 2015

### Website and Social Media

During April there were 15,580 home page visit (-4,895 from March), 3,083 career views and 3,466 calendar views. Updates to the hospital homepage look and content of all other pages are in the process of updates.

The MDH Facebook page is growing to more than 985 likes, while Twitter has increased to 194 followers. Information promoted in April on Social Media was: Apple Award, construction update, MMG Teddy Bear Clinic, Job of the week, Tevar registration, NP-Michelle Schlieper, occupational therapy, Dr. Smith,

CEO community roundtables, & pediatric occupational therapy.

### News media

April news included the promotion of First Aid & CPR classes, announcement of Michelle Schlieper Nurse Practitioner at Convenient Care, MDH volunteer Alexis Lawson receiving the Governor's Volunteer Service Award. President/CEO Kenny Boyd participated in an interview with WGEM news regarding a construction update and how the process is moving along, also announcing the upcoming open house for the new space.

### Advertising/Marketing

The emergency services expansion project television commercial was broadcast on local television stations. Other April advertising including ads promoting orthopedic and sports medicine services by Drs. Wheeler and Urch, hospice & home health care, Dr. Smith, Colorectal kits and Tevar. Billboards continue with surgeons, Card, Gonzales, Ruiz and Whitley.

### Other

Staff coordinated with Home Health for participation in Senior's Day at Citizen's Bank April 2. Digital Signage at Convenient Care includes promotion of CC hours & services, physicians accepting patients, providers Schlieper & Wagner bios and encouraging parents to start scheduling appointments for school/sports physicals.

### Foundation Report

This report reflects activity held within the month of April 2015

### Annual Support

A total of \$32,780.57 was received; 426 gifts and 10 memorials were processed. Some of the areas

receiving support include: Linda's Fund, Cancer Education & Screening, Alzheimer's Support, Permanent Endowment, Hospice, and PROS.

### PROS

Plans continue for the PROS Summer Block Party and membership drive scheduled for Wednesday, June 10 under the big tent on the MDH campus. HyVee will cater BBQ pork sandwiches, potato salad, chips, assorted cookies and soda/water. PROS members will receive a recognition gift and sign up for prizes. PROS donated 250 MDH teddy bears for the MMG Teddy Bear Clinic at the YMCA Kiddie Carnival on April 11. Kids could take part in a teddy bear check-up with Drs. Libby Balbort and Heather Harrison.

### Golden Apple Society

A meeting was held on April 9. New members recruited are Mr. Gary and Dr. Tamara Smith, Dave and Jackie Thompson, Kathy J. Veroni, Vicky Wallen, and Tom Wood. The next meeting is set for June 4.

### Business Relations

Approximately 85 business leaders attended roundtable discussions on April 27 and May 1, at the SRC Outreach Center. MDH CEO Kenny Boyd updated leaders on what's happening at MDH and a question/answer forum followed.

### Planned Gifts

A meeting is scheduled for May 13.

### Tevar 5K Run/Walk

The event is scheduled for Saturday, May 2, at The Old Dairy. More than 100 have registered for the event and sponsorships have been secured. Shirts were ordered. Funds raised will go to Cancer Education & Screening and Linda's Fund.

### Century Club (CC) Drive

CC brochures and renewal cards were designed and printed. A committee orientation was held on April 14. Committee members provided approximately 200 names of friends and family to be invited to join CC. Renewals and new member letters were prepared and signed to be mailed May 4. CC recognition gifts were ordered, received, and will be distributed to members on June 12. Funds raised will be designated to the future DKS Women's Center.

### MDH Golf Tournament

A kick-off meeting is scheduled for May 4 to begin plans for the September 12 event at Gold Hills. Funds raised will be designated to the future DKS Women's Center.

### Capital Campaign

The DKS Women's Center capital campaign materials were completed and sent to printer. Work continues to form a campaign committee.



## HCAHPS Star Ratings Released

### Hospital Compare Star Ratings for HCHAPS

As part of the April 16, 2015 *Hospital Compare* quarterly update, The Centers for Medicare and Medicaid Services (CMS), publicly launched a star rating system for HCAHPS based on patient experience survey data for patients discharged between July 1, 2013 and June 30, 2014.

Hospitals received ratings of one to five stars, with five stars being the highest score. Consumers now see 12 HCAHPS star ratings, one for each of the 11 publicly reported HCAHPS measures, plus a summary star rating intended to reflect overall performance on HCAHPS. CMS plans to update the data quarterly. To be clear, this represents a change in how information is displayed, not the addition of questions to be answered or data to be collected.

### How Hospitals Fared

In total, Medicare awarded five-star ratings to 251 of the 3,553 eligible hospitals – or about 7% of the nation's hospitals. In addition:

- 34% received four stars
- 40% received three stars
- 16% received two stars
- 3% received one star

### McDonough District Hospital received a four star rating. ★★☆☆

The majority of the top-rated facilities are small specialty hospitals that focus on costly elective procedures like spine, heart, or knee operations. These hospitals typically receive more positive patient reviews than larger general hospitals, which tend to score lower because of the diversity of illness and hectic EDs, both of which can hamper the patient perception of care.

Sources: *Press Ganey, AHA Quality Advisor*

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## Laboratory CAP Inspection

I want to thank all of the hospital staff that helped make the labs recent College of American Pathologists (CAP) inspection a success. Out of a possible 2000 questions that could have been deficiencies, the lab received 6 deficiencies. We have one month to correct these deficiencies.

THANK YOU TO:

- Lab staff who wrote and revised many procedures and policies to comply with CAP standards, many hours were spent in preparation.
- Departments who do waived testing in ICU, OB and ER; your records and compliance was excellent.
- Nurses who took part in the blood infusion tracer study and for being so diligent in following MDH protocol.
- Plant Engineering for helping the lab install a new eyewash station to correct one of our deficiencies.
- Wanda Foster who volunteered help all day and sat through our summation, representing Senior Leadership.

The inspection team was very impressed with all MDH staff. They commented on the pleasant attitude at MDH and said it must be a great place to work.

Joann Mutch  
Leader, Laboratory Services



# Tevar 5k Run & 1,2 Mile Walk in memory of Dr. Dinesh P. Tevar

## Overall Winners:

Josh Berndor 18:57 & Brittany Cromer 23:38

**Thank You** to everyone who supported and/or participated in the May 2 event! Over \$8,600 was raised in support of cancer education & screening; and Linda's Fund for breast cancer patients.

T-shirts from past Tevar events will be available in the MDH Foundation Office until June 1. Payroll deduction or check will be accepted - \$25 for a 2015 grey shirt, free will donation for a 2014 long-sleeved shirt (blue). Sizes are limited. Proceeds will continue to support Cancer Education & Screening and Linda's Fund. Foundation Office hours are 8:00 AM - 4:30 PM, Monday - Friday. If this is not convenient for you, please call extension 13794 and leave a message. We will be glad to make other arrangements with you!



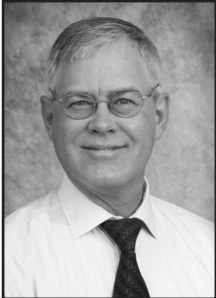


# MMG McDonough Medical Group

Need a primary care provider or know someone who does?

The following providers are currently accepting new patients

## Family Practice



**John Arnold, MD**  
1150 N Cole, Bushnell  
(309) 772-9444



**Carrie Helle, FNP**



**Mimi Pounders, FNP**  
HSB 1, Suite 202  
(309) 833-1729

## Obstetrics & Gynecology



**Tamara Smith, DO**  
HSB 2, Suite 112  
(309) 836-6937

## Pediatrics



**Liberty Balbort, MD**  
HSB 1, Suite 201  
(309) 833-1729



**Heather Harrison, MD**  
HSB 1, Suite 202  
(309) 833-1729



Sue Adams, nurse practitioner at the MDH Convenient Care Clinic, recently joined the team in the MDH Family and Pediatric Clinic to see patients for acute needs on Tuesdays. Sue will see patients from 8:30 AM-6:00 PM to help increase access to care for patients of this clinic.

The MMG Patient Financial Services department is now handling the billing for all MMG clinics except for the MDH Convenient Care Clinic. They added the final clinic WISA, the MMG surgery group, as of April 1. Congratulations to Debby Runge-Ashby and her staff for successfully bringing all of the billing for MMG in-house.

## Fruit Pizza



**PREP** 25 mins  
**COOK** 10 mins  
**READY IN** 1 hr 35 mins

## Ingredients

Recipe makes 1 fruit pizza

- 1/2 cup butter, softened
- 3/4 cup white sugar
- 1 egg
- 1 1/4 cups all-purpose flour
- 1 teaspoon cream of tartar
- 1/2 teaspoon baking soda
- 1/4 teaspoon salt
- 1 (8 oz) package cream cheese
- 1/2 cup white sugar
- 2 teaspoons vanilla extract

## Directions

1. Preheat oven to 350 degrees F.
2. In a large bowl, cream together the butter and 3/4 cup sugar until smooth. Mix in egg. Combine the flour, cream of tartar, baking soda and salt; stir into the creamed mixture until just blended. Press dough into an ungreased pizza pan.
3. Bake in preheated oven for 8 to 10 minutes, or until lightly browned. Cool.
4. In a large bowl, beat cream cheese with 1/2 cup sugar and vanilla until light. Spread on cooled crust.
5. Arrange desired fruit on filling, and chill.

## Thank You!

Girl Scout Troop #5428, Carmen Elliott, Kayoaina Whyte, Hayden Knupp, Haley Shake and Laura Shake, donated survival kits to Emergency Services and ICU on May 6 as a community service project.



### Reminders 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](http://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.

#### Health Alliance In-Network Provider Verification

Please verify the out-of-pocket expenses before services are performed to avoid any surprises in health insurance coverage. Do not rely on your provider to give you accurate coverage levels or to provide you with physicians who are in-network for our plan.

It is difficult for providers to quote coverage levels for each Health Alliance plan accurately. It is always best to call Health Alliance directly to make sure you have accurate information. Please ask if your provider is in-network, if the facility is in-network, if the services are covered by the plan and at what level of coverage, and if pre-authorization or a referral is needed.

The same applies to prescription benefits. To know accurately what your co-payment for your prescription will be prior to having the prescription filled, you can call Health Alliance to see if the drug is on the Health Alliance formulary and what the co-payment will be.

To assure you accurately know what the cost of healthcare services will be to you, please contact Health Alliance at (800) 322-7451 before services are rendered.



## ...Benefit Break...

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

### **Tuition Reimbursement**

McDonough District Hospital encourages employees to pursue college course(s) which will improve their job knowledge and skills, broaden their scope of health care understanding and contribute to higher levels of overall competency throughout MDH.

An employee who has completed six months of employment at MDH may apply for tuition reimbursement. The course content will be directly related to the enhancement of the employee's present job or related to a position staffed at MDH that the employee plans to pursue.

Employees are eligible for reimbursement for tuition only. Books, fees, and materials will be paid by the employee. Annual tuition is for classes taken from fall semester through summer semester. The limit per year per employee is:

|          |                 |
|----------|-----------------|
| Status 1 | \$3000 per year |
| Status 7 | \$2000 per year |
| Status 2 | \$1000 per year |

**More details along with the Tuition Request and Reimbursement forms can be requested from Human Resources. Forms are also available via the Human Resources page of the MDH Intranet.**

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



## Creating a Cyber Secure Home

### What To Do When Hacked

**No matter how secure you are, sooner or later, you may be hacked:**



Create regular backups of all your personal information. If your computer or mobile device is hacked, the only way you can recover all your personal information may be from backups.

If one of your online accounts has been hacked, immediately log in and change the password to a strong, unique password. If you no longer have access, contact the company.

Monitor your credit cards. If you see any charges you do not recognize, call the credit card company right away.

Hackers are constantly finding creative and innovative ways to get past firewalls, lure unsuspecting people into sharing their information, or break into devices connected to public networks (such as when you're at your favorite local café and using your laptop, tablet, or smartphone).

You could take steps to significantly reduce your risks of getting attacked by the hackers, but unfortunately, you will never be completely protected from motivated hackers.

While it can be frustrating and a bit unnerving, there are some important steps that you should take if you know you've been hacked.

**Conduct a Security Audit on All Major Accounts  
Reset Passwords  
Run a Virus Scanning Program  
Check for Back Doors  
Update Your Computer  
Ask Yourself Why You Were Hacked**

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

## 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

Jessica Horwedel  
Prep Aide, Surgery

### MVP Thank You - \$25

Karen Peters  
LPN, Acute Care

Amy Jones (Not Pictured)  
Clinic LPN, MMG



Jessica Horwedel (left)



Karen Peters

## Electronic Health Record (EHR)

MDH has been evaluating the future of our Electronic Health Record (EHR) and more specifically a new EHR partner. This search spanned approximately 9 months and included options of maintaining our current systems, implementing an ambulatory only product (physician practices) or an organizational wide fully integrated product and included more than a dozen EHR vendors. During this time there were multiple on site demonstrations, site visits and vendor references completed along with user representation feedback/voting on which provider would be preferred. All of this information was then compiled and presented to the Board of Directors for review/consideration.

The Board of Directors, upon a recommendation from our IT Governance Council, approved the selection of Cerner as our new EHR provider. Cerner's product will allow us to achieve a single source solution across the organization and allow better coordination of patient care and simpler sharing of treatment information amongst our providers and our patients.

The details and timeline for implementation will be finalized in the coming weeks. No matter the timeline, it is important to know the transition will not be easy and it will require everyone to participate and be willing to fully engage in the process to make it a success. It is also important to realize this is NOT an IT project that will impact everyone else but rather a patient care process that will have an IT component.

**More information and timeline details coming soon!**

*Save the dates*

**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

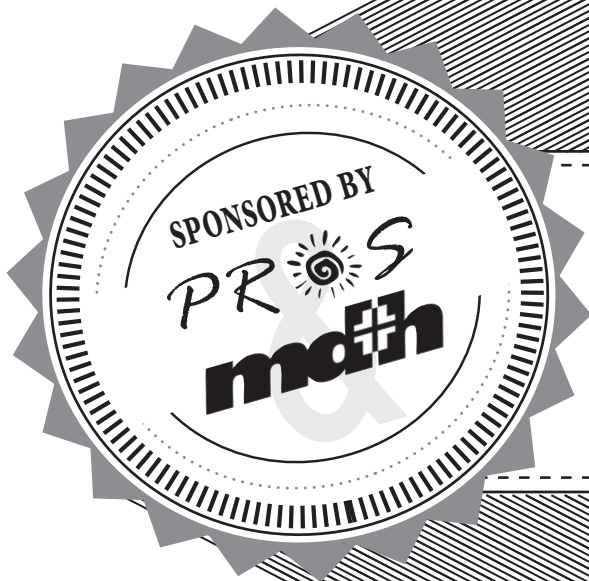
**Festival of Trees**

December 4-7

Join us for the

# SUMMER BLOCK PARTY

FOOD • PRIZES • MUSIC • FUN



**PROS members can win raffle prizes!**

- Current members - 1 entry
- Century Club (CC) level (\$3.85 p/p & up) - 2 entries
- New members - 2 entries
- Increase to CC level - 2 entries
- Recruit a new member - 2 entries

**ALL PROS MEMBERS WILL RECEIVE A RECOGNITION GIFT**

wednesday  
**JUNE 10<sup>TH</sup> 2015**

**TIME**  
 11:00AM - 1:30PM  
 5:00 - 7:00PM  
 11:00PM

**PLACE**  
 Pendell Garden  
 Side Dining Room  
 Traveling Cart



# MENU

**BBQ PULLED PORK • POTATO SALAD • CHIPS • SODA/WATER • COOKIES**

This event is free to all employees, physicians & staff, board members, and auxiliary/volunteers.

Due to hospital renovations this year, the National Hospital Week Taco Tuesday and MDH Summer Blast events will be combined to become the Summer Block Party.