

# MR

McDonough District Hospital  
Employee Newsletter

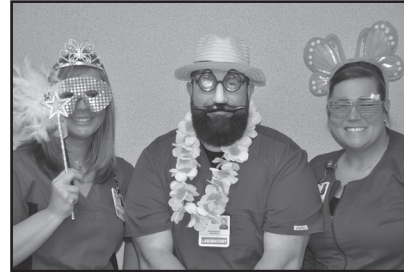
# Making Rounds

May 23, 2017 • [www.mdh.org](http://www.mdh.org)



## National Hospital Week Celebration

MDH celebrated National Hospital Week May 7-13 with several activities. Employee festivities included a Western-themed barbecue catered by Morrison, tasty cookies, an Employee Blood Drive, scrumptious cinnamon rolls, several games and finally a POP-arazzi Party with popcorn and photo booth. Thank you to all who volunteered their time and service to make National Hospital Week special for employees.



MDH Core Values

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

## MDH Hotline

Do you have a compliance concern you need to share confidentially? Remember the MDH Hotline is available at (309) 836-1630.

## Next Deadline

The next *Making Rounds* deadline is NOON on **Tuesday, June 20**. Please submit your information, articles, thank-you notes, recipes, achievements, etc., to Public Relations.

## Stork Landings



Karolis and Amy Gaule are the proud parents of baby boy, Oliver Roman. Oliver was born on May 9. Amy is an Athletic Trainer in Sports Medicine and Rehabilitation Services.

## MDH Says Goodbye

**Kristen Chambers**, Cash Posting Clerk, Patient Financial Services, 4/7/17

**Dan Chenoweth**, Chief Lab Tech, Laboratory, 4/19/17

**Carol Deweese**, Registered Nurse, Hospice, 4/3/17

**Sadie Dutton**, EMT/Patient Care Tech, Ambulance, 4/20/17

**Kaitlyn Fleetwood**, Certified Medical Assistant, Pediatric Clinic, 4/21/17

**Joanna Graham**, BHS Specialist, BHS, 5/12/17

**Tanner Hein**, Officer, Public Safety, 4/8/17

**Nate Pirtle**, Parking Attendant, Valet parking, 4/28/17

**Elizabeth Rickard**, Registered Nurse, Senior Behavioral Health, 5/2/17

**Marcia Teel**, Administrative Secretary, Clinical Administration, 5/12/17

## Job Opportunities



<u>POSITIONS</u>	<u>DEPARTMENT</u>	<u>SHIFT</u>	<u>STATUS</u>
Specialist	Public Relations & Marketing	Days	Full-time
Unit Secretary	Wound Care	Days	24 hrs/wk
Secretary/Receptionist	Podiatry Clinic	Days	24 hrs/wk
Department Leader	Emergency Department	Days	Full-time
Department Leader	Cardiopulmonary	Days	Full-time
Clinic LPN	Internal Medicine	Days	Full-time
House Supervisor Nonex RN	Nursing Support	7p-7:30a	Registry
Nurse Practitioner RN	Intensive Care Unit	7p-7:30a	Full-time
Nurse Practitioner RN	Psychiatry Clinic	Days	Full-time
RN	Senior Behavioral Health	7p-7:30a	24 hrs/wk
RN	Senior Behavioral Health	7p-7:30a	Full-time
RN	Obstetrics	Variable	24 hrs/wk
RN	Acute Care	7p-7:30a	Full-time
RN	Hospice	Days	24 hrs/wk
Paramedic	Ambulance	Variable	Full-time
Phlebotomist	Laboratory	10a-6:30p	Full-time
Public Safety Officer	Public Safety	7p-6:30a	24 hrs/wk
Parking Attendant	Valet Parking Services	Days	24 hrs/wk
340B Technician	Pharmacy	Variable	Full-time
Histologist	Laboratory	Days	Full-time
Hospitalist	Hospitalist		Full-time
MT(ASCP)	Laboratory	Variable	Full-time
Technician I	Pharmacy	10:30a-7p	Full-time
Physician-Family Practice	Pediatric Clinic	Days	Full-time
Speech Pathologist Nonex	Sports Medicine and Rehabilitation Services	Days	Full-time

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

As of May 16, 2017

## Positive Facebook Reviews

Thank you for all your hard work and patient first focus of care! We have been receiving several positive Facebook reviews because of the work you do each day. If you or someone you know has had a great experience at MDH, encourage them to "Like" our Facebook page and leave a 5-star Review.

Look for the positive reviews throughout this issue of Making Rounds.



The ER staff were great while we were waiting for placement. Thank you!



## New Faces at MDH

### MDH Welcomes New Employees



**Jodi Anderson**

Jodi is a Food Service Aide in Food/Nutrition Services. She is originally from Port St. Lucie, Florida, but grew up in LaHarpe, IL. She is married to Jordan and they have one daughter, Eden. Jodi enjoys spending quality time with family and being outdoors.



**Debbie Collins**

Debbie is a Phlebotomist in Laboratory. She is originally from Chicago and is married to Scott. They have six children; Tyler, Kyle, Taylor, Bailey, Chris and Laurie. Debbie enjoys running, yoga, walking and reading.



**Terri Coplan**

Terri is an Administrative Secretary in Clinical Services. She is originally from Macomb and has two children; Zachary and Elizabeth. Terri enjoys reading and photography.



**Michal Dowell**

Michal is a Registered Nurse in Emergency Services. He is originally from Michigan and has a daughter named Dana.

Michal enjoys golfing, swimming, skating and playing guitar.



**Kim Ewing**

Kim is a Phlebotomist in Laboratory. She is originally from Hamilton and is married to Craig. They have one child, Wyatt. Kim enjoys riding bikes, swimming and walking.



**Bailey Jansen**

Bailey is a Certified Nursing Assistant/Unit Secretary for Acute Care. She is originally from Yates City and enjoys boating and being outdoors.



**Josh Jojo**

Josh is a Certified Nursing Assistant in Acute Care. He is originally from Chicago and enjoys drumming, volleyball and swing dance.



**Denise Mills**

Denise is a Clinic Supervisor in MMG Administration. She is originally from Galesburg.



**Rachel Ruebush**

Rachel is a Patient Care Technician in Emergency Services. She is from Macomb.



**Mandi Stracker**

Mandi is a Certified Nursing Assistant in Acute Care. She is originally from Bushnell and is married to Jacob. They have two children; Braelynn and Layton. Mandi enjoys crafting.

### MDH Welcomes New Interns



**Lydia Bourgeois**

Lydia is an Intern in Laboratory. She is originally from Keokuk. Lydia is a current student at Blessing Hospital in the Medical Laboratory Technician Program.



**Keaunna Flesner**

Keaunna is an Intern in Cardiac Rehabilitation. She is originally from Clayton and enjoys volleyball, hiking and hanging out with family and friends.



**Alex Krehbiel**

Alex is an Intern in Cardiac Rehabilitation. She is originally from Donnellson. Alex enjoys golf and reading.

## A+ Achievement

The laboratory CAP (College of American Pathologists) inspection is completed. The survey team was very complimentary of our lab with regards to the organization and preparation that went into this inspection and their day-to-day operations. Great job to the laboratory team for outstanding work and a successful survey!

**CL Tarantola**, Recreation Therapist in Senior Behavioral Health received Certification in Therapeutic Recreation from Prometric/NCTRC.

## Moving Around

**Jennifer Bollinger** is a Wound Care RN. Jennifer transferred from Acute Care where she worked as a RN.

**Karen Bucholtz** is working as a Family Clinic RN after transferring from MMG Triage RN.

**Holly Feldmann** is a Cash Posting Clerk for Patient Financial Services. Holly previously worked as a Patient Account Representative for the department.

**Cara Sanderson** is transferring from Home Health CNA to Acute Care CNA.

## Hand Hygiene

### Clean Hands Count!



The CDC is offering a new promotional campaign called “**Clean Hands Count**”. The Clean Hands Count Campaign aims to:

- Improve healthcare by providing adherence to CDC hand hygiene recommendations.
- Address the myths and misperceptions about hand hygiene.
- Empower patients to play a role in their care by asking or reminding healthcare providers to clean their hands.



**My Clean Hands Count For My Patients:** Your patients count on you to clean your hands. Many potentially deadly germs are spread from patient to patient on the hands of healthcare providers. Consider whether your actions put you or your patients at risk of infection.

#### Truth:

- Alcohol-based hand sanitizer is more effective and less drying than using soap and water.
- Using alcohol-based hand sanitizer does NOT cause antibiotic resistance.
- Some healthcare providers miss certain areas when cleaning their hands.
- Glove use is not a substitute for cleaning your hands. Dirty gloves can soil your hands.
- On average, healthcare providers perform hand hygiene less than half of the times they should.

For more information, check out the Intranet for a video and hand hygiene course.



A recent speedy ER experience with an elderly family member & caring staff made all the difference. In and out in a little over an hour.

## Out and About

**Sheryl Yoder, Susan Denecke, Jo Anna Eidson, Kelly Shiraki,** and interns **Leah Rybakowski** and **Joanna Graham** from Behavioral Health Services and Outreach are working with community agencies to provide a Grief and Hope Retreat for youth 6-18 years old on June 11. **Dr. Liberty Balbort** is part of the steering committee that procured a Fellheimer Trust grant to help young people who have lost someone close cope with grief and inspire hope.

For more information or an application contact Susan Denecke at BHS 309-836-1582.

**Becky Derry** from Behavioral Health Services and **Jacob Blankenberger**, Hospice provided information tables at a Veteran’s Resource Fair on April 22 at the Macomb National Guard Armory. They provided information about services offered to Veterans and Military Personnel through MDH Behavioral Health Services and The MDH Hospice.

**Dr. Brianne Wehner** spoke at the Cerner Summit Conference in Kansas City, MO on May 3 regarding her personal experience with the Cerner EHR.

**Jessica Berger**, Service Excellence Assistant and **Ashley Frederick**, BSN, RN, CPHQ, CPPS attended Quality Essentials Skills Training (QuEST) in Springfield on April 25 & 26. QuEST was a quality improvement training intended for quality managers/leaders, HIIN topic team leaders, point-of-care staff and others that are new or need a “re-tread” on basic quality concepts (PDSA and data). QuEST is a “Quality Improvement 101” intended to arm individuals at the hospital level with the QI and data skills needed to improve patient safety and quality.

**Ashley Frederick**, BSN, RN, CPHQ, CPPS completed a course through the Institute for Healthcare Improvement entitled, Leadership and Organizing for Change. Through weekly video lectures, group coaching calls with experts in the field and support from peers, Ashley learned to apply skills and knowledge in leadership, community organizing, population health, and the science of improvement. Her specific project for this course was the creation of a sepsis protocol with an implementation date of June 2017.

## New Service in Family Clinic

Dr. Prayag Patel and Dr. Brianne Wehner of the MDH Family Clinic are now providing Botox to patients who qualify with chronic migraines.

## MDH Care Coordination Services

Our Care Coordinators work directly with patients, their families and the rest of their health care team to maximize their healthcare experience and help them identify and achieve health related goals.

### Who is eligible?

Patients under the care of a McDonough Medical Group provider with two or more chronic illnesses.

Call today to learn more or to refer a patient to one of our Care Coordinators, **Lindsey Woodford**, RN or **Patti Kessel**, RN: (309) 837-6937



## June Meetings Calendar

### Monday, June 5

Department of Surgery, 12:00 PM, Auditorium B

### Friday, June 9

Exec Committee, 12:00 PM, PDR

### Wednesday, June 14

PHO Office Managers, 12:00 PM, PDR

### Thursday, June 15

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

### Friday, June 16

Finance Committee, 7:00 AM, TFBR

### Monday, June 19

Board of Directors, 5:30 PM, TFBR

### Tuesday, June 20

MMG Governance Council, 5:30 PM, TFBR

### Wednesday, June 21

PHO Board of Directors, 12:00 PM, PDR

### Wednesday, June 28

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

### Friday, June 30

Medical Staff Quality Improvement, 12:00 PM, TFBR

## ...Benefit Break...

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



## Pension Contributions for 2017

The 457B voluntary pension account has a maximum contribution amount that an employee can contribute in a calendar year.

**According to the retirement plan regulations, the maximum contributions are:**

\$18,000 for all contributors younger than 50 years old

\$24,000 for contributors 50 or older

\$36,000 for contributors within 3 years of retirement (some restrictions apply)

Please remember that these contributions can be on a pre-tax basis. If you would like to increase your pension contribution to a new level and start saving more towards your retirement, please stop by Human Resources to complete a form.

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



## APPLE Winner April 2017



Please join me in congratulating **CL Tarantola**, Recreational Therapist in Senior Behavioral Health, on being named the recipient of the MDH APPLE Award for April 2017. APPLE stands for “Achieving outstanding Performance in Patient care, Leadership, Loyalty and Enthusiasm for MDH.”

CL graduated from Binghamton University in New York with a Bachelor of Science degree in Management and a Bachelor of Arts degree in Art in May 2000. In December 2014, she graduated with a Master degree of Recreation, Park, and Tourism Administration with specialty in Therapeutic Recreation from Western Illinois University. CL began her employment as a Recreational Therapist in Senior Behavioral Health on June 1, 2015.

### *CL Tarantola*

CL has been a member of the SBH team since it began. She has been instrumental in the development of the program including the development of pet therapy with Rosie and Daisy (pet therapy dogs) and the enhancement of the music therapy through the involvement of the WIU Music Program. She is enthusiastic about her job and the population which the staff of SBH serves. Every single day CL makes a real difference by getting to know her patients and facilitate recovery through her work and by personalizing activities to engage each patient.

CL maintains a friendly and bubbly personality, making patients and families feel welcomed and comfortable on the unit. Her smile brightens the room and does not go unnoticed. She is recognized constantly by our patients and their families. Patients talk about CL and her activities long after she is gone for the day and late into the night. CL stands out to patients because of her shining personality, honesty, dedication, creativity, compassion and work ethic.

One nominator explains that it is extremely rewarding to observe CL work with patients as she is highly successful at getting SBH dementia patients to interact and to become involved in unit activities. This is what it is all about, improving the patient’s functioning level to return to the highest quality of life possible. Another nominator describes CL as taking the time to explore the patients’ interests in attempt to determine what activities would be most enjoyable for the duration of his or her stay. Another nominator explains that CL is “our secret weapon” because in one way or another, she makes connections with patients that seem impossible to others.

CL and her husband, Pete, have one child, Alessandro. In her spare time, CL enjoys arts and crafts, swimming, hiking, outdoor recreation, photography and baking.



## *Stories from the Heart*

I cannot thank you enough for your tender and professional care of my mom during her six months, 11 days on Hospice. Your phone calls with updates and asking if you could do anything else for her and me meant so very much. In all honesty, I thought my mom would rally and come off of Hospice but I was able to spend two days with her before she passed. I will always cherish the two hugs I received from her even though there was no exchange of conversation by the time I arrived. She knew I was there with her as I loudly spoke directly in her ear and told her all of the loving thoughts she was too embarrassed to hear in her “normal” stoic state of being.

LaDawna, you found her soft spot and I know you were extra special to her. Thank you all so very much.

Warmest loving regards,  
Her youngest child and daughter



## June Calendar of Events

### Seniors' Day at Citizens

Thursday, June 1  
8:30-11:30 AM, Citizens Bank, Downtown Macomb  
Topic: Care Coordination Services  
Contact the MDH Family Clinic at (309) 837-6937.

### Postpartum Care & Understanding Your Newborn

Thursday, June 1  
7:00-9:00 PM, Auditorium B  
Pre-registration required.  
Call Obstetrics at (309) 836-1570.

### Divorcing Parents Education Program

Friday, June 2  
1:00-5:00 PM, 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 3  
8:00 AM-4:30 PM, Auditorium A & B  
Pre-registration required.  
Call Obstetrics at (309) 836-1570.

### Chronic Pain Management Group

Mondays  
11:00 AM-12:00 PM  
Health Services Building 1 Auditorium  
Pre-registration and screening required. 8-week group  
Contact Behavioral Health Services at (309) 836-1582.

### Suicide Support Group

Monday, June 5  
7:00-8:00 PM, Health Services Building 1 Auditorium  
Contact Behavioral Health Services at (309) 836-1582.

### Bereavement Support Group-New Horizons

Mondays, June 5 & 19  
3:00-4:00 PM, Medical Arts Building, Conference Room  
For more information, call Hospice at (309) 836-1543.

### Anger Management

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

### Advanced Cardiac Life Support (ACLS)

Tuesday & Wednesday, June 6 & 7  
8:30 AM – 3:00 PM (Day 1) and 8:30 AM – 1:00 PM (Day 2)  
Auditoriums A & B, Lower Level  
Pre-registration is required.  
Fee: \$100 plus \$37 for the book.  
MDH employees may take the class for free with approval from their department leader.  
Contact Staff Development at (309) 836-1654.

### Childbirth and Infant Care: Breastfeeding

Thursday, June 8  
7:00-9:00 PM, Auditorium B  
Pre-registration required.  
Call Obstetrics at (309) 836-1570

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

Thursdays, June 29; July 6, 13 & 20  
7:00-9:15 PM, Auditorium B, MDH  
Class will meet one night a week for four weeks.  
Pre-registration required.  
Call Obstetrics at (309) 836-1570

## Colorectal Cancer Screening

The MDH Outreach Services offered free Colorectal Cancer Screening again this year during the months of March and April. Excluding skin cancer, colorectal cancer is the third most common cancer diagnosed both in men and women in this country. The Hemoccult-ICT test kits were provided free of charge to anyone in the community. This year, in addition to Outreach Services and Admitting/Registration, they could receive their kit from the MMG Internal Medicine and Family Clinic. We distributed 145 kits and had 114 kits completed and sent to Lab for a 78% return rate.

The MDH Lab did an outstanding job of receiving the completed kits and providing us with the results. We also appreciate all the time and effort the staff from Admitting/Registration, MDH Internal Medicine and Family Clinic gave to assisting Outreach Services in giving out the kits to the community. This screening would not have been so successful without this team effort!

# Business Honor Roll Recognition Reception

On May 4, the MDH Foundation hosted a Business Honor Roll (BHR) Reception recognizing 23 area businesses for their donations of nearly \$367,000 in cash and pledges toward the Dolores Kator Switzer Women's Center. Over 50 representatives attended the event and each received a token of appreciation designed by Fusion Tech.

## Businesses recognized for their support:

### PRESIDENTIAL (\$200,000+)

Citizens Bank (A Division of Morton Community Bank Member FDIC)

### AMBASSADOR (\$100,000- \$199,999)

REMLO (Drs. Ron Rigdon and Alvin Weintraub)

### PARTNER (\$50,000-\$99,999)

First Bankers Trust Company  
First State Bank of Illinois  
MidAmerica National Bank  
NTN Bower Corporation  
Pella Corporation

Purdum Gray Ingledue Beck, Inc.  
State Bank of Industry

### BENEFACTOR (\$20,000-\$49,999)

Farmers and Merchants State Bank of Bushnell  
Laverdiere Construction, Inc.  
The McDonough Democrat  
Table Grove State Bank

### GOLDEN APPLE (\$10,000-\$19,999)

Cathy Early State Farm Insurance  
Colchester State Bank  
Collection Professionals, Inc.

Marine Bank  
MTC Communications  
No Place Like Home

### BUILDER (\$7,500-\$9,999)

Dodsworth Piper Wallen Corman  
Memorial Homes  
Pumo Insurance Agency, Inc.

### PIONEER (\$5,000-\$7,499)

Clugston Tibbitts Funeral Homes

### SEED SOWER (\$2,500-\$4,999)

Citizens Insurance & Benefits (an Unland Company)



## CEO Community Roundtable Discussions

Nearly 70 area government officials and business leaders attended the annual community roundtable discussions presented by MDH President/CEO Kenny Boyd at Spoon River College May 18 and 19. These sessions allowed Boyd to share current MDH developments, facility planning, operations, financial status and medical staff updates followed by Q & A.



# DKSWC Support Continues

VALIC Financial Advisors Donate \$5,000 to MDH



VALIC Financial Advisors has donated \$5,000 to the DKSWC at MDH. With this commitment, VALIC will be recognized at the Pioneer level of the MDH Business Honor Roll giving club.

*Pictured are (l-r): Victoria Whitsitt, VALIC Financial Advisor and Kenny Boyd, MDH President/CEO*

## ARCHER DANIELS MIDLAND DONATES \$3,900 to MDH

Archer Daniels Midland Company recently donated \$3,900 to the McDonough District Hospital Foundation. This gift will go toward the DKSWC at MDH.



## Grants Received

McDonough Power Operation Round-Up	\$2,000
Denman Services/Blessing Health Systems	\$1,000

## Hoops for Hope Pink Night



VIT-Astoria South Fulton Lady Rebels Basketball Team hosted Hoops for Hope Pink Night. Through various activities they raised \$1,000 in support of Linda's Fund.

## SAVE THE DATES



Memory Matters Golf  
June 1 & 2

PROS Summer Block Party  
June 28

MDH Golf  
September 9



Teddy Bear T  
November 27

Jingle 'n Mingle  
November 30



Festival of Trees  
December 1-4

# DKSWC



## Recognition for Outstanding Customer Service

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

The Press Ganey, Deyta (Hospice) and 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:**

Emergency Department: **Dalton Taylor**, RN

Home Health: **Shelby Divan**, RN

Laboratory: **Matthew Kessler**, Phlebotomist

McDonough Medical Group: **Dr. Sparks; Dr. Minter; Dr. Ali; Dr. Smith; Dr. Zhang; Dr. Gonzales; Megan Clemens**, NP; **Sue Adams**, FNP-BC; **Jodi Heller**, NP-C; **Mary Thompson**, CNM; **Sharie Harden**, CNM; **Theisa Cagle**, CMA

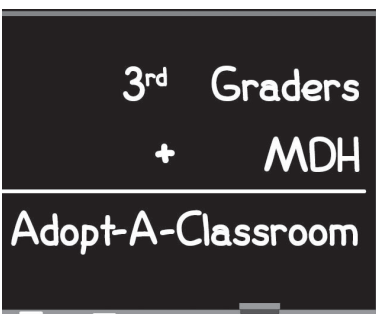
OB/GYN: **Dr. Smith; Dr. Ricaurte; Mary Thompson**, CNM; **Sharie Harden**, CNM; **Stephanie McCleery**, RN

Surgical Services: **Dr. Biagini; Debra Elsner**, RN

The **MDH Hospice Clinical Team** was also recognized in two Deyta surveys with words of recognition and acknowledgement for the compassionate and professional care provided to patients and their families. Here is the comment:

*“Dr. Roodhouse, LaDawna, Lisa, there were so many. I can’t say enough about the entire team. I am so glad I chose MDH Hospice. They are a great team. They were so supportive and still are.”*

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



*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 3<sup>rd</sup> grade students at Lincoln School. A representative from MDH visits the classroom to educate students about various departments at the hospital.*

### Plant Engineering

**David Cady, CHFM with Plant Engineering**, visited the students to talk about how engineering is with us everywhere. From the electricity, fresh water and where rain water goes. He explained how cities are designed for Emergency vehicle access and what to have ready in case the electricity fails.

The students received MDH footballs as a souvenir.





# You Talk, We Listen

Join the OB Patient and Family  
Advisory Council today!

Past and present patients, family and staff members working together to improve the patient and family experience at McDonough District Hospital.

## What do members of the PFAC do?

- Advise the leadership, staff and Medical Staff at McDonough District Hospital of barriers to care, treatment and services.
- Provide the perspective of patients and families to maximize excellence throughout McDonough District Hospital.

## How do you become a member of the PFAC?

- The membership process begins with an application to the PFAC New Council Member Recruitment Work Team.



For an application go online to [www.mdh.org](http://www.mdh.org)  
or contact MDH Obstetrics at (309) 836-1570

**Application Deadline: Friday, June 9**

*"We welcome families to participate in every aspect of the patient's care and encourage them to communicate their needs and those of the patient."*



Labor and delivery nurses are AWESOME!! So very happy with the care and attention they gave my daughter and granddaughter during labor and delivery. I was very impressed!



## Looking for Advice?

Dear Lucy,

I recently learned my 14 year-old daughter and her best friend have been watching "13 Reasons Why". I'm very concerned about how this show may affect her. She tends to get moody and this show seems so depressing. I've read some things about it and I don't understand why someone would think this was a reasonable subject to make a TV series about.

Should I be Concerned

Dear Should I be Concerned,

For those people who aren't aware, "13 Reasons Why" is a show based on a popular book by Jay Asher. The story is about Hannah Baker, a 17 year-old high school student who takes her own life after being subjected to bullying, sexual assault, shaming and deceit by various people in her life. Prior to her suicide she records cassette tapes explaining her decision by identifying 13 people she felt caused her pain and thus contributed to her death. The tapes come to life after her death. The series is controversial and potentially influential, both in good and bad ways.

We know many young people have viewed this very graphic, powerful and somewhat disturbing series which has opened up a dialogue about the issue of teen suicide. Among American teens, suicide is the third leading cause of death according the US Centers for Disease Control and Prevention. From this series, we also are reminded that young people aren't always talking with their parents about troubles they're experiencing. In the show, Hannah's parents are unaware of their daughter's heartache and their own pain of not understanding the choice she made is evidenced throughout the episodes.

Missing in the series is the message that suicide is not a solution. It's a permanent choice to a temporary problem. Hannah wasn't willing to confide in people who may have been able to help her. The show also places blame on others. Suicide is never the fault of survivors of suicide and it's important we offer support to people who are hurting because of such a loss.

My suggestion to all parents of teens is to ask their child if they've heard of the show or if they have viewed it. Be willing to listen non-judgmentally to what they have to say and put your own thoughts to the side. Acknowledge any feelings they might have and ask them if they have trusted people in their lives they can talk to. Also, be sure to be aware of signs that your child might be having problems or may be even remotely thinking about ending his or her life. Warning signs include experiencing a loss of interest in usual activities, difficulties at school, a change in mood, withdrawing or isolating, no longer spending time with friends and talk of suicide. You may also want to view "13 Reasons Why: Beyond the Reasons", to help open a discussion with your child.

If you would like more information about this topic or any mental health or substance abuse concerns please contact Behavioral Health Services at (309)836-1582.

Best regards,

Lucy

## Diversity and Inclusion Month

The month of May being Diversity & Inclusion month for our department, I encourage staff to do some of the following things this month.

Things to do to promote diversity and inclusion:

- Have lunch with a new person
- Ask someone do they know what diversity and inclusion is
- If you had the opportunity what job in the hospital you'd like to shadow
- Recognize someone unexpectedly for something they did well that day
- Ask what can you do to make a new hire feel included
- Smile at everyone you see. A simple smile is a great way to make someone feel welcomed and included.

*"Strength lies in differences not similarities"*

-Stephen Covey

**7 billion people in the world. No one is alike.**

Environmental Services

## The Cerner Advantage

A patient quality and safety enhancement with Cerner includes an automatic reflux lactate order. The reflux lactate order will automatically generate a repeat order if the patient meets certain criteria. This automatic order assists with improved compliance regarding identification and treatment of sepsis.

While an alert was available in HMS, the advantage of Cerner is the generation of the actual order to repeat the test two hours after the initial results if indicated.



### Gift Gallery

CELEBRATE  
**FATHER'S DAY**

SUNDAY, JUNE 18<sup>TH</sup>

TREAT DAD WITH GOODIES FROM THE GIFT GALLERY!

ASSORTMENT OF GIFT ITEMS TO CHOOSE FROM.....



# We're Now **3D** Offering Mammography

Talk to your provider about ordering a 3D scan for you. Call (309) 836-1515 today!



## Quality Improvement Initiative

On April 5 in the Illinois State Capitol, representatives from McDonough District Hospital displayed a quality improvement initiative to reduce surgical site infections for hip replacement surgery and shared with legislators how this initiative has benefited patients, families and communities while reducing healthcare costs.

MDH representatives were among more than 100 hospital and health system representatives from across Illinois who discussed with legislators their innovative, practical and collaborative approaches to improve care during the Illinois Health and Hospital Association's (IHA) Quality Advocacy Showcase.

"Implementing infection prevention strategies to ensure safe quality care for every patient, every time is a top priority here at MDH," said Carol Rowland Maguire, Infection Preventionist.

Rowland-Maguire met with Sen. Jil Tracy and Rep. Norine Hammond as well as Mayor Mike Inman during the event. Rowland-Maguire said, "I was encouraged by the interest and support of our legislators regarding our efforts in patient safety".

With a focus on infection prevention, McDonough District Hospital's project focused on reducing the amount of bacteria in the nose by applying nasal antiseptic to patients an hour before surgery to decolonize *Staphylococcus aureus* (SA). The hospital invested \$1,200 and saw a return on investment of \$16,845 per avoided surgical site infection. For the patients, families and communities, McDonough District Hospital serves, the project:

- Improved patient safety
- Improved quality of care
- Improved the patient's quality of life and productivity
- Protected patients, family members, and the community



*Pictured are (l-r): Ashley Frederick; Rep. Norine Hammond and Carol Rowland Maguire*

## Share your departments "Good Catch" in 2 easy steps!

"Good Catch" is synonymous for "near-miss" or "close-call". It is an unplanned event which did not result in injury or harm but had the potential to do so.

### Step 1: Identify the "Good Catch" that prevented patient harm

Examples:

- selecting the wrong medication out of Pyxis but identifying before it was administered
- scanning the wrong patient during med pass
- clarifying an order that may seem unsafe or is of concern
- duplicate orders

### Step 2: Complete an Unusual Occurrence (UO) Form

- Form is found on the MDH Intranet under Main Menu on the left hand side (Figure 1)

- How to identify a "Good Catch" in the UO Report

#### \*Medication Related "Good Catch"

- Categorize with a severity level of "1-Event with capacity to cause error"

#### \*Non Medication Error "Good Catch"

- Select "Miscellaneous" in the drop down menu under the "What Happened" Category
- Select "Other" for the Nature of problem
- Type "Good Catch" in the Other Comments

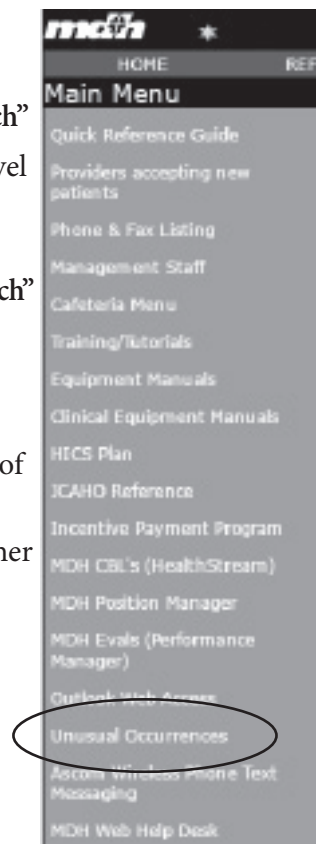


Figure 1

Continue on pg. 15



## Patient Safety Champion Award Program

The Patient Safety Champion Award Program is a benefit available to MDH through the MAPS PSO. “Good Catches” that prevent patient harm are recognized and individuals are honored for their commitment to patient safety.

How will Patient Safety Champions make a difference in our organization?

- Motivates team members to focus on patient safety
- Provides organizational leadership with support for Culture of Safety Efforts
- Assists with education on patient safety via the story of both the patient and the champion
- Provides a unique opportunity to inspire MDH staff by rewarding them for their focus on preventing harm to patients

We want to recognize “Good Catches” that prevent patient harm. Help us recognize MDH staff for their commitment to patient safety!

## 2017 MDH Volunteer Recognition Dinner

The 2017 Volunteer Recognition Dinner was held at the Macomb VFW on Wednesday, April 26, during National Volunteer Week. The dinner’s theme was celebrating 60 years of the Auxiliary and Volunteers at MDH.

The Auxiliary to MDH was incorporated on December 13, 1957, one year before the hospital opened. The evening’s program consisted of **Meagan Wohlfeil**, MDH Volunteer Coordinator thanking the attending volunteers for their dedication and hours of volunteering at MDH the past year. **Donnamae Hocker** (Auxiliary Member/Escort Volunteer at MDH) gave the blessing before the meal was served. Serving the meals were MDH staff members who volunteered their own personal time to thank and show appreciation to the MDH volunteers. Serving staff was **Harlan Baker, Kenny Boyd, Dr. Card, Jill Cook, Sue Dexter, Wanda Foster, Vicky Kipling, Terri McHugh, Cathy Peters, Jason Robinson, Debby Runge-Ashby, Laurie Steinbrecher, Linda Sampson and Barb Walters.**

The evening also featured a MDH update from MDH President/CEO, Kenny Boyd and entertainment from WIU Sigma Alpha Iota fraternity that performed several songs for the volunteers. Auxiliary members and Volunteers were given appreciation gifts for all they do throughout the year at MDH.



## President's Report

The MDH Board of Directors met May 15. Here is Mr. Boyd's report to the Board for the accounting period of April 18 - May 15, 2017.



## Quality

### Service Excellence

In an effort to obtain real-time feedback from our patients and customers Services Excellence has expanded their current rounding practices to the following schedule:

- Rounding on all waiting rooms five days per week
- Rounding on inpatients at least three days per week
- Rounding on ER patients at least two days per week
- Responding to feedback by follow up with appropriate department leaders

### Patient Safety

April ended the 2 year journey to reduce falls with the AHRQ Project the following are actions taken to reduce injury from falls and immobility:

- Rehab added fall prevention checks to rounding
- Fall risk assessment changes, including adoption of Morse risk assessment
- Modifications to EHR
- Improved availability of gait belts and standardized their location
- Provided patient/family education
- Revised incident reporting form
- Revised post-fall huddle form
- Developed electronic audit tool
- Added education on hourly rounding to employee orientation

## Physician Recruitment/Retention

Physician, Advance Practice Provider Recruitment and Outreach Services - Update:

**Hospitalist Medicine:** Progress continues with the transition of the hospitalist program to being managed and staffed, internally. One of our long-term, Eagle providers has expressed interest in working for MDH. We have extended a draft employment agreement, subject to Board of Directors approval for his review. The partnership with Honor Medical Staffing has gone well with the July through December 2017 month's shifts filled by over 90 percent at this time.

**OB/GYN:** Dr. Amerson is meeting with representatives from IDFPR this month to finalize the licensure process. The formal search has begun for a third, permanent OB/GYN provider.

**Open Searches:** We recently received an expression of interest on the Pediatric opportunity. We are evaluating the candidate at this time. Our search continues for a second Psychiatric Nurse Practitioner. Adrian MacGregor is adding an additional contingency search firm, specializing in Psychiatry positions, to this need in an effort to increase exposure to the practice opportunity.

## Outreach Services

### Community Outreach

Outreach Services team participated in Progressive Ag Safety Day in April. Sessions led by Outreach Services included Sun Safety and Hearing Protection. Over 275 middle elementary aged students participated in the program. Our colo-rectal cancer prevention initiative was a success. Over 145 Hemocult ICT kits were distributed; with 113 returned or 78% return rate.

## Provider Outreach

Dr. Haseena Ali, Internal Medicine, provided an overview of Asthma to Western Illinois University – Health Science graduate students. Dr. Afriye Amerson, OB/GYN, participated in a WIU panel discussion on women's health specific to college aged students.

## Employer Outreach

MMG Family Clinic has provided 35 pre-employment physicals for NTN Bower Corporation, new hires, in the month of April. Stephanie Crockett, health educator, has coordinated several site visits at NTN Bower for MMG Family Clinic providers. We have submitted a proposal for review to NTN Bower for an on-site flu vaccination program that would take place in the fall of 2017.

Over 100 direct mail pieces were sent in April to regional transportation companies highlighting Drs. Arnold, Minter, and Jodi Heller, NP-C, capability for performing Department of Transporting physicals.

Diane Tate, health educator, coordinated on-site First Aid and CPR classes for Laverdiere Construction employees.

Adrian MacGregor, Stephanie Crockett, and Diane Tate met with Dr. Twomey and other representatives from Macomb Schools in April to review progress and plan ahead for the next school year's employee wellness initiatives.

## Information Systems

### Cerner Update

Work is entering the testing phase of the practice build for the Podiatry Clinic in our clinic version of Cerner. The anticipated go-live should be ready for the week of June 5<sup>th</sup> pending any unforeseen issues.



## Dictation Speech Recognition Update

We have executed the agreement through Cerner for the Dragon Medical One speech recognition software. We expect the implementation of the software to be in the next 30 days with on-site implementation staff from Cerner to assist in the installation.

## Financial

### April 2017

We ended the month with a positive bottom line, \$780,217 despite having negative variances in every revenue area with the exception of the MMG offices due to low volumes. Only three major areas had positive volumes – Behavioral Health, Home Health and MMG Office visits. The largest negative revenue variance again was Emergency Services – down \$1,259,902 due to a 20.3% decrease in visits for the month. Again as in prior months, contributing was a decline in the volume of CT procedures done through the ED. We also saw a decrease in the number of Chemistry and Hematology/Urinalysis labs drawn through the ED and are evaluating to determine if this is an anomaly or a change in ordering pattern. Inpatient volumes were down in every area except ICU which caused Inpatient Revenue to be the second largest negative variance.

Overall, Total Patient Revenue was down by \$3,060,422. This was made up by lower Deductions from Revenue by \$1,080,577 and lower expenses by \$1,063,115. In addition, we received Meaningful Use payment of \$259,755.

We broke out of the red on the Year-To-Date with Year-to-date Net Income of \$631,078. Though not at our budget target, YTD of \$1,577,025 – we are slowly making up some lost ground.

## Public Relations

Public Relations & Marketing Report for Activities within the month of April 2017.

## Website and Social Media

During April there were 30,987 home page visits (+8,148 from March), 3,652 career views and 11,686 calendar views.

The MDH Facebook page is now at over 1,626 likes, gaining 17 likes in April. Twitter has increased to over 333 followers. Information promoted on Social Media included: donations to the Dolores Kator Switzer Women's Center, Macomb Jr., Sr., High volunteering, Hospice, Home Health, Women's Health Program, Occupational Therapy month, Wound Ostomy Care Week, Quality Improvement Showcase, National Volunteer Week, job of the week, Apple Award and more.

## News media

April news included the following: Macomb Youth Volunteer at MDH, Senior Behavioral Health Mental Health Event scheduled, Auxiliary accepting applications for 2017-18 Health Career Loans and Scholarships, Women's Health program, Quality Improvement Showcase at the State Capital, Archer Daniels Midland Donate \$3,900 to DKSWC, First Aid and CPR classes.

## Advertising/Marketing

Commercial spots are running for MMG Family Clinic, Sports Medicine & Rehabilitation Services, Home Health and general MDH spot. General radio spots include; Obstetrics & Gynecology Clinic, Pain Management Center, Orthopedics & Sports Medicine, Home Health and Family Clinic. Other April advertising included: Senior Behavioral Health, Home Health & Hospice, Orthopedics, Obstetrics & Gynecology Clinic, Pain Management Center and Family Clinic.

## Foundation

This report reflects activity held within the month of April 2017.

## Annual Support

In April, \$42,523.11 was received in cash and \$6,975.00 pledged for a total

of \$49,498.11 raised; 302 gifts and 18 honor/memorials were processed. Some of the areas receiving support included: Acute Care, Hospice, Intensive Care Unit, Linda's Fund, and Nursing Scholarships.

## Golden Apple Society

A generous \$20,000 donation was made by Dr. Rick and Monica Iverson to the Switzer Women's Center. The committee met on April 6 with new member Kathy Orban attending. The next meeting is set for June 1.

## Century Club (CC)

A prospect list was collected to invite new members to join the \$100-\$999 Century Club. Over 350 letters were prepared for the upcoming Drive to begin in May.

## PROS

A committee meeting was held April 5. Plans are underway for the June 28 annual recruitment and recognition Summer Block Party. Recognition gifts were purchased. More details to come.

## Grateful Patient Program (GPP)

A GPP program is being implemented to provide an opportunity for patients to say "thank you" for the care received from a Healing Hand, by making a financial contribution in their honor. Materials have been designed and staff education will begin soon.

## DKSWC Capital Campaign

A meeting was held on April 12 to continue identifying potential donors in support of the DKSWC. Grants were received from ADM Cares \$3,900 and Denman/Blessing Health Systems \$1,000. To date, a total of \$4,527,497.58 has been raised toward the campaign goal of \$5.5M. Work continues to research grants.

## Business Relations:

Plans were finalized for the upcoming Business Honor Roll (BHR) Recognition Reception on May 4 to be held at the



Macomb Country Club in support of DKSWC. Invitations were mailed and RSVP's are rolling in for the May 18 and 19 CEO Roundtables at SRC where Kenny Boyd will present "What's Happening at MDH" to area business leaders and government officials.

### Foundation Board

A meeting was held on April 12. Foundation and Development Fund financial reports were presented by Treasurer Boyd. The next quarterly and annual meeting will be held on August 16.

### 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

**Keena Ashford**

RN/Senior Behavioral Health



Keena Ashford

#### MVP Thank You - \$25

**Judy Cleavinger**

Unit Secretary/Acute Care



Judy Cleavinger

### LifeSteps Wellness Champion



#### Amy Fansler-Milas

I have worked for MDH Sports Medicine & Rehabilitation Services for 10 years. My first 5 years, I was an inpatient Physical Therapy Aide and treated inpatients on the weekends. I received my Physical Therapy Assistant degree in 2012 and have been working at the outpatient clinic for the last five years. I have a Bachelor's degree from Illinois State University and hold a Group Fitness Certification through ACE since 1995 and have been teaching fitness classes since then.

I have 3 children ages 13, 16, and 20 and I am married to Clinton Milas whom works for Holland Railroad Co. I have lived in Macomb since 2001 and I enjoy jogging in my free time. I also work for the YMCA where I teach fitness classes and run a children's youth circus program that I began in 2011 where we teach such things as: Trapeze, tightrope, stilt walking and much more on Friday nights after school and work. I was also a SEA (service excellence advisor) for MDH for one year.

I support PRO's and the employee wellness program here at MDH. I believe things such as employee wellness and corporate fitness are beneficial for both employees and business establishments overall.

I have been teaching the MDH employee fitness class on Tuesday and Thursday nights since 2007. It is free for MDH employees and they can bring an immediate family member along. We have fun but we work towards keeping ourselves fit. I try to cater to all fitness levels. Currently we meet in the Pendel Garden between the main hospital entrance and the main employee parking lot at 5PM if weather permits. We walk a 2 mile route then head downstairs to PRO's employee fitness room for the last 15 minutes for core work, strengthening and stretching. If weather is bad we meet downstairs for the entire hour and I will run you through a circuit training workout or something involving cardio and strengthening.

I encourage my patients, clients, friends and family to exercise in any way they can throughout their week, in an enjoyable way that fits them.



The speech and physical therapy teams are the BEST!!!

## Interdepartmental Satisfaction Survey

Organization-wide IDS Results

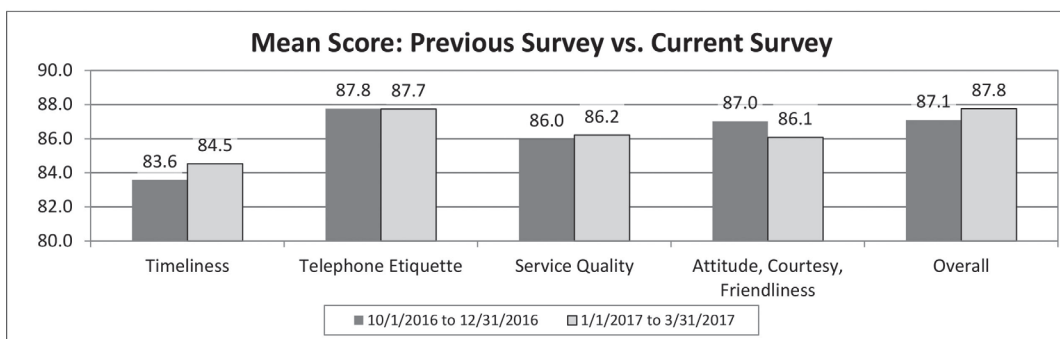
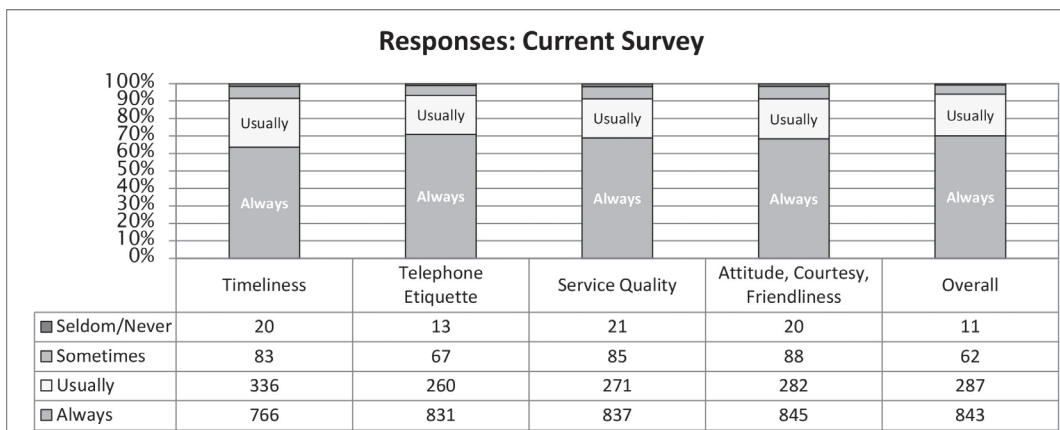
234 surveys were completed this quarter!

Overall mean score = 87.8

Individual department results and comments were distributed to department leaders May 4

Interdepartmental Satisfaction Survey (IDS)

Survey Completion Period: 4/3/2017 to 4/17/2017 Rating Period: 1/1/2017 to 3/31/2017



## Macomb Youth Volunteer at MDH

Youth from Macomb Jr., Sr. High School recently volunteered at MDH completing a project for the 2017 Volunteer Recognition Dinner during National Volunteer Week.

Leading the project was Chris McDonald with six other students, a part of the Macomb Youth Leadership Organization which tours community businesses and develops leadership skills. Their goal was to organize a project to help high school students take part in a community service project at the hospital. The group of students worked on a project that was displayed at the 2017 Volunteer Recognition Dinner which was held on April 26. This year marks the 60<sup>th</sup> anniversary of the MDH Auxiliary and volunteers at MDH. The students reviewed historical scrapbooks, newspaper clipping and Auxiliary newsletters. Poster boards were created to show the history of the MDH Auxiliary and volunteers from 1957 to present.



*Pictured are (l-r): Alex Benson, Braden Vyhnanek, Brandon Morgan, Kelsi Mann, Christopher McDonald, Ferdana Zendeli*

# SUMMER BLOCK PARTY

## A SAFARI ADVENTURE

WEDNESDAY	JUNE 28
	11:00AM - 1:30PM BACK PATIO
	5:00PM & 11:00PM TRAVELING CARTS

This Event is FREE to all MDH employees; physicians & staff; Morrison, Horizon and Crothall employees; board members and auxiliary/volunteers.

BROUGHT TO YOU BY:



### MENU

Panama Jack Burgers  
Fruit Kabobs  
Macaroni Salad  
Chips  
Cookies

Watering Hole:  
Soda & Water

### FOOD

RAFFLE ITEMS

MUSIC

PROS & CC GIFTS

FUN

