

MDH Holiday Festivities

Family Party

As a gift to employees, MDH is inviting you to attend a private movie showing at Rialto Cinemas in Macomb on December 3 or 10.

Two showings will be available based on participation levels required by the theater and may be subject to change.

The gift will include free admission, popcorn and soda for MDH employees, MDH Crothall, Morrison & Horizon employees, volunteers, physicians and their families.

Saturday, December 3

Movie | 8:00 AM

(Doors open | 7:30 AM)

Movies TBD

Saturday, December 10

Movie | 8:00 AM

(Doors open | 7:30 AM)

Movies TBD

Please stop by Human Resources to RSVP and claim your tickets before December 2. By providing a RSVP, we will help the theater determine staffing levels to accommodate the party and assure availability. Seats are limited, make your reservation while tickets are still available.

All children must be accompanied by an adult.



Come join in the Holiday Festivities at the Annual Employee Holiday Reception!

The afternoon party will be

Friday, December 16

2:00 — 4:00 PM

Cafeteria

Night shift employees will receive snacks at their workstations around 11:30 PM on Thursday, December 15.

A **STOCKING Drive** will also be held at MDH this holiday season. Socks for all ages can be dropped off in the MDH Cafeteria and will be donated to WIRC.

The drive will conclude Friday, December 9.

Ring a bell for the Salvation Army

The Salvation Army is looking for volunteers to ring bells during the holiday season. The Salvation Army is in dire need of monetary funds and this is their main fundraiser. Please contact The Salvation Army at 309-837-4824 for available times and locations.

See page 18 for more Holiday Festivity information

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, December 13**. Please submit your information, articles, thank-you notes, recipes, achievements, etc., to Public Relations.

MDH Says Goodbye

Sarah Abercrombie, EMT, Ambulance, 10/21/16

Danielle Anderson, RN, Emergency Services, 10/20/16

Dawn Boston, RN FA, Surgery, 11/1/16

Kim Flanagan, RN, Acute Care, 10/20/16

Janae Galloway, Sec/Recp, OB/GYN Clinic, 11/3/16

Patty Gutting, LPN, Acute Care, 11/5/16

Julie Haggerty, Nurse Practitioner, 11/14/16, Psychiatry Clinic

Amy Hodgkins, Phlebotomist, Lab, 11/10/16

Matt Karingada, Hospitalist, 10/11/16

Carol Mann, RN, SBH, 11/10/16

Jean Mershon, Operator, Communications, 11/4/16

Deb Paul, Admin. Care Coord., Home Health, 11/25/16

Kayla Sipes, RN, Emergency Services, 10/21/16

Neil Taylor, Paramedic, Ambulance, 10/27/16

Betty White, Unit Secretary, Home Health, 11/1/16

Ruth Ann Willis, Coordinator, Volunteers, 10/26/16

Job Opportunities



<u>POSITIONS</u>	<u>DEPARTMENT</u>	<u>SHIFT</u>	<u>STATUS</u>
Cash Posting Clerk	Patient Financial Services	Days	Full-time
Registration CL-Nonphleb	Registration	Evening	24 hrs/wk
Secretary/Receptionist	Family Clinic	Days	Full-time
Unit Secretary	Obstetrics	7a-1p	24 hrs/wk
Department Leader	Fiscal Services	Days	Full-time
Department Leader	Information Systems	Days	Full-time
Admin Care Manager	HH Nursing	Days	24 hrs/wk
Clinic LPN	Internal Medicine	Days	Full-time
Clinic RN	Family Clinic	Days	Full-time
Clinic RN	OB/GYN Clinic	Days	Full-time
Clinical Care Coordinator	Acute Care/ICU	7a-7:30p	Full-time
LPN	Day Health	7:30a-4p	24 hrs/wk
House Supervisor Nonex	Nursing Support	7p-7:30a	Registry
RN	Intensive Care Unit	7p-7:30a	Full-time
Infection Control RN	Quality & Innovation	7:30a-4p	24 hrs/wk
LPN	Acute Care	Variable	Registry
RN	Senior Behavioral Health	7a-7:30p	24 hrs/wk
RN	Senior Behavioral Health	7p-7:30a	Full-time
RN	Acute Care	7a-7:30p	Full-time
RN	Acute Care	Variable	24 hrs/wk
RN	Acute Care	7p-7:30a	Full-time
RN	Emergency Department	7p-7:30a	Full-time
RN	Hospice	8a-4:30p	Full-time
RN	Obstetrics	7p-7:30a	24 hrs/wk
RN	Obstetrics	7p-7:30a	Full-time
CNA	Obstetrics	Variable	Registry
CNA	Acute Care	Variable	Registry
CNA	Acute Care	7p-7:30a	24 hrs/wk
Medical Assistant	ENT Clinic	Days	Full-time
Paramedic	Ambulance	Variable	Registry
Paramedic	Ambulance	Variable	24 hrs/wk
Paramedic	Ambulance	Variable	Full-time
Parking Attendant	Valet Parking Services	8a-4:30p	24 hrs/wk
Appl/Support Analyst	Information Systems	8:30a-5p	Full-time
Informatics	Information Systems	7a-3:30p	Full-time
Gynecologist	OB/GYN Clinic		Full-time
Histologist	Laboratory	5a-1:30p	Full-time
LAN Administrator	Information Systems	8:30a-5p	Full-time
MT(ASCP)	Laboratory	Variable	Full-time
Occupational Therapist	Sports Med. & Rehab	Days	Full-time
Speech Pathologist Nonex	Sports Med. & Rehab	8a-5p	Full-time
Pharmacy Technician I	Pharmacy	8a-4:30p	24 hrs/wk
Physician	Pediatric Clinic	Days	Ful-time

Full list also available online at www.mdh.org

As of October 11, 2016

New Faces at MDH

MDH Welcomes New Employees



Loni Baker

Loni is a Secretary in Behavioral Health Services. Loni is originally from

Knoxville, IL and is married to Mike. They have three children, Trece, Chance and Kylie. Loni enjoys gardening, camping, being outdoors and watching her kids play sports.



Lori Bennett

Lori is a RN in Anticoagulation Clinic. She is originally from London Mills, IL and is married to John. They

have three children, Breanna, Caleb, and Shannon. She enjoys gardening, crocheting, reading, spending time with her grandchildren, and the Cubs.



Jessica Berger

Jessica is an Assistant in Service Excellence. She is originally from Bushnell, IL and is married to Tyson. They

have two children, Kynsley and Breckyn. In her spare time, Jessica enjoys spending time with her family, shopping, and reading.



Tracey Bice

Tracey is an Agency RN in Emergency Services. She is originally from Galesburg, IL.



Carley Brakefield

Carley is a Float Secretary for MMG. She is originally from Keokuk, Iowa and is married to

Jimmy. Carley enjoys crafting and gardening.



Paul Copeland

Paul is a Phlebotomist in Lab. He is originally from Amarillo, Texas. Paul enjoys reading.



Becca Corbett

Becca is a Tech I in Pharmacy. She is originally from Round Lake Beach, IL. Becca enjoys reading.



Cassie Davis

Cassie is a Certified Nurse Assistant in Senior Behavioral Health. She is originally from Galesburg, IL. She

has one child, Kyle. Cassie enjoys reading and watching movies.



Dominick Dickerson

Dominick is an Officer in Public Safety. He is originally from Yorkville, IL. He is currently attending

WIU. Dominick enjoys computers and learning at school.



Ashley Douglas

Ashley is a Secretary/ Receptionist in the OB/ GYN Clinic. She is originally from Bushnell, IL. Ashley enjoys

camping, yoga and spending time with family and friends.



Brandy Hammond

Brandy is a Medical Assistant in Internal Medicine. She is originally from Industry, IL and is

married to Tom. They have five children, Fawna, Tommy Jr., Amanda, Jessamee and Jerious. Brandy enjoys crafts, rag quilts and family time.



Susan Heaton

Susan is a Scheduler in Central Scheduling. She is originally from Ipava, IL and is married to Jerry. They have six children and are raising one grandchild.



Mariah Maiman

Mariah is a Unit Secretary in Acute Care. She is originally from Stillman Valley, IL. Mariah enjoys reading

and singing.



Carol Mann

Carol is a RN in Senior Behavioral Health. She is originally from Warsaw, IL. Carol enjoys horses, dogs and spending time with family.



Jennifer Olson

Jennifer is a RN in Obstetrics. She is originally from LaHarpe, IL. Jennifer enjoys reading mysteries and shopping.



Vince Porcaro

Vince is an Officer in Public Safety. He is originally from Palos Heights, IL. Vince enjoys scuba diving.



Dessie Putnam

Dessie is a Medical Assistant in the Family Clinic. She is originally from Bown, IL and is married to Shawn.

They have three children, Shawna, Aubrey and Zeke. Dessie enjoys volleyball and camping.

Moving Around

Lori Ackman will be a Clinic RN in ENT. Lori previously worked as an Acute Care RN.

Norma Atwater will be Health Information Management Clerk in addition to Medical Transcriptionist for the department.

Ashley Behymer will be a Clinic RN for OB/GYN Clinic after previously working as an OB RN.

Roxie Ford is a Clinic Coder for MMG Patient Financial after transferring from Health Information Clerk.

Debbie Orton is a Secretary/Receptionist in Psychiatry Clinic and Scan Documents Clerk in MMG Patient Financial. Debbie transferred from Secretary/Receptionist in Orthopedic Clinic.

Liz Rickard is now a Senior Behavioral Health RN after previously working as a LPN for the department.

Stork Landings

Tyler and **Alexa Shaw** are the proud parents of a baby girl, Hayden June. Hayden was born on October 17. Alexa is a Public Relations & Marketing Assistant-Graphic Designer.

Luke and **Emily Hanson** are the proud parents of a baby boy, Henry Lynn. Henry was born on October 24. Emily is a Nuclear Medicine Technologist.

Cole and **Health Logsdon** are the proud parents of a baby boy, Wyatt Troy. Wyatt was born on October 27. Heather is a Clinic RN for Internal Medicine.



A+ Achievement

Shawn Stranger, MRI Tech in Radiology received national recognition from Alliance Imaging, Inc. for Service Excellence. She was named the Axis LAT's Service Excellence Award winner for 3rd Quarter. This award recognizes team members who inspire continuous improvement and consistently delivering exceptional performance above and beyond normal job expectations. Congratulations Shawn!

Thank you

Tracey Poppenberger was very caring and professional during problems in first test. She gave me IV both times very easily and it hurt the least of any that I received.



MDH Patient

Eye Spy

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

Find the answer on pg. 19.



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

Rebecca Nelson
Information Systems

MVP Thank Yous - \$25

Lara Lafary
Home Health

Andrea Sears
Home Health & Hospice



Rebecca Nelson



Lara Lafary (left)
Andrea Sears (right)

Angel Tree

MDH is having an Angel Tree again this year. The “angels” have the names of nursing home residents and Mosaic residents who have no one to remember them with a gift during the holidays. Gift suggestions for each person are included on the angel.

To join in the giving, simply pick an angel from the choices in Human Resources, purchase a gift for that person and return the wrapped gift by Friday, December 4. This date ensures the gifts reach the residents’ before the holiday parties.



Flu Vaccination Results!

Thank you to everyone for caring about yourselves, your co-workers and especially our patients by getting vaccinated.

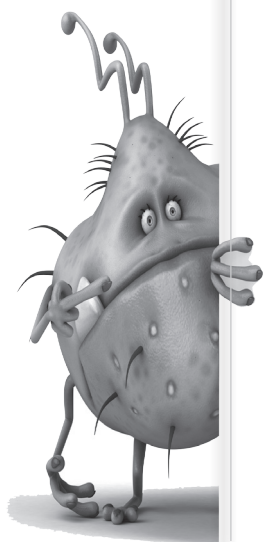


Pictured are winners of a \$25 Chamber certificate. Front, from left: Cheryl L. Sewell - Communications, Mary Ann Plate, Environmental Serv.; Christy D. Beck, Advocacy Services; Eun J. Stidd, Laboratory. Back Row: Erin Heaton, MMG; Angela C. Martin, Orthopedic Center; Christopher C. Cunningham, Emergency Room; Sara J. Myers, Advocacy Services.

Other winners include: Mary A. Catania, Laboratory; Julie L. Elliott, Obstetrics; Nick Gregory, Ambulance; Deborah A. Hamrick, Acute Care; Emily K. Hanson, Lab-nuclear Medicine; Steven R. Huffman, Emergency Room; April Jones, Acute Care; Beverly A. Mcfadden, Orthopedic Center; Clint Mcgaughey, Environmental Serv.; Tobie L. Richey, Human Resources; Andrea J. Sears, HH Nurse Aide; and Connie M. Starbuck, Nursing Support.

Didn't get a gift certificate?

Don't forget to put your flu vaccination in Life Steps for 10 credits!



MMG Providers in the community



Dr. James Gonzales, MDH Surgical Clinic, presented at the “Believe” program for Breast Cancer Awareness month on October 17.



Dr. Arek Grochowski, MDH Pain Management Center, was the feature provider at “Dessert with a Doc” on October 18.



Dr. Richard Minter and Dr. Brianne Wehner, MMG Family Clinic, presented at the Retirees Learning Institute on November 4. Dr. Minter spoke about the Medicare Wellness Exam. Dr. Wehner presented on Osteopathic Manipulative Treatment.



Dr. Haseena Mazhar Ali, MDH Internal Medicine, presented on Women’s Health at the Mt. Sterling YMCA for “Hats Off To Women’s Health” expo.

One group. One goal. Your care.



Accepting New Patients

Haseena Mazhar Ali, MD
Internal Medicine
Health Services Building 2 | Suite 111

Accepting patients 18+ years

For more information or to schedule an appointment call (309) 837-9926

A+ Achievement

Congratulations to **Haseena Ali, MD** for receiving Board Certification from the American Board of Internal Medicine.

Congratulations to **Brianne Wehner, DO** for receiving Board Certification in Family Medicine.

mdh CONVENIENT CARE



Lyndsay
Bedwell, NP-C



Kaye
Stone, NP-C



Krystal
Wagner, FNP-BC

HOLIDAY HOURS

Thanksgiving Day: 9:00 AM - 5:00 PM

Christmas Eve: 9:00 AM - 5:00 PM

Christmas Day: CLOSED

New Year's Eve: 9:00 AM - 5:00 PM

New Year's Day: 9:00 AM - 5:00 PM

(309) 836-1700

FAMILY CLINIC

NOW OFFERING
extended hours



Monday-Thursday 7:30 AM - 7:30 PM

Friday 8:00 AM - 5:00 PM



Richard Minter, DO



Sue Adams, FNP-BC



Wei Zhang, DO



Jodi Heller, NP-C



Prayag Patel, MD



Megan Clemens, NP-C



Brianne Wehner, DO

For more information or to schedule an appointment call **(309) 837-MYDR (6937)**

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.



Breast Cancer Awareness "Believe" Shirt Sales Raised \$3,475 for DKSWC

Thank you to the employees who purchased and participated in "Pink Friday's" during October!



DKSWC

Goal

- 5.5 million
- 5 million
- 4 million — **\$4,192,996.84**
- 3 million
- 2 million
- 1 million



In Memory of Richard H. "Dick" Switzer

July 29, 1919 – October 19, 2016

Dick's generosity in support of the Dolores Kator Switzer Women's Center at MDH will be remembered forever.

May he rest in peace with the love of his life, Dolores.

Community Support

West Prairie Volleyball Donates to Linda's Fund



1A State Champions, West Prairie High School Girls Volleyball hosted "Block Out Cancer Night", October 4. A total of \$2,264.80 was donated to Linda's Fund in memory of Debbie Kelso.

Macomb High Volleyball Donates to Linda's Fund



Macomb High School Girls Volleyball Team hosted "We Dig Pink" night on October 11. A total of \$1,151.50 was donated to Linda's Fund.

WIU Leatherneck Football Donates to MDH



WIU Leatherneck Football Team recognized Breast Cancer Awareness Month by wearing pink wristbands during games in October. Following the games they donated a WIU helmet and remaining bands to MDH to show their support!

Bushnell Prairie City Donates to Linda's Fund



The Bushnell Prairie City (B-PC) Schools Athletic Booster Club raised \$1,500 for Linda's Fund during the "Paint the Gym Pink Night" fundraiser on October 17.

#GIVINGTUESDAY

November 29

Black Friday. Cyber Monday.

Help us Build the Dolores Kator Switzer Women's Center.

APPLE Winner October 2016



Kelsey Heaton

Please join me in congratulating **Kelsey Heaton**, Secretary/Receptionist in MDH Psychiatry, on being named the recipient of the MDH APPLE Award for October 2016. APPLE stands for "Achieving outstanding Performance in Patient care, Leadership, Loyalty and Enthusiasm for MDH."

Kelsey began her employment as a Secretary in the Orthopedic Clinic and Psychiatry Clinic on July 1, 2013. She started working solely in MDH Psychiatry on July 8, 2013.

Kelsey played an integral role in the Cerner transition. She helped make sure that all the clerical employees were able to successfully register patients. She supported Cerner training, answered many questions along the way and had good input for the project. Kelsey became a valuable asset to the project. One of her strengths is problem-solving, which was very useful in the computer transition also. She has also played a key role in the organization of MDH Psychiatry.

Kelsey is a professional, calm and warm individual. She is very adaptable to the patients and always puts them first. She is attentive to service excellence and demonstrates commitment to that cause. Many have confidence in Kelsey's work and trust her. She maintains a positive attitude, is very respectful to others, works well with others, is supportive and sets an example of cooperation. Kelsey is keenly aware how her actions will affect others and makes decisions with that in mind. She is awesome and is an excellent worker.

Her nominator explains "Kelsey does a great job. She is such a supportive team player who not only stays on top of her work, but is willing to help others. She brings in a lot of energy and motivation with a positive attitude. Having her on our team makes all the difference. She is blessed with qualities of dedication, loyalty, enthusiasm and intelligence."

In her spare time, Kelsey enjoys swimming and spending time with her family. She adores her nephews, Liam and Dominic. Kelsey is also an avid St. Louis Cardinal fan.



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



Word Search!

Can you find the following words?

FESTIVAL
JINGLE
SWITZER

FOUNDATION
LIGHTS
TEDDYBEAR

November Calendar of Events

Seniors' Day at Citizens

Thursday, December 1

8:30-11:30 AM, Citizens Bank, Downtown Macomb

Topic: Senior Behavioral Health Display and Depression Screenings

Contact Senior Behavioral Health at (309) 836-1568

Festival Jingle 'n Mingle

Thursday, December 1, 6:30-8:30 PM

West Central Illinois Arts Center

Pre-registration required. \$40 per person

To register, contact MDH Foundation at (309) 836-1757.

Postpartum Care & Understanding Your Newborn

Thursday, December 1

7:00-9:00 PM, Auditorium B

Pre-registration required.

Call Obstetrics at (309) 836-1570.

AARP Safe Driving

Friday, December 2

8:00 AM-5:00 PM, Auditoriums A & B

Fee: \$15 for AARP members \$20 for non-members

Pre-registration required.

Call Public Relations at (309) 836-1557.

Divorcing Parents Education Program

Friday, December 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.

Festival of Trees

Friday, December 2, 4:00-8:00 PM

Saturday, December 3, 9:00 AM-5:00 PM

Sunday, December 4, Noon-5:00 PM

Monday, December 5, 9:00 AM-4:00 PM

West Central Illinois Arts Center, 25 E Side Square

Admission: \$3.00, 10 & under free

Contact the MDH Foundation at (309) 836-1757.

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

Saturday, December 3

8:00 AM-4:30 PM, Auditorium A & B

Pre-registration required.

Call Obstetrics at (309) 836-1570.

Dessert with a Doc

Monday, December 5

4:00-6:00 PM, Spoon River College Community

Outreach Center, 2500 E. Jackson St., Macomb

Join Sajjad Sarwar, MD for an open discussion about senior mental health and other related topics.

Free and open to the public. Dessert available.

Contact Senior Behavioral Health at (309) 836-1568.

Breast Cancer Support Group

Monday, December 5

5:30 PM, The Bailey House, 100 S. Campbell St.

Holiday gathering with fellowship and food.

Contact Outreach Services at (309) 836-1584.

Bereavement Support Group-New Horizons

Mondays, December 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.

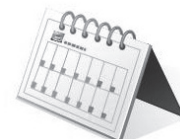
Childbirth and Infant Care: Breastfeeding

Thursday, December 8

7:00-9:00 PM, Auditorium B

Pre-registration required.

Call Obstetrics at (309) 836-1570.



Looking for Advice?

Dear Lucy,

The holidays are here and I'm already dreading upcoming events. Specifically, I'm not looking forward to time with family. I have one in-law in particular who has a need to question everything I do. She wants to know why I set the rules I do with my children, why I don't make an effort to get a better job, why I don't eat more and even why I put mustard in my Waldorf salad. I told my husband I've had enough of her criticism and would rather not attend family gatherings where she is present. He has said I may do whatever I want, but he and the children will still be going. Should I ignore the situation or stand my ground?

Don't Want to be a Scrooge



Dear Don't Want to be a Scrooge,

Remember we can't choose our relatives, but we can pick our battles. You will need to seriously consider if this one is worth picking. Is everyone in your family insensitive or is it just her? Are you willing to alienate other family members because this person is rude? There may be other approaches to take.

I would encourage you to consider your own level of sensitivity. People who are more sensitive tend to see things at a more intense level. Sensitive people are more in tune with feelings and when there's something good going on, they enjoy it thoroughly. Conversely when they are faced with something uncomfortable they become enveloped in negativity. When we feel slighted or hurt, there's a tendency to blame the person who has hurt us. Ask yourself do you believe the person is trying to make you feel incompetent, embarrassed or worthless? Naming the perceived accusation may allow you to explore if there's something else going on within yourself. Are you more sensitive because you sometimes worry about these very things?

You may determine your in-law is oblivious to the fact that her words are annoying you. If your feelings are seriously hurt not addressing the situation may lead to anger and resentment. In that case, you may need to talk with the person in a calm, diplomatic manner to clear the air. If you decide to do so, say what you need to say as briefly as you can. Sometimes when we talk too much, people tune us out and dismiss what we have to say. State what it is that bothers you, how you feel about her comments, what you want her to do differently and thank her for understanding.

If you decide to attend family get-togethers and you choose not to address the issue, and your in-law makes an insensitive comment you may want to excuse yourself, or simply walk away from the person and find a quiet place to calm and regroup. Take a moment to focus your thoughts on a more pleasant experience or remind yourself of what is important to you during this special time of year. Remember, sometimes saying nothing sends the strongest message.

Should you have more questions about this issue or any mental health or addiction concern, please contact Behavioral Health Services at 836-1582.

Best regards,

Lucy

Recognition for Outstanding Customer Service – October

For the month of September, 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:

Acute Care: **Keith Engel**, RN

Laboratory: **Matt Kessler**, Phlebotomist

McDonough Medical Group: **Dr. Sparks; Janelle Friday**, Secretary/Receptionist; **Rachelle McCoy**, RN; **Dr. Zhang; Dr. Balbort; Dr. Card; Dr. James Gonzales; Amy Royer**, LPN

Obstetrics: **Dr. Smith; Dr. Reinertson**; OB Staff

Radiology: **Dr. Rigdon**, X-Ray Staff, **Theresa Anderson**, X-Ray Tech RT

Surgical Services: **Dr. Shea Trost; Dr. Biagini**

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

Customer Service Week Recap

And The Winners Are...

The following employees received \$5 Chamber Gift Certificates for having perfect scores on both Rebus for You Puzzles, which were available during the Customer Service and Appreciation Week celebration.

Crystal Walters, Patient Financial Services

Tracy Daniels, ENT Clinic

Glynnis Coplan, ENT Clinic

Amy Gaule, Rehab Services

Carol Lawson, Health Information Management

Monique Ramsay, Senior Behavioral Health

Thank you to all who participated!



Dear Terri and MDH employees,

Thank you for the donation of food items to WIRC's Food Pantry and selecting us as your recipient, all part of Customer Service and Appreciation Week.

On behalf of those we serve, thank you!

WIRC employees

...Benefit Break...

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



2017 Flexible Benefit Spending Accounts

The Flexible Benefit Accounts are used to pay healthcare and day care expenses with pretax earnings. If elected, a portion of your salary is set aside for these accounts and then deducted from your paycheck. After you have paid for the services and submitted the appropriate paperwork to Human Resources by the last Friday of the pay period, you are reimbursed for a tax-deductible medical expense not covered by your insurance or for daycare expenses for your children or dependent parents on your next paycheck.

The main benefit of this program is the tax advantage – you save approximately \$25 on every \$100 spent. Based on your need and the need of your family, you allocate a certain portion of your salary to be used for these accounts. This amount is then divided by 26 pay periods and deducted from your paycheck on a pretax basis. Please estimate conservatively since unused money is lost.

As a Status 1 or Status 7 employee, you are eligible to participate in the program and will need to sign an enrollment form if decide to participate. The annual enrollment period is now through December 30. Forms need returned to Human Resources by 12/31/16. More detailed information will come in the near future and will be available in Human Resources or on the Human Resources page of the intranet.

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

Garden Veggie and Herb Meatballs

Ingredients

- 1 pound ground beef, preferably grass fed and pastured
- 1 and ½ cups packed shredded vegetables (zucchini, yellow summer squash, and carrot)
- 2 TBS fresh herbs, finely chopped (basil, cilantro, or parsley)
- ¼ small onion, finely chopped
- 1 clove garlic, minced
- 1 tsp HERBAMARE seasoning OR 1 and ¼ tsp celtic sea salt
- 1 egg, whipped
- 2 pinches of celtic sea salt



Directions

1. Preheat oven to 400°F and line a baking sheet with parchment paper
2. Place shredded vegetables into a colander in the sink. Sprinkle with 2 pinches of sea salt and mix well. Allow to sit for 10 minutes. Then place veggies into a clean hand towel and SQUEEZE out all of the moisture in them. Set aside.
3. Meanwhile, puree onion and garlic together in a small food processor.
4. Combine ground beef, squeezed out veggies, onion/garlic mixture, chopped herbs, herbamare (or plain sea salt), and egg in a large bowl. Mix with your hands until well combined
5. Roll into desired sized meatballs and place onto baking sheet
6. Bake for 25-30 minutes until brown and cooked all the way through
7. Serve immediately OR allow to cool and freeze for later
8. ENJOY!!!

The 5 Days of Christmas Sale at the Gift Gallery

Wednesday, December 14
to
Sunday, December 18



Receive 20% off your purchase.
(Exclusions include books, candy, cards, flowers,
magazines & stamps.)



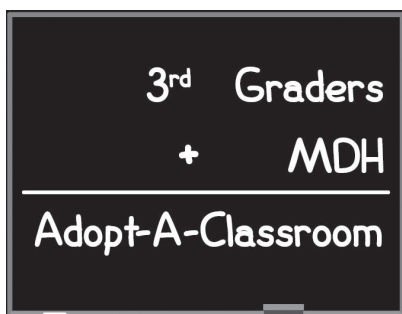
New Assortment of Pease's Popcorn Gift Gallery



Blazin Buffalo
Cheese



White Cheddar



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.

Kamie McKee, ANP, FNP-C

Kamie McKee, ANP, FNP-C from the Ear, Nose and Throat Clinic visited Mrs. Poore's classroom in October. She talked with the students about how to stay healthy during cold and flu season including hand hygiene, eating healthy foods, staying hydrated, regular exercising, good sleep habits and flu vaccinations. Kamie also discussed things about how to take care of ourselves when we do get sick such as not sharing items, how to sneeze and cough (using a tissue or in your elbow), washing hands, staying home and taking medication if appropriate. The children had many questions about healthcare, Kamie's schooling and work and the hospital.

Kamie took the children Cuties mandarins and hand sanitizer for the classroom. The students received light up yoyos as a souvenir.





President's Report

The MDH Board of Directors met November 21. Here is Mr. Boyd's report to the Board for the accounting period of October 18 through November 21, 2016.



Quality and Innovation

Service Excellence

Feedback sessions have been completed to report results of the 2016 AHRQ Hospital Survey on Patient Safety Culture. Invited participants included hospital staff who have direct contact or interaction with patients and hospital staff whose work directly affects patient care.

Survey questions are categorized by unit/department level, hospital level, and outcome variables. Questions focus on different aspects that may impact patient safety including but not limited to teamwork, handoffs and transition of care, communication and staffing. Service Excellence entered survey responses into the AHRQ database, which allows for trending and comparative data.

Following is a summary of results:

- The 2016 response rate is 48% compared to 52% in 2014.
- Overall, the percent of favorable responses decreased in 2016 from 2014.
- The top four concerns identified during the feedback sessions include:
 - o Staffing
 - o Cerner
 - o Handoffs
 - o Falls

- Senior team leaders have been assigned to the top four concerns for further evaluation of improvement opportunities.
- Staff recommendations were also included in the report.

Infection Control

Patients undergoing total joint procedures can now receive nasal antiseptic prior to their surgery. Applying this antiseptic one hour before surgery can reduce the amount of bacteria in the nose and may reduce the risk of infection after surgery. Reduction of nasal bacteria is a recommendation by the Institute for Healthcare Improvement Guide to Prevent Surgical Site Infection for Hip and Knee Arthroplasty.

For the first time in our employee influenza vaccination program, we have achieved 94.7%. We have met our goal and exceeded it by a substantial amount. This enabled us to award 20 employees with a twenty-five dollar Chamber Gift Certificate.

Outpatient Phlebotomy Throughput

Two changes started in the beginning on November. The first change established appointments for outpatient phlebotomy. This change should reduce the wait time for those phlebotomy patients. The second change was to register a patient for future, multiple phlebotomy sessions. This change should significantly reduce or eliminate the wait time for registration.

Physician Recruitment/Retention

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

OB/GYN: We are finalizing our contract discussions with our practicing, OB/GYN candidate at this time and all indications are favorable. Dr. Smith and Adrian MacGregor have conducted an initial phone interview with a practicing OB/GYN currently in Kansas. We are evaluating schedules for a possible site visit, the first of the new year.

Pediatrics: At this point in time, we have received two expressions of interest resulting from our marketing activities. We've ruled out one candidate based upon an initial phone interview and currently evaluating the second candidate further. We will be conducting targeted, direct-mail campaign throughout the Midwest region in an effort to generate additional exposure to the practice opportunity. This will be completed by the end of November 2016. Adrian MacGregor is also working with two contingency recruitment firms at this time.

Outreach Services

Community Outreach

Caring for You Cancer Series – This is a new program for cancer survivors and caregivers. It is focused on creating a dedicated space and time for relaxation and healing. On October 25, the West Central Illinois Arts Center hosted this event and Natalie Shelly from the Macomb Park District assisted the participants in creating ceramic

items. On November 16th, Western Illinois University hosted a free Cooking Class with the dietetic students preparing several holiday dishes for those who are dealing with cancer. Another Caring for You class will take place on December 14 at Macomb City Hall with Bill Maakestad leading a Tai Chi Class.

Provider Outreach

On November 4th, MDH participated in the Retirees Learning Institute at Spoon River College. MDH Outreach Services and Home Health/Hospice provided a booth to perform blood pressure screenings and had activities/materials relating to sodium intake. Jen Balka from the Pain Management Clinic, along with Drs. Minter and Wehner provided educational sessions regarding “The Medicare Wellness Visit” and “What is Osteopathic Medicine”, respectively.

Employer Outreach

Our “Snacking with the Docs” Series as part of the employee wellness partnership with Macomb Schools included the following programs for District faculty, staff, and employees (held after school at the different school buildings):

1. October 18 – Dr. Wehner on “Osteopathic Manipulative Treatment or Medicine”
2. November 2 – WIU Dietary students presenting a program on “Healthy Holiday Eating”
3. November 9 – Dr. Ali on “The Importance of Cancer Screenings”

Additionally, on October 25th, Dr. Haseena Ali presented on

“The Importance of Cancer Screenings” for the employees at Pella Corporation.

MDH Outreach Staff (Health Educators Stephanie Crockett and Diane Tate), along with Janene Shockency, RN, from the Diabetes Education Center, traveled to the Training and Detention Facility in Rushville, IL, to participate in a Health Fair for their employees. Participants received blood glucose screenings and had their blood pressures checked.

Information Systems

Cerner Update

We are working with departments to identify their top 10 Cerner list to insure that we are keeping focus on those items for resolution. We have discovered some training/workflow issues and setup issues that could be easily worked out, but not reported. There are some areas that we need to reinforce a movement to the Cerner applications in place of manual processes and we still have some configuration items to be resolved. According to Cerner, roughly 26% of our open issues are left over from our implementation build and processes. The remaining 70+% are issues encountered after implementation that require assistance or change requests.

The on-site assistance for Pharmacy Supply Chain in mid-October has helped to correct some inventory issues with decrementing medications when it is dispensed from the system. The Cerner physician resource that worked with our medical staff in early November was successful in the review of their utilization of the system and to

answer their questions to improve their experience.

Financial Performance

October 2016

Total Operating Revenue was down 16.8% from budget. While negative to budget, is an improvement from last month. This again is mostly resulting from lower volumes than budgeted. Inpatient Revenue including Senior Behavioral Health was down 16.3% and 36.1% respectively. ER revenue was down 11.8% mostly due to volumes though there is some lag in capture of ER physician revenue due to the transition to Cerner. OR procedures were down 30.5% which also impacts Outpatient ancillary revenue as OR procedures affect activity in most all areas. Radiology volumes were down in all areas and the Department Leader is working with Cerner to determine if there is a system issue that is causing the problem. On a positive note, Swing Bed revenue is doing very well as we had a 100% increase in volume over budget. MMG revenue was also positive to budget though visits were down slightly (about 2.3%).

Total Deductions from Revenue were below budget by 12.5% impacted this month by the reduction in Charity Care as well as the reduction in volumes. Total Operating Expenses were 13.9% below budget or a little over \$1M. We ended the month with a loss of \$3,691 – not at our budget target of \$286,784, but an improvement from the prior two months.

Facility Planning

MDH Project

CoHarold O'Shea Builders issued the certificate of substantial completion for the project on November 2nd. IDPH has scheduled their inspection for Tuesday November 15th for what we hope will be their certification for final occupancy which would officially end the project.

Dolores Kator Switzer Women's Center

There have been several meetings with the design team and MDH staff aimed at finalizing the schematic design of the project. There is another meeting scheduled for November 21st.

Public Relations Report

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

Website and Social Media

During October there were 20,907 home page visits (+373 from September), 4,376 career views and 12,611 calendar views.

The MDH Facebook page is now at over 1,475 likes, gaining 20 likes in October. Twitter has increased to over 300 followers. Information promoted on Social Media included: donations to the Women's Center campaign, Breast Cancer Awareness month and MDH programs, Dessert with a Doc, Rocky Quest, Flu Clinic, Dr. Ali accepting patients, Senator Dick Durbin visit, Apple Award, Job of the week and more.

News media

October news included the following: donations to the Dolores Kator Switzer Women's Center campaign, Breast Cancer "Power of Believing" program, Dessert with a Doc, Mammography Assistance Program, West Prairie donating to Linda's Fund, MDH Flu Shot Policy, CPR & First Aid classes and childbirth classes.

Advertising/Marketing

Commercial spots are running for Sports Medicine & Rehabilitation Services, Home Health and general MDH spot. A MMG Family Clinic commercial began running during the World Series and election night, along with regular scheduling. General radio spots include; Obstetrics & Gynecology Clinic, Pain Management Center, Senior Behavioral Health, Orthopedics & Sports Medicine, Home Health and Family Clinic. Other October advertising included; Senior Behavioral Health, Home Health & Hospice, Orthopedics, Obstetrics & Gynecology Clinic, Pain Management Center, Family Clinic and Dr. Ali.

Other

The KHQA morning team visited MDH on October 19 and did a feature story on mammograms and MDH Radiology. Lynn Durso showed the process of getting a mammogram and answered questions. The special aired on October 27.

Foundation Report

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

Annual Support

In October \$27,930.91 was received in cash and \$18,846.00 was pledged for a total of \$46,776.91 raised; 180 gifts and 11 memorials were processed. Some of the areas receiving support included: Dolores Kator Switzer Women's Center (DKSWC), Emergency Services, Festival of Trees, Hospice, Linda's Fund, and PROS.

In Memory of Richard "Dick" Switzer July 29, 1919 - October 19, 2016

Dick's generosity in support of the Dolores Kator Switzer Women's Center at MDH will be remembered for generations to come. May he rest in peace with the love of his life, Dolores.

DKSWC Capital Campaign

To date, \$4,188,676.84 has been raised toward the DKSWC Campaign goal of \$5.5M. Grant applications have been submitted to Walgreens, Gladys Brooks, Verizon, BNSF, Ameren, Fellheimer, Cook Medical, Niemann Foods and Springfield Clinic. Letters of Intent were mailed to seven Foundations for permission to apply for grants and nine other grants have been identified. A total of \$3,475 was raised through "Believe" breast cancer awareness shirts in support of DKSWC. The next meeting is scheduled on November 4.

Golden Apple Society

New Diamond level (\$30,000) member is Gil Belles. New Golden level (\$10,000) members are Harlan & Elizabeth Baker and Kent Slater & Penny Lawyer. The committee met on October 13, where the 2017 Recognition Reception date was

set for February 2, at the Macomb Country Club. To date, there are 20 new members to recognize at the event. The committee continues to identify and recruit new members.

PROS

The annual appreciation meeting is scheduled for December 8.

The committee voted to purchase Christmas lights for the hospital entrances and will decorate trees for the main and emergency doorways. PROS is providing airtight, clear containers for storing teddy bears in clinical areas. A procedure of when and how to order the bears from Storeroom is attached to the container for reference.

Golf Tournament

A wrap up meeting was held on October 3, to celebrate a record high profit of \$40,308.00 in support of the Women's Center. Surveys were sent to past participants to ask if they prefer the Outing to be held on Friday or Saturday and times. The majority voted for Saturday, the 2017 date has been set for September 9.

Festival of Trees

The Festival events are in full swing and more than \$25,000 has been raised through sponsorships. MDH Festival events include Teddy Bear T (Ladies Night Out) November 28; Jingle 'n Mingle (Gala) December 1; and Festival of Trees December 2-5. To date, there are 36 tree decorators and 19 themed baskets for the silent auction at Jingle 'n Mingle. Visit mdh.org to get a sneak preview of auction items. The next meeting is scheduled for November 3.

#GivingTuesday

Black Friday, Cyber Monday, #Giving Tuesday, November 29, is a national giving day. Plans to promote on Facebook and Twitter are underway with proceeds benefiting the DKSWC.

Foundation Board

The quarterly meeting was held on October 12. The next quarterly meeting followed by the annual finance meeting is scheduled for January 11.

Linda's Fund/Community Support

The West Prairie Volleyball Team donated \$2,264.80 to Linda's Fund in memory of Debbie Kelso from funds raised at their October 4th game. Macomb High School Girls Volleyball "We Dig Pink Night" raised \$1,151.50 for Linda's Fund.

December Meetings Calendar

Monday, December 5

Department of Surgery, 12:00 PM, Auditorium B

Tuesday, December 6

Credentials & Bylaws, 7:00 AM, PDR

Wednesday, December 7

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

Friday, December 9

Exec Committee, 12:00 PM, PDR

Tuesday, December 13

Medical Staff CEO Strategy Session, 5-7:30 PM, Red Ox

Wednesday, December 14

PHO Board of Directors, 12:00 PM, PDR

Thursday, December 15

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

Friday, December 16

Medical Staff Quality Improvement, 12:00 PM, TFBR

Monday, December 19

Board of Directors, 5:30 PM, TFBR

Tuesday, December 20

MMG Governance Council, 5:30 PM, TFBR



Answer: 10

11th Annual McDonough District Hospital

Sponsored by
 Citizens Bank
A Division of Warren Community Bank
Member FDIC

Festival of Trees

West Central Illinois Arts Center
25 East Side Square

Festival of Trees

Friday, December 2
4:00-8:00 PM

Saturday, December 3
9:00 AM-5:00 PM

Sunday, December 4
Noon-5:00 PM

Monday, December 5
9:00 AM-4:00 PM

Jingle 'n Mingle

Thursday, December 1, 6:30-8:30 PM

\$40 per person, ticketed event

Sneak Peak, Hors d'oeuvres & Silent Auction

Entertainment: WIU School of Music

Entertainment

Friday:

6:00-8:00 PM Children's Popcorn & "I Spy"

Saturday:

10:00-11:00 AM - Ukulele Macomb

11:00 AM-1:00 PM - Miss Margaret Face Painting

1:00-2:00 PM - Brown Eyed Girls

4:00-5:00 PM - Sondra Mosley, Pianist



McDonough District Hospital

Funds raised benefit the Dolores Kator Switzer Women's Center.

For more information visit www.mdh.org.