K Making Rounds **McDonough** District Hospital May 17, 2016 * www.mdh.org **Employee Newsletter**

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

Overall Winners: Michael Thompson, 19:32 & Jami Hocker, 23:33

Thank You to everyone who supported and/or participated in the 10th Annual Tevar 5K Run and 1-2 Mile Walk. More than 170 individuals participated in the run/walk helping to raise more than \$7,800 to provide support for Cancer Education & Screening and Linda's Fund at McDonough District Hospital.

The Foundation office has extra 2016 Tevar shirts available for purchase until June 1. Payroll deduction, exact cash or check will be accepted. The purple shirts are \$25 and are available on a first-come, first-serve basis. 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 our hours are not convenient for you, please call ext. 13496 and we will make arrangements that work for you.

Honesty and Integrity · Respect · Exceptional Service · Commitment to Excellence · Teamwork

MDH Core Values





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

Riddle

If a blue house is made out of blue bricks, a yellow house is made out of yellow bricks and a pink house is made out of pink bricks, what is a green house made of?

Eye Spy

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

Find the answer on pg. 19.



Glass





Job Opportunities

POSITIONS

Unit Secretary Unit Secretary Unit Secretary Clinic RN Clinic RN Clinic Triage Nurse LPN House Supervisor RN RN Nurse Practitioner **OA** Assistant RN RN RN RN RN RN RN CNA CNA EMT EMT Medical Assistant Medical Assistant Medical Assistant Medical Assistant Medical Assistant Paramedic Paramedic Paramedic Phlebotomist (trained) Phlebotomist (trained) Maintenance III Counselor Clinic Analyst Medical Director MT (ASCP) Occupational Therapist Pharmacy Technician Physical Therapist PT Assistant

Help Wanted DEPARTMENT SHIFT **STATUS** Acute Care 7p-7:30a Full-time Acute Care Variable 24 hrs/wk Home Health Days Full-time Family Clinic Full-time Days **Psychiatry Clinic** Full-time Days MMG Full-time Days 7:30a-4:00p 24 hrs/wk Day Health Nursing Support 7p-7:30a Registry Intensive Care Unit Full-time 7p-7:30a Intensive Care Unit 7a-7:30p 24 hrs/wk Full-time **Emergency Services** Days Health Info Mgt. 7a-3:30p Full-time 7p-7:30a Senior Behavioral Health 24 hrs/wk Senior Behavioral Health 7p-7:30a Full-time Senior Behavioral Health 7a-7:30p 24 hrs/wk Senior Behavioral Health Variable Registry Acute Care 7p-7:30a Full-time Obstetrics Variable 24 hrs/wk Obstetrics Variable Full-time Senior Behavioral Health 7p-7:30a Full-time Senior Behavioral Health 7p-7:30a 24 hrs/wk Ambulance 7a-7:30p 24 hrs/wk Ambulance Variable Registry MMG Full-time Days MMG Full-time Days **OB/GYN** Clinic Full-time Days **OB/GYN** Clinic Full-time Days Pain Management Clinic 24 hrs/wk Days Ambulance Variable Registry Ambulance Variable Full-time Ambulance Variable 24 hrs/wk Variable Laboratory Registry Variable Full-time Laboratory Full-time Plant Engineering Evenings Behavioral Health Services Days Full-time MMG Days Full-time Hospitalist Full-time Laboratory Variable Full-time Sports Med & Rehabilitation Days Full-time Pharmacy 10a-6:30p 24 hrs/wk Sports Med & Rehabilitation Days Full-time Sports Med & Rehabilitation Days Full-time

List also available online at www.mdh.org

As of May 10, 2016

Page 2...Making Rounds

"I felt the staff at the hospital were very kind & helpful."

New Faces at MDH

MDH Welcomes New Employees



Shayna Beck Shayna is a Cl

Shayna is a CNA in Senior Behavioral Health. She is originally from Springfield and has one

child, Kayden. In her spare time Shayna enjoys reading, playing cars with her son, working out and sports.



Nick Gregory

Nick is a Paramedic in Emergency Services. He is originally from Jacksonville and has one child, Zayda. In

his spare time Nick enjoys hunting, fishing, skiing and playing guitar.



Erin Heaton Erin is a Clinic LPN in Internal Medicine

in Internal Medicine. She is originally from Carthage and is married to Dustin. In her spare

time Erin enjoys fishing, camping and spending time with her family.



Jenny Miller

Jenny is a Unit Secretary in Behavioral Health. She is from Macomb and takes care of her teenage sister, Chloe. In

her spare time Jenny enjoys walking her German Shepard and watching sports.



Daysha Ranson

Daysha is a CNA in Acute Care. She is originally from Mississippi. She and her husband, Jason, have

two daughters, Kylie and Brooklyn.



Betty Reinertson Betty is a Clinic RN in OB/GYN Clinic. She is originally from Pekin and is married to Eric. They have two

children, Kristin and Courtney. In her spare time Betty enjoys sewing, gardening and traveling.



Lizzie Rickard Lizzie is a LPN in Senior Behavioral Health. She is originally from Fayetteville, Arkansas

and is married to Joe. They have four cats and three snakes. In her spare time Lizzie enjoys video games, reading and crafts.

MDH Welcomes A New Volunteer



Stephanie Gaspar-Hernandez Stephanie is a Western Illinois University student with a major in Public Health. She is

originally from Chicago.

Stork Landings

Bob and Kristen Jackson are the proud parents of Emelia Caroline-Joy. Emelia was born on February 28. Kristen is an OB RN.

Justin and **Sarah Manser** are the proud parents of Carter James. Carter was born on April 14. Sarah is a Medical Assistant in Convenient Care.

Andrea Sears and Blake Yazvec are the proud parents of Tucker Jo. Tucker was born on April 13. Andrea is a CNA in Home Health/ Hospice.

Moving Around

Mary Aurelio is a Scan Documents Clerk for MMG. Mary previously worked as an Office Manager for Internal Medicine.

Rhonda Briney is an Admit/ Discharge RN for Acute Care. Rhonda previously worked as a SBH RN.

Anna Denny is a Clinic RN for Pain Management Center. Anna previously worked as a Surgery RN.

Pam Gray is a Secretary/ Receptionist in Bushnell Family Clinic after working as a Unit Secretary for Acute Care.

Lacey Zurek will be working as a Unit Secretary in Acute Care as her primary job. Lacey previously worked as a Staff Development Assistant.

MDH Says Goodbye

Connie Belshaw, Registered Nurse, ICU, 5/1/16

Susan Hood, Paramedic, Ambulance, 4/26/16

Donna Nelson, RN, Acute Care, 5/5/16

Kandie Promisson, PT Assistant, Sports Medicine and Rehabilitation Services, 4/19/16

Kali Quigley, Secretary, Behavioral Health Services, 4/15/16

Casey Roberts, CNA, Senior Behavioral Health, 4/27/16

Kassie Streveler, Social Worker, Hospice, 4/28/16

Loretta Surratt, RN, Senior Behavioral Health, 5/7/16

Megan Thompson, Clinical Analyst, MMG, 5/13/16

Out and About

Maggie Goettsche, RN, CPHQ, CPPS; and Ashley Frederick, BSN, RN, CPHQ, CPPS; attended the Illinois Hospital Association (IHA) Quality Leadership Conference, *Learning in Motion: Improving Care Across the Continuum*, at the Memorial Center for Learning and Innovation in Springfield, a cutting-edge simulation training center, April 13-14.

MDH showcased the quality improvement project aimed at reducing the risk of hospital acquired venous thromboembolism (VTE). Hospitalized patients are at increased risk for developing VTEs (blood clots). MDH implemented a nurse driven protocol for adult VTE prevention promoting early interventions and physician notification of the level of the patient risk. State Senator John Sullivan and State Representative Norine Hammond participated in the Quality Improvement Showcase.





Centralized Scheduling Starting in June

Beginning June 6, MDH will offer Centralized Scheduling, a streamlined scheduling and registration process for the convenience of patients, their caregivers and physicians.

Centralized Scheduling arranges appointments and pre-registration for most Outpatient tests and procedures with one phone call. This convenient, one-stop source for scheduling outpatient tests and other services include: Laboratory, Anti-coagulation, CT, MRI, Ultrasound, Dexa/Bone Scan, Digital Mammography, Nuclear Medicine, Fluoroscopy, Respiratory Therapy, Sleep Lab, PFT's, Echocardiograms, Stress Test, Physical Therapy, Occupational Therapy, Speech Language Pathology, Wound Care, Cardiopulmonary and Port Lab Draws.

Centralized Scheduling is located in the lower level of the hospital next to the future PROS Fitness Gym and will be open Monday – Friday 8:00AM – 7:30PM and Saturdays 8:00AM – 12:00PM. Please call (309) 836-1515 to schedule your outpatient tests and procedures. Please have your physician orders, insurance information and authorization ready when you call. This will help the outpatient schedulers pre-register you by phone more quickly and can save time later when you arrive for your visit.

Save the Dates

Memory Matters Ladies Caddie Auction/ Cocktail Party and Golf Tournament June 2 & 3

> E-Cycle Day June 4

Summer Block Party June 22

MDH Foundation Golf Tournament September 10

> Teddy Bear T November 28

Jingle 'n Mingle (Illumination Gala) December 1

Festival of Trees December 2-5

June Meetings Calendar

Wednesday, June 1 Med Exec/Strategic Planning Steering Committee, 5:30 pm, TFBR

Monday, June 6 Department of Surgery, 12:00 рм, Auditorium В

Wednesday, June 8 PHO Office Managers, 12:00 рм, PDR

Friday, June 10 Exec Committee, 12:00 рм, PDR

Thursday, June 16 Tumor Board, 12:00 рм, Auditorium A/B

Friday, June 17 Finance Committee, 7:00 ам, TFBR

Monday, June 20 Board of Directors, 5:30 рм, TFBR

Tuesday, June 21 MMG Governance Council, 5:30 рм, TFBR

Wednesday, June 22

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

Friday, June 24 Medical Staff Quality Improvement, 12:00 рм, TFBR

Wednesday, June 29 PHO Board of Directors, 12:00 рм, PDR



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

Thanks for your cooperation.

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 **28 employees and physicians** for their outstanding customer service to patients.

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

Recognition for outstanding customer service goes to the following professionals:

Acute/ICU: Tammy Eckert, FNP; Connie Elting, RN; Dr. Matt Karingada; Dr. Ken Nwafo

Admitting/Registration: Jessica Schade, Phlebotomist

Environmental Services: Mona Smith, Aide

Home Health: Shelby Divan, RN

Laboratory: Matt Kessler, Phlebotomist

McDonough Medical Group: **Dr. Edwin Card**; **Audrey Norton**, Receptionist; **Danielle Knowles**, RN; **Dr. James Gonzales**; **Dr. Scott Wright**; **Patty Irish**, LPN; **Dr. Yousaf Jalil**; **Grace Laktas**, Receptionist; **Rachelle McCoy**, RN

Radiology: Jessalyn Winters, RT(R)

Sports Medicine and Rehabilitation Services: Danelle Smith, PT; Jeanne Meehan, OT; Katie Webb, PT; Marilyn Bricker, Receptionist; BJ James, Receptionist; Cathy Borst, OT; Carolyn Grove, RN, BSN, CWOCN; Jen Wagoner, PT

Surgical Services: Debbie Bainter, RN; Dr. Idol Mitchell

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

DKSWC Support Continues

The Dolores Kator Switzer Women's Center will benefit thousands of women with its modernized private OB/GYN suites, state-of-the-art labor/deliver/recovery rooms, new nursery and imaging center.

MDH Foundation Receives \$250,000 Pledge for Callison Nursery



Charlene Callison and Larry Balsamo have generously pledged \$250,000 toward the Dolores Kator Switzer Women's Center (DKSWC) at McDonough District Hospital. The Nursery will be named in honor of Charlene's mother Marion P. Callison and Charlene G. Callison.

"Charlene and Larry are extremely philanthropic and continue to take a lead role in advancing healthcare services in our community," said MDH President/ CEO Kenny Boyd. "In addition to this gift, they are Diamond level members of the MDH Golden Apple Society."

"It is very exciting to see plans progress for a new Women's Center at MDH. The Callison Nursery will mean so much to families and provide a modernized peaceful environment for newborns," said Dr. Tamara Smith, OB/GYN and DKSWC Campaign Co-Chair. "Charlene and Larry's pledge brings us to nearly \$3.7M of our \$5.5M campaign goal!"

Pictured are: (center, l-r): Charlene Callison and newborn River Mann; Dr. Tamara Smith, OB/GYN; Mary Thompson, Certified Nurse Midwife; Larry Balsamo; Kenny Boyd, MDH President/CEO; and Sharie Harden, Certified Nurse Midwife.

Laverdiere Construction Donates \$10,000 to MDH



Jack and Nancy Laverdiere of Laverdiere Construction Inc. presented a check for \$10,000.00 toward the DKSWC. This meaningful gift was made in memory of Jack's mother Vern Laverdiere and Nancy's mother Lillian Archer. Laverdiere Construction will be recognized as Golden Apple level of the Business Honor Roll giving club; and Jack and Nancy are Platinum level members of the Golden Apple Society.

"The Laverdiere family has been extremely generous to the community and to MDH. Their contribution will help us bring the Women's Center to fruition offering a modern healthcare environment for the women in our lives!" said MDH President/CEO Kenny Boyd.

Pictured are (l-r): Nancy and Jack Laverdiere, Laverdiere Construction Inc.; Vicky Kipling, MDH Foundation Leader; and Kenny Boyd, MDH President/CEO.

Colchester State Bank Pledges \$10,000 to MDH

Colchester State Bank has pledged \$10,000 and presented their first installment of \$2,000.00 toward the DKSWC at MDH. With this generous commitment, Colchester State Bank will be recognized as Golden Apple level of the MDH Business Honor Roll giving club.

"We appreciate Colchester State Bank's generous commitment to the Women's Center at MDH. They truly care about advanced healthcare in the community," said MDH President/CEO Kenny Boyd. McDonough Power Operation Round-Up Donates \$2,000 to MDH



The McDonough Power Cooperative Operation Round-Up (ORU) Trustees recently awarded \$4,350 to three local charities through its Operation Round-Up Program. The charitable organizations that received funding include the MDH Foundation - \$2,000 towards a nursery bassinet in the DKSWC; Macomb Project H.O.P.E., Inc. NFP - \$500 to stock their food pantry; and Bushnell Fire Protection District will receive up to \$1,850 for the purchase of two handheld radios.

"We're pleased to be one of the first recipients of the Round-Up program and we appreciate McDonough Power's support of the Women's Center," said MDH President/CEO Kenny Boyd.

For more information about Operation Round Up visit the Community tab at www.mcdonoughpower.com.

Pictured are (l-r): Mike Smith, McDonough Power President/CEO; Matt Housewright, ORU Trustee; Kelly Hamm, McDonough Power Energy Services Manager; Richard Filipink ORU Trustee; Kenny Boyd, MDH President/CEO; and Jill Cook, MDH Foundation Assistant.

Wal-Mart Foundation Community Grant

MDH Foundation received \$1,000 from Wal-Mart Foundation Community Grant toward the Dolores Kator Switzer Women's Center.

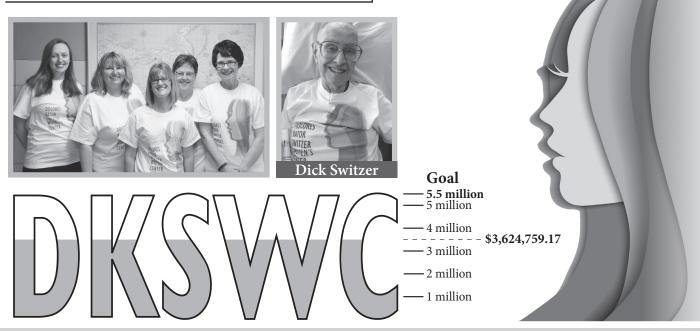
PR 5 Fitness Room Update

Plans continue to renovate the previous therapy gym into a Fitness Room. The doors have been installed. Information Systems will connect a card reader at entry doors. Plant Engineering began clearing the room May 5, the floor replacement will follow. The new equipment is scheduled for delivery the week of May 9. Estimated time of completion is June followed by a grand opening event for all to attend. Thank you for your patience on this employee/medical staff project brought to you by PROS employee giving club!

>>> Introducing....Golden Apple Society Perk!



Society members were mailed an official membership card to be presented when admitted to MDH allowing a Foundation staff member to visit with a comfort package. This Society perk is an additional way of thanking members for their generosity to the hospital.



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. Life insurance is valued at your yearly salary and is provided free of charge to you. Longterm 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.

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 copayment 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.

APPLE Winner April 2016



Please join me in congratulating **Glynnis Coplan**, Secretary for the MDH Ear, Nose & Throat Clinic, on being named the recipient of the MDH **APPLE** Award for April 2016. APPLE stands for "Achieving outstanding Performance in Patient care, Leadership, Loyalty and Enthusiasm for MDH."

Glynnis began working at MDH as a McDonough Medical Group Float Secretary on February 23, 2015. On March 23, 2015, Glynnis began working in her current role as Secretary for the ENT Clinic.

Glynnis Coplan

Glynnis is highly respected by both patients and co-workers. She has excellent communication skills and is very friendly. Glynnis understands the patients are her highest priority, and her customer service skills are superb. Patients feel very welcome by Glynnis' presence and her peers appreciate the team environment she promotes.

Glynnis has the perfect balance of owning a problem and knowing when to hand it off. She is very responsible and efficient. She is a super user for Cerner training and has taken ownership of that role. She is involved in leading the training sessions for all clinic staff. She is very organized and tries to identify areas of improvement and offers possible solutions to help the process become more streamlined.

"I could go on and on about all of the things Glynnis has done, and I'm sure there are many more that I don't know about as she is humble and does not look for recognition. She does things because they are the right thing to do. She does not seek to be in charge, but rather she leads by example," explains a co-worker. Her nominator states, "Glynnis is a person with a strong work ethic who is extremely focused on giving quality patient care. Her knowledge of her job is demonstrated day in and day out as she performs a multitude of tasks that keep the ENT Clinic running like a well-oiled machine."

Glynnis and her husband, Jeff, have three sons; Denver, Braden and Holden. In her spare time, Glynnis enjoys working in her flower gardens, embroidery, crocheting and crafting. She also enjoys attending her boys' baseball games and other activities.



Adding Another Safety Product

We are moving away from the glass evacuated containers and to plastic evacuated containers for safety reasons. The new plastic evacuated container will work with the kits we have. The tubing is connected with a leur lock to the container instead of using a needle. The green vacuum indicator on top is compressed when vacuum is present and expands as the container fills up. We should start to see these soon as the glass containers are used up. Please contact Staff Development or Infection Control with any questions.



Making Rounds...Page 9



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.

Obstetrics

Crystal Dobbs, RN, CLC, Leader of Obstetrics, discussed with the students the nurses role with the mother and baby. She also talked about the average size and measurements of an infant, how the students can help out with an infant's development and the education needed to go into the field of obstetrics.

The students received a small teddy bear as a souvenir.

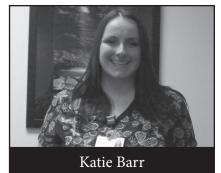


ebrewA **QVM**

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.

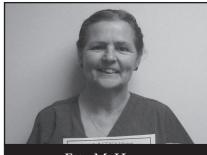
MVP Award - \$50

Katie Barr Medical Assistant - MMG



MVP Thank Yous - \$25

Etta McHone CNA - Home Health



Etta McHone

Becky Moon Maintenance III - Plant Engineering



Becky Moon (Left)

May 2016

June Calendar of Events

Anger Management

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

Postpartum Care & Understanding Your Newborn

Thursday, June 2 7:00-9:00 рм, Auditorium B Pre-registration required. Call Obstetrics at (309) 836-1570.

Seniors' Day at Citizens

Thursday, June 2 8:30 AM-4:30 PM, Citizens Bank, Downtown Macomb Topic: Information and displays for Lifeline[®], a home emergency response system, and MDH Senior Behavioral Health Contact Day Health at (309) 836-1656 or

Senior Behavioral Health (309) 836-1568.

Divorcing Parents Education Program

Friday, June 3 1:00-5:00 рм, HSB 1 Auditorium Cost: \$60.00 payable at session, Pre-registration required. Contact Behavioral Health Services (309) 836-1582.

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

Saturday, June 4 8:00 ам-4:30 рм, Auditorium A & B Pre-registration required. Call Obstetrics at (309) 836-1570.

Bereavement Support Group-New Horizons

Mondays, June 6 & 20 3:00-4:00 рм, Medical Arts Building, Conference Room For more information, call Hospice at (309) 836-1543.

Risk Education

Monday-Thursday, June 6-9 1:00-4:00 рм, HSB 1 Auditorium Fee: \$150.00 Pre-registration required. Call Behavioral Health Services at (309) 836-1582.

Senior Caregiver Support Group

Wednesday, June 8 5:00-6:00 рм, Activity Room at Grand Prairie Assisted Living, 1307 East Meadowlark Rd Topic: Fall Prevention This meeting includes a free dinner: hot dogs, chips, cookies & a drink. We will meet outside, weather permitting. Group meets the second Wednesday of each month and is free and open to the public. Contact Senior Behavioral Health at (309) 836-1568.

Childbirth and Infant Care: Breastfeeding

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

MDH Cancer Series

Assistance for Cancer Survivors and their Caregivers Monday, June 13 6:00 PM, SRC Outreach Center, MidAmerica National Bank Conference Hall Room A and M109 For all cancer survivors and their caregivers. Presentations from Home Health/Hospice team members, along with time for discussion. Light Refreshments will be served. To RSVP contact Outreach at (309) 836-1584.

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

Thursdays, June 30; July 7, 14, 21 7:00-9:15 PM, Auditorium B Class will meet one night a week for four weeks. Pre-registration required. Call Obstetrics at (309) 836-1570.

Colorectal Cancer Screening Success!

MDH Outreach Services offered their annual Colorectal Cancer Screening during the months of March and April. We had a tremendous response to the screening this year with 96 individuals taking one of the ICT-Hemoccult Kits and 72 of those individuals returning their completed kit to be analyzed, for a return rate of 75%! The individuals were notified of their results and those with positive results were referred to their healthcare provider for further evaluation.

Outreach Services would like to thank the staff from MDH Lab who analyzed the kits, the staff of Admitting/ Registration who gave out the kits before and after hours, Public Relations for the advertising and for anyone who had a part in making this screening a success.



Looking for Advice?

Dear Lucy,

I'm about to turn 50 and find myself feeling melancholy about the prospect. I feel stressed, lack interest and energy. I'm in good health, have a very supportive family and a solid network of friends. I'm satisfied with my career and have a few spare moments to engage in hobbies I enjoy. So what's wrong with me? Instead of counting my blessings I'm focused on what will the future bring, the weight I've gained, my sagging skin and how thin my hair is.

Sincerely,

Wish I was Happier

Dear Wish,

	Milestone birthdays, anniversaries or even holidays often cause us to pause and reflect on our lives and question
_	where we want to go in our future. These are often times we consider making changes. Doing things differently,
	even making positive changes in our lives potentially creates stress. We want to stay healthy, fit and energetic
_	in the decades to come, but we begin to question what if I get sick, what if I'm not able to continue to do all the
	things I enjoy? Concerns about retirement and financial stability in the future also become a greater focus.
	To get past feeling gloomy give yourself permission to feel how you feel. Acknowledge the emotion isn't pleasant
	and that even negative feelings are a part of life. When we tell ourselves we shouldn't feel a particular way we risk
	intensifying the negative emotion. Trying to repress our emotions works the same way as when we tell ourselves
	not to think of a particular object and all we end up thinking about is that object.
	I would encourage you to focus on the things you can control and place limited energy into those things you
	can't. For example if you worry about getting sick, what can you do to minimize the risks? Taking a look at your
	food intake, meaning being more aware of what you eat instead of dieting, getting adequate sleep and engaging
	in regular exercise are things you have control of. If you haven't met with a financial advisor consider doing so.
-	The advisor can verify if you are on track to saving enough money for retirement or can make recommendations
1	to help get you there.
	You might want to consider learning more about mindfulness, that is focusing on this moment and not
	ruminating about what has been done in the past or what might happen in the future. If you only have a few
	spare moments use this time to simply notice your breath and then center your attention on just one thing. Take
	time to express gratitude, perhaps even writing down things you appreciate has been shown to help decrease our
-	level of stress. Gratitude helps us to notice things going well as opposed to what we wish could be different.
	Turning 50 can actually present an opportunity to improve your life and enjoy wellness for decades to come. If
-	you have further questions about this topic or any mental health or substance abuse concerns, please contact
	Behavioral Health Services at 836-1582.
	Best regards,
	Lucy
-	

A Fun Day "Down on the Farm"

The West Central Illinois Chapter of Farm Safety For Just Kids recently hosted the annual Progressive Agriculture Safety Day for approximately 255 fourth grade students at the McDonough County 4-H Center in Macomb. All of the schools in McDonough County participated, along with Trinity Academy and several home-schooled students.

MDH always plays a major role in the Safety Day, along with the University of Illinois McDonough County Extension, McDonough County Farm Bureau, FFA members from the area high schools, Sigma Alpha Sorority, Alpha Gamma Sigma Fraternity and many other ag-related businesses and organizations.

Aaron Wilson and Rachel Williamson from Emergency Services presented the popular First Aid session. They let the students see the ambulance and demonstrated how the equipment is used in an emergency situation. The Outreach team taught several sessions Molly McGrew-McKee and Stephanie Crockett presented the fun session on Sun Safety, Arden Caffrey and Diane Tate covered Protecting Your Hearing, and Adrian MacGregor delivered the delicious lunches prepared by Morrison Food Service. Other sessions included Safety with Animals, ATVs, Lawn Mower Equipment, Chemicals, Severe Weather, Roll-overs and Seat Belts, Electricity and Utilities, plus Disability Awareness. Vicky Kipling and Jill Cook from the Foundation captured some great photos of the students participating in the various sessions. The MDH PROS donated first aid kits for each of the students to take home

donated first aid kits for each of the students to take home at the end of the day.

A very big thank you to everyone who helped in making the Progressive Ag Safety Day a huge success. The students really enjoyed this event and learned valuable safety skills they will use for a lifetime.

Diane Tate, Health Educator MDH Outreach Services

















MMG is Changing and Growing

Dr. Balbort's office has been relocated to make room for the MDH Pain Management Center. She is now located across the hall from her old office in the same location as Dr. Minter and Sue Adams, FNP in Health Services Building 1, Suite 202. In July, the MDH Family and Pediatric Clinic will become two clinics, MDH Pediatrics and MDH Family Clinic. Dr. Minter and Sue Adams will move to the new Family Clinic located on the second floor of Health Services Building 2. They will be joined by Dr. Zhang and Jodi Abernathy, FNP in July and Dr. Patel, Dr. Wehner and Megan Clemens, FNP in August.

Obstetrics and Gynecology Clinic

We are excited for the expansion of our women's health services with the addition of Dr. Eric Reinertson, MD and three well-known providers, Sharie Harden, MS, CNM; Mary Thompson, MS, CNM and Brenda Powell Allen; WHNP, all joining Dr. Tamara Smith in the MDH Obstetrics and Gynecology Clinic. Dr. Reinertson comes to MDH after 18 years of service in the Pekin, IL community where he was most recently the Director of Ob/Gyn Services with Premier Ob/Gyn (ProHealth Inc.). Dr. Reinertson is contracted to be here through the end of the year on an interim basis while MDH works to recruit a full-time OBGYN physician to serve the community long-term. Sharie, Mary and Brenda come to us from the Women's Health Center of Macomb and bring over 80 years of combined experience in women's healthcare to the MDH Obstetrics & Gynecology Clinic. Call (309) 836-6937 for more information or to schedule an appointment.

MDH Pain Management Center

The MDH Pain Management Center is now accepting new patients and will open June 14 in Health Services Building 1, Suite 201. Dr. Pavlovic diagnoses and treats a variety of acute and chronic pain.

Common Diagnoses include:

- Neck pain, including work-related injuries
- Back pain, including work-related injuries and sciatica
- Persistent pain after back or neck surgery
- Arthritis pain in neck or lower back

- Complex Regional Pain Syndrome (CRPS)
- Nerve damage or muscle spasm pain
- Shingles pain
- Headaches

Take control over pain. Get back to everyday life.



309.836.1715

2016 Volunteer Recognition Dinner

On Tuesday, April 12 a Volunteer Recognition Dinner was held at the Macomb VFW. This year's theme was "MDH hits the Jackpot with the best Volunteers!"

Entertainment was from local Macomb High School students who performed in the recent high school musical presentation of *Fiddler on the Roof*. Macomb High School Chorus Director Melanie Butcher was present to narrate and set the scene for the students to sing and perform portions of the play.

Kenny Boyd thanked volunteers for their hours of time given to MDH volunteering and also gave them an update on MDH happenings.

Ruth Ann Willis-Hartmann had recently retired from her position as Volunteer Coordinator (almost 13 years of service in position) on March 1, 2016. Ruth Ann was present at the dinner as a guest and was presented with a plaque from Auxiliary President Ed Lavin for her years of service and dedication. Ruth Ann was also presented with a memory scrapbook from the current Volunteer Coordinator, **Meagan Wohlfeil**, who helped organize the scrapbook that was filled with letters and cards from volunteers thanking Ruth Ann for her years of dedication and best wishes for her retirement.



Employee Wellness Fitbit Group & Incentive

Do you own a Fitbit? Join the MDH public community group!

Here's how to join the group:

- Sign into your Fitbit account at fitbit.com
- Toggle over the community option along the top and click on activity groups
- Search for the group name "McDonough District Hospital Fitbit Challengers" (*Be sure to include the quotations around the group name in your search*)

With this community group we will be able to do challenges in the future and keep track of employee's steps and progress throughout challenges. Those of you who don't have a Fitbit will still be able to participate in future challenges, but you will have to record all your steps or miles via paper.

Also, Fitbits will be offered for purchase every fiscal year to employees who complete the biometric screening and the online health risk assessment. This means you can upgrade your Fitbit every year or you can purchase one if you do not already own one. Be on the lookout in the near future for available models and cost. If you have any questions about the Fitbit community group or challenges, email Stephanie Crockett at lifesteps@mdh.org or call x13803.



President's Report

The MDH Board of Directors met May 16, 2016. Here is Mr. Boyd's report to the Board for the accounting period of April 19 through May 16, 2016.

Quality and Innovation

Service Excellence

Service Excellence recently coordinated the distribution and completion of the 2016 Agency for Healthcare Research and Quality (AHRQ) Hospital Survey on Patient Safety Culture. MDH typically conducts this survey every two years.

This tool is useful for assessing the safety culture of MDH as a whole, or for specific units/departments within our organization.

We use this survey assessment tool to:

- Raise staff awareness about patient safety.
- Diagnose and assess the current status of patient safety culture.
- Identify strengths and areas for patient safety culture improvement.
- Examine trends in patient safety culture change over time.
- Evaluate the cultural impact of patient safety initiatives and interventions.
- Conduct internal and external comparisons.

MDH reached a 48% response rate for 2016 compared to 52% in 2014.

The 2016 data will be submitted to AHRQ to be included in the comparative database report.

Projects

HOME TO STAY

This project is working to reduce 30 day readmissions for three patient populations. For CHF PATIENTS: assign intervention workload.



For KNEE/HIP REPLACEMENT PATIENTS: define intervention. For HIGH RISK READMIT PATIENT: develop LACE assessment tool using ICD-10 codes in Cerner.

Patient Safety

The Fall Prevention Team continues their improvement efforts on reducing harm occurred from patient falls. The two-year fall prevention program is beginning the sustainment phase of the project. Monthly internal audits are being conducting, the post fall huddle report was redesigned and implemented and fall prevention alarms were mounted in the patient rooms. The work continues as we persistently strive to improve the safety and quality of care provided to our patients. MDH will continue the internal audits by the fall prevention unit champions and identify areas of opportunity to continually improve processes.

The Leapfrog Hospital Survey is the gold standard for comparing hospitals on standards of safety, quality, and efficiency. Every year, Leapfrog collects and reports hospital performance, empowering purchasers to find the highest-value care and giving consumers the lifesaving information they need to make informed decisions. MDH continues to demonstrate transparency and quality improvement through the Leapfrog Hospital Survey. Leapfrog uses a letter grade scoring system which includes the following: A, B, C, D, and F. In the latest report there were 798 hospitals that received an "A", 639 received a "B", 957 received a "C", 162 received a "D", and 15 received an "F". MDH's Spring 2016 hospital safety score was a "C".

On April 14th, at the Illinois State Capitol, MDH showcased the quality improvement project aimed at reducing the risk of hospital acquired venous thromboembolism (VTE). Hospitalized patients are at increased risk for developing VTEs (blood clots). MDH implemented a nurse driven protocol for adult VTE prevention promoting early interventions and physician notification of the level of the patient risk. The Quality Improvement Showcase is designed to visually demonstrate the important work being done by the healthcare community to transform the healthcare delivery system in Illinois while generating a dialogue with state legislators like Senator John Sullivan and Representative Norine Hammond.

Infection Control

The Infection Control Team reported improvement in hand hygiene compliance in the last quarter. Initiatives began with the "It Takes Two" hand hygiene education program in 2015. After the initiative, there was a second wave of hand hygiene education in 2016 with Infection Control attending staff meetings. Infection Control will continue to monitor hand hygiene compliance and implement additional interventions as needed.

The fourth annual mandatory hospital flu vaccination reporting 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/physician assistants, and volunteers/student/interns. This vear there is additional separate reporting for the Senior Behavioral Health unit. Current percentages of known vaccinated healthcare workers for the hospital is 86.50% and for Senior Behavioral Health 90.43%.

Physician Recruitment/ Retention

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

Outpatient Primary Care

Work continues on IL medical licensures and other on-boarding activities for Drs. Ali, Wehner, and Patel. Please join us for the combined, community welcome reception on Tuesday, August 30th in the hospital auditoriums A & B from 4PM-6PM.

Hospitalist Medicine

Dr. Jack McPherson has agreed to serve as the Medical Director of the Hospitalist Service. We look forward to working with Dr. McPherson to enhance this overall service line.

OB/GYN

The active search for a full-time Obstetrician & Gynecologist to join Dr. Tammi Smith is well underway and Adrian MacGregor is reviewing two leads at this time. Eric Reinertson, MD has begun providing interim support this month and will be available to us throughout 2016. We are also pleased with the additions of Sharie Harden, Brenda Powell-Allen, and Mary Thompson. We continue working with each of these providers related to onboarding activities.

Advanced Practice Provider

Convenient Care: We will be finalizing the interview process for the third, full-time Nurse Practitioner candidate for the Convenient Care Clinic. Our goal is to be fully staffed by this summer.

Psychiatry: We are interviewing a second, full time Psychiatric Nurse Practitioner candidate this month that has ties to this area.

Pediatrics: A Pediatric Nurse Practitioner is currently reviewing a practice opportunity at this time. She has ties to this area and will be completing her training program in December 2016.

Outreach Services Outreach & Provider Programming Dr. Gonzales was a speaker for the WIU Minority Health Month initiative and spoke to the group regarding cancer prevention considerations for minorities. Diane Tate, Health Educator coordinated the hemo-occult, colorectal screening program with a program completion at the end of April 2016. Over 90 kits were distributed with a return rate of over 50%, the highest rate in recent years. Kelly Shiraki, Health Educator, and coordinator of Memory Support Services provided two community educational program on memory related issues; one for Lafayette Square and one for The Elms.

Occupational Health

Outreach Services and Rehabilitation Services are moving forward in development of an ergonomics service proposal for NTN Bower Corporation at this time.

Information Systems

Cerner Electronic Medical Record We are just under 3 weeks to go to the Cerner go-live date of June 6th. The second round of integrated testing has been completed in April and departments are now working through training staff and final testing of the workflows that will be used with Cerner. Physician training is scheduled for May $16^{th} - 27^{th}$. Final installation of equipment for Cerner is in progress in the physician clinics and hospital departments.

Optimum Payroll and Time and Attendance

The roll out of an employee selfservice portal has begun. Staff are now able to access their paystubs, update address, phone and emergency contact information via the Internet. We will be phasing out the paper printing of the direct deposit stubs over the next few pay periods.

Financial Performance April 2016 Volumes were down in all of the

inpatient areas including the specialty areas of Senior Behavioral Health and Swing Beds. This is also reflected in the low average daily census as well as the total patient days for the month. There were more patient days in the Intensive Care Unit than budgeted but overall, patient days were down 12.7% in acute care areas. Swing Bed and Senior Behavioral Health admissions were both more than 50% below their budgeted targets for the month. On the outpatient side, volumes were mixed. Though Surgical services were down, we did see mixed results in the other ancillary departments like Radiology noting a 29.2% positive increase in Ultrasounds and a 21.4% positive increase in CT Scans. Emergency Department visits were down by 14.1% though up 3.2% from last year.

Total Patient Revenue for the month was below the fixed budget by 6.1% with the largest dollar variance being in Inpatient Revenue, down \$452K from budget for the month. Total Deductions from Revenue was positive to budget by 4.1% due to a decrease in the amount of Charity Care. Net Patient Revenue ended the month below the fixed budget by \$637K. The large increase in Other Operating Revenue was due to the Meaningful Use incentive. We attested for Year 3 and received \$686K during this month. Total Operating Expenses were below the fixed budget by 3.3% or \$226K. We ended with another good month overall -- a positive bottom line of \$898,657 - \$382K above the fixed budget for the month.

Total Operating Revenue YTD overall is still above budget by 3.3% or \$2.1M with Total Operating Expenses below budget YTD by 2.2% or \$1.4M. YTD Net Income is \$6.4M -- well above budget and last year.

Facility Planning

MDH Renovation Project We continue to wait for IDPH permission to occupy the Acute Care west wings. All issues raised by IDPH during their inspection have been addressed and corrected. We anticipated their acceptance of our reply at any time which would allow us to occupy the area. Work to complete the Acute Care project by renovation of the north and south wings of both floors will commence once we can occupy the west wings. Work to remodel the old ER space is going well and should wrap up around the same time as the work on 2nd and 3rd floors north and south in July and complete the project overall.

HSB II 2nd Floor Finish Out

Work on this project continues to move along well with a targeted completion date around June 17th. Plans are being developed to create a break/meeting room in the basement of HSB 2 to accommodate building staff. The cost of the break room would come from project contingency funds.

MDH PROS Fitness Room

Work to remove the old flooring and install new is scheduled to begin the week of 5/9/16. The flooring work will take approximately two weeks to complete. This will clear the way to open the area to employees by the end of May.

Public Relations Report

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

Website and Social Media

During April there were 23,134 home page visits (+2,294 from March), 5,303 career views and 13,454 calendar views.

The MDH Facebook page is now at over 1,305 likes, gaining 53 likes in April. Twitter has increased to over 270 followers. Information promoted in April on Social Media included; a visit from WIU mascot Rocky to hospital patients and employees, Tevar 5K Run/Walk, First State Bank of Illinois pledge to Foundation, Dr. Reinertson announcement, Farm Safety Day Camp highlights, Colchester State Bank pledge, Senior Behavioral Health Meet and Greet program for May, additional providers to MDH Obstetrics & Gynecology Clinic, Laverdiere Construction donation, Apple Award and Job of the Week. The most viewed and liked post in April was the announcement of Mary Thompson, Sharie Harden and Brenda Powell Allen to the MDH OB/Gyn Clinic. This post reached over 8,600 people, was clicked on by over 1,500 people and received over 694 combined comments, likes and shares.

News media

April news included the following: announcement of the MDH Auxiliary accepting applications for health career loans and scholarships for 2016-17, First State Bank of Illinois pledging \$15,000 to DKSWC, CPR and First Aid classes, the addition of Dr. Reinertson to the MDH Obstetrics & Gynecology Clinic on an interim basis, Senior Behavioral Health Meet & Greet program scheduled for May, Colchester State Bank pledging \$10,000 to the DKSWC, the addition of three providers to the MDH Ob/Gyn Clinic, and Laverdiere Construction donating \$10,000 to the DKSWC.

Advertising/Marketing

Commercial spots are running for Sports Medicine & Rehabilitation Services, Home Health and general MDH spot. General radio spots include Dr. Smith, Senior Behavioral Health, Orthopedics & Sports Medicine, Home Health and the Tevar 5K Run/Walk event. Other April advertising included; senior behavioral health, home health & hospice, orthopedics, Dr. Smith, and Tevar Run/Walk.

Other

The spring issue of Vital Signs was distributed to over 40,000 homes the second week in April. This newsletter highlighted the Family Clinic construction, Home Health Care scoring 4.5 stars, Pain Clinic, ACO, valet parking and new providers. Work has started on the summer issue which will come out in July.

Foundation Report

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

Annual Support

In April \$35,222.50 was received and \$40,890.00 was pledged for a total of \$76,112.50 raised; 525 gifts and 18 memorials were processed. Some of the areas receiving support included: Dolores Kator Switzer Women's Center (DKSWC), Cancer Education & Screening, Linda's Fund, Hospice, PROS and Emergency Services.

Tevar 5K Run/Walk Saturday, April 23, Old Dairy

The Tevar event attracted a total of 172 participants (79 runners/93 walkers) and raised nearly \$8,000 in support of Linda's Fund and Cancer Education & Screening.

PROS

A committee meeting was held on April 5 followed by a sub-committee meeting to begin plans for the Wednesday, June 22, Summer Block Party. A BBQ themed meal will be provided by Morrison Food Service under a tent near the Pendell Garden serving fresh grilled hot dogs and brats with a variety of toppings, potato salad, chips, cookies and soda. All employees (including Morrison/Crothall), medical staff, board members, auxilians, volunteers, and campus friends are invited to attend. PROS members will receive a recognition gift and sign up to win prizes! Sales continue for MDH apparel and promotional items on-line in the Foundation office. To date, \$845 has been sold. Plans continue to renovate the previous therapy gym into a Fitness Room. The doors have been installed and the card reader is ready to be connected. Plant Engineering will begin clearing the room May 5. The floor removal and replacement will follow. The new equipment is scheduled for delivery the week of May 9. Estimated

time of completion is June followed by a grand opening event for all to attend.

Golden Apple Society

New members in April include Jack & Nancy Laverdiere and Peggy Ma at Platinum level (\$20,000); and Pam Kelso & Diane Mayhew (\$10,000). A meeting was held April 7, where the committee formed a sub-committee to begin plans for a July 27 Summer Social at the home of Barb and Jack Baily. The next meeting is scheduled for June 2. Society members were mailed an official membership card to be presented when admitted to MDH allowing a Foundation staff member to visit with a comfort package. This Society perk is an additional way of thanking members for their generosity to the hospital.

Golf Tournament

The committee will hold their kick-off meeting on May 9.

DKSWC Capital Campaign

To date, nearly \$3.4 million has been raised for the DKSWC Campaign. Laverdiere Construction Inc. donated \$10,000, Rotary Club of Macomb pledged \$1,000, and Pumo Insurance Agency pledged \$5,000. Grant applications were submitted to BNSF, Casey's and Verizon Foundations. Grants received McDonough Power Round-Up \$2,000 and Wal-Mart Local \$1,000. The DKSWC "Casual for a Cause" in May is underway selling shirts to be worn on Friday's during the month. As of April 30, \$1,425.00 has been raised. The next meeting set for May 18.

Generosity Inspires Appeal

A total of \$430 has been received in support of the DKSWC.

Foundation Board

The Board met on April 13, to review financial activity, upcoming events, committee reports. The next regular meeting is scheduled for August 10 to be followed by the annual meeting.

Sign up now for Self Service Enrollment

Why Me? This will allow you to be able to reset your Cerner password anytime of the day or night- 24/7!

How Do I Sign up? Go to the Cerner Safari Information page and select Cerner PROD Domain under Quick Links. Logon using your Cerner user name and current password. Locate the Self Service Enrollment PROD icon, click on it to launch the easy to follow instructions.

What Then? When your Cerner password is forgotten or expires, you will be able to go to PROD and click on the 'Forgotten Password' link. This will allow you to reset your Cerner password yourself.

When Do I Sign up? Now! If you have questions, call IS @ x13263

Cerner Password Requirements

- Passwords must contain at least 8, but no more than 12 characters.
- Passwords must be changed every 90 days.
- Recent passwords cannot be reused. (it will remember your last 5 passwords)
- Must be passwords not passphrases. No spaces in the responses.
- Passwords cannot be a part of your name (first or last) or your username (mdh)
- Passwords must contain characters from at least 3 of the 4 in their first 8 characters:
 - → At least one upper case character (A, B, C, D....Z)
 - > At least one lower case character (a, b, c, d....z)
 - > At least one numeral (1,2,3....0) *Cannot start with a number.
 - At least one non alpha-numeric character (!, @, #, *, excluding \$)
- If you enter an incorrect password repetitively (more than three times), within an hour, then the system will lock you out for a defined period of time.
- If you have issues logging in, changing your password or questionsplease contact IS @ 13263



Eye Spy Total: 8

