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McDonough District Hospital
Employee Newsletter

Making Rounds

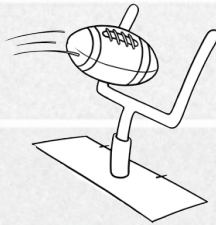


October 18, 2016 • www.mdh.org

WIU Homecoming Parade and Game Highlights

MDH sponsored the WIU Homecoming game on October 8, starting off the day participating in the traditional WIU Homecoming Parade. Thank you to Emergency Services for providing an ambulance, the Sports Medicine & Rehabilitation Services team along with a group of MDH employees for participating in the parade, tossing pink footballs to the crowd in support of Breast Cancer Awareness Month.

In the afternoon, MDH was recognized as the homecoming game sponsor. Kenny Boyd, President/CEO, represented the hospital on the field, receiving a sponsorship football.



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 **Friday, November 18**. Please submit your information, articles, thank-you notes, recipes, achievements, etc., to Public Relations.

MDH Says Goodbye

Sarah Goettsche, RN, Acute Care, 9/29/16

Jen Harper, Assistant, Service Excellence, 9/23/16

Mandy James, RN, Emergency Services, 10/10/16

Amy Knop, Unit Secretary, Acute Care, 10/7/16

Jarica Whitney, RN, Emergency Services, 9/21/16

Melanie Williams, Secretary, Behavioral Health Services, 9/29/16

Please join us for a Retirement Party for Patty Gutting on Friday, November 4 from 2:00-3:00 PM in Auditoriums A and B as we honor her for nearly 26 years of service at McDonough District Hospital.

Congratulations to Patty for a job well done and best wishes to her in her future endeavors!

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	10:30a-7p	24 hrs/wk
Scanning Records Clerk	MMG	Days	24 hrs/wk
Secretary/Receptionist	Family Clinic	Days	Full-time
Secretary/FLOAT	MMG	Days	Full-time
Clinical Care Coordinator	Intensive Care Unit	7a-3:30p	Full-time
House Supervisor	Nursing Support	7p-7:30a	Registry
CNA	Obstetrics	Variable	Registry
CNA	Senior Behavioral Health	7a-7:30p	Full-time
CNA	Senior Behavioral Health	7a-7:30p	24 hrs/wk
LPN	Internal Medicine	Days	Full-time
LPN	Day Health	7:30a-4p	24 hrs/wk
RN	Family Clinic	Days	Full-time
RN	Intensive Care Unit	7p-7:30a	Full-time
RN	Quality & Innovation	7:30a-4p	24 hrs/wk
RN	Senior Behavioral Health	7p-7:30a	Full-time
RN	Senior Behavioral Health	7a-7:30p	24 hrs/wk
RN	Acute Care	7p-7:30a	Full-time
RN	Emergency Department	7p-7:30a	Full-time
RN	Hospice	Days	Full-time
RN	Obstetrics	Evening	24 hrs/wk
RN	Obstetrics	7p-7:30a	Full-time
Medical Assistant	ENT Clinic	Days	Full-time
Paramedic	Ambulance	Variable	Registry
Paramedic	Ambulance	Variable	Full-time
Paramedic	Ambulance	Variable	24 hrs/wk
Patient Care Technician	Emergency Department	7p-7:30a	Full-time
Phlebotomist (trained)	Laboratory	5a-1:30p	Full-time
Parking Attendant	Valet Parking Services	Days	24 hrs/wk
Appl/Support Analyst	Information Systems	Days	Full-time
Informatics	Information Systems	Days	Full-time
Financial Analyst	Fiscal Services	Days	Full-time
Gynecologist	OB/GYN Clinic		Full-time
LAN Administrator	Information Systems	Days	Full-time
MT(ASCP)	Laboratory	Variable	Full-time
Occupational Therapist	Sports Medicine and Rehabilitation Services	Days	Full-time
Pharmacy Technician I	Pharmacy	10a-6:30p	24 hrs/wk
Speech Pathologist Nonex	Sports Medicine and Rehabilitation Services	Days	Full-time

Full list also available online at www.mdh.org

As of October 11, 2016

New Faces at MDH

MDH Welcomes New Employees



Brooke Acosta

Brooke is a Specialist in Behavioral Health. She is originally from Rockford. In her spare time, Brooke enjoys hiking, kayaking, fishing and music.



Nicole Borgic

Nicole is a Respiratory Therapist in Cardiopulmonary. She is originally from Taylorville. Nicole enjoys dancing, reading a good book and socializing with friends.



Matt Bouril

Matt is a Public Safety Officer in Public Safety. He is originally from Rockford. He is married to Kristine and enjoys wood working.



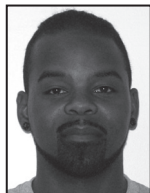
Bobbi Ellsworth

Bobbi is a RN in the Anticoagulation Clinic. She is originally from Cuba and is married to Rob. They have two children, CJ and Patrick. Bobbi enjoys fishing, camping, spending time with family and friends and watching the Cubs in the summer and the Bears in the winter.



Hannah Feld

Hannah is a Medical Assistant in Internal Medicine. She is originally from Macomb and in her spare time, Hannah enjoys spending time with her family, walking her dog and going on walks.



Thorn George

Thorn is an Aide in Environmental Services. He is originally from Chicago and enjoys working out.



Tiffany Hopping

Tiffany is a CNA in Acute Care. She is originally from Bushnell and is married to Charles. They have four children, Adian, Tarek, Sammy and Azaila. In her spare time, Tiffany enjoys reading and spending time with family.



Judy Lee

Judy is a new Morrison employee. She is originally from Green Bay and has two children, Jayme and Josh. In her spare time, Judy enjoys reading, gardening, birding and raising Monarch butterflies.



Lexie Price

Lexie is a Secretary/ Receptionist in the Family Clinic. She is originally from Macomb.



Daquisha Reed

Daquisha is an Aide in Environmental Services. She is originally from Chicago.



Rieley Rodriguez

Rieley is a Maintenance III in Plant Engineering. He is originally from Arlington Heights. He has one child, Remington.



Lacy Snowden

Lacy is a CNA in Senior Behavioral Health. She is originally from Macomb and has five children, Ashton, Jadyn, Skylar, Victoria and Desiree.



Mandy Steinkamp

Mandy is a Unit Secretary in Home Health. She is originally from Carthage and is married to David. They have five children, Madison, Keegan, Brianna, Morgan and Jaxson. Mandy enjoys her kids, Pinterest and spending time with family.



Teri Vance

Teri is a Secretary/ Receptionist in the MDH Pain Management Center. She is originally from Carthage and has one child, Chauntel.



William Whitney

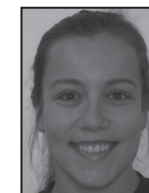
William is an Aide in Environmental Services. He is originally from Macomb and in his spare time, William enjoys fishing, reading and sports.

MDH Welcomes New Volunteers



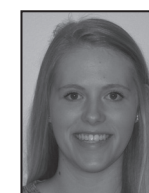
Alex Bouldin

Alex is a LEJA Major at WIU. He enjoys hunting and fishing.



Holly Buchanan

Holly is a Psychology Major at WIU. She enjoys reading and exercising.



Laykyn Dekezel

Laykyn is a Social Work major at WIU. She enjoys working with the elderly and loves animals.

**Alex Fournier**

Alex is a Social Work major at WIU. She loves working with kids, teaching and learning with them.

Alex loves cats and dark chocolate.

**Rachel Ginsberg**

Rachel is a Graduate Assistant in the RPTA Department at WIU. She enjoys exercising, dancing, music and

crafts.

**Teri Kuntz**

Teri is a retired teacher from West Prairie. She is interested in Genealogy.

**Ciara Larry**

Ciara is a Junior Chemistry major at WIU and she loves to travel.

**Caitlin Loughary**

Caitlin is a Psych major at WIU. She wants to be a clinical Psychologist.

**Tyanda Thomas**

Tyanda is a Social Work major at WIU. She is Vice-President of Kappa Sigma Phi Alpha Honor Society

for Social Work. She enjoys tennis.

**Rebecca Worthington**

Rebecca is a Zoology major at WIU. She is from Rushville and is interested in Occupational Therapy.

Moving Around

Katelyn Belless is now a RN for Acute Care after working as a LPN in the past.

Vicki Bledsoe is a Secretary Receptionist for the MMG. Vicki previously worked as a Pharmacy Technician.

Sadie Dutton is working as an EMT in addition to her role as Patient Care Tech for Emergency Services.

Hannah Ellis is now a CNA in addition to Unit Secretary in Acute Care.

Sheila Schofield is a Psychiatry Clinic RN. Sheila previously worked as a Senior Behavioral Health Registered Nurse.

Steve Huffman is an EMT in Ambulance after previously working as a Patient Care Tech for Emergency Services.

Nicole Miller is a Bushnell Family Clinic RN after transferring from Acute Care.

Stork Landings



Audrey Norton and Nick Hare are the proud parents of a baby girl, Findley Donna. Findley was born on September 20. Audrey is a Secretary/Receptionist for Western Illinois Surgical Associates.

Brian and **Meagan Wohlfeil** are the proud parents of a baby boy, Kenneth Paul. Ken was born on September 18. Meagan is the Volunteer Coordinator for Auxiliary/Volunteers.

Just Married



Sheila Ham and David Schofield were married on October 5. Sheila is a Clinic RN in Psychiatry Clinic.

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

Glenn Alderson
Information Systems

MVP Thank Yous - \$25

Brittany Doll
Laboratory

Etta McHone
Home Health



Glenn Alderson



Brittany Doll (left)



Etta McHone

A+ Achievement

Kaitlyn Fleetwood, MMG Pediatric Clinic; **Casey Roberts**, MMG Internal Medicine; and **Theisa Cagle**, Family Clinic are recent graduates from the Spoon River College Medical Assistant program. Additionally, all three have successfully passed the certification exam and completed requirements for certification through National Healthcare Association. Congratulations to all three!

Kelly Holeslinger attended and passed a Trauma Nursing Core Course. Congratulations to our new TNCC RN in the Emergency Department!

Respiratory Care Week October 23–29

No matter where you go in the hospital, whether it's OB, SBH, ER, Acute Care, Sleep or other specialty areas, you may have the opportunity to meet one of our Respiratory Care Practitioners. Their role is to evaluate, analyze, restore and improve lung health to patient's lives. RC Week is the time to show your appreciation to these valuable members of our health team. Thank an RT today!

Our Respiratory Care Team:

Nicole Borgic, Shawn Evans, Jill Foster, Trish McMillen, Donna Myers, Tracy Poffenbarger (RN), Jerry Raby, Janelle Reihm, Annette Sears, Jeff Teel, Jessica Teeter, Deann Yerk, and Darlene Zeh

Flu Vaccination Time is Here!

The Many Rewards of Flu Vaccination!

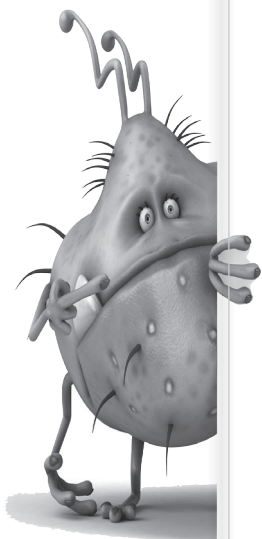
- » Protecting Our Patients
- » Protecting Your Co-workers
- » Protecting Yourself
- » Protecting Your Loved Ones
- » Candy!!!
- » 10 Credits = \$10 in LifeSteps
- » Potential Cash with Incentive Program



The MDH healthcare worker flu vaccination program is under way.

- Flu vaccination through infection control or providing proof of vaccination elsewhere is due by October 15. Vaccinated healthcare workers will be provided a sticker for their badge.
- After October 15, healthcare workers without the flu vaccination sticker will be required to wear a surgical mask to protect themselves, coworkers and our customers.
- The traveling flu cart will be going around the hospital, HSB1 and HSB2 on various days and shifts.
- Department leaders and off campus sites may set up their own departmental vaccination.
- Employees with schedules that do not catch the mobile cart are welcome to contact Infection Control to set up an appointment.
- Employees choosing NOT to be vaccinated, please notify Infection Control. Please include employee number and a brief reason why. Staff Development will add a Flu Waiver CBL to be completed by December 15.

Our target goal is to vaccinate 90% of MDH employees, Food Service and Environmental Service staff. If we reach 90%, 20 vaccinated names will be drawn to each receive \$25!!!



McDonough Medical Group's FAMILY CLINIC

We look forward to serving your primary care needs!

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



Weli Zhang, DO



Jodi Heller, FNP



Prayag Patel, MD



Megan Clemens, FNP



Briane Wehner, DO

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

mdh CONVENIENT CARE



Lyndsay
Bedwell, FNP



Kaye
Stone, FNP



Krystal
Wagner, FNP

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



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

New Location



Dr. Sarwar and Layne Stambaugh, PMHNP *have moved*
to 1st floor of HSB 2, Suite 112.

Dr. Wright and Julie Haggerty, PMHNP are located on
the 2nd floor of HSB 2, Suite 212.

Pink "Believe" t-shirts!



Do you have your pink shirt yet?!
Size small-XXL available!

In recognition of Breast Cancer Awareness month, on Fridays during October, MDH Employees will be able to wear pink "Believe" t-shirts!

Quantities and sizes are limited. They will be on a first-come-first-serve basis.

Payroll deduction or check only.

Cost for a shirt is \$15.

If you would like to participate, the shirts are for sale in the Public Relations office Monday through Friday 8:30 AM – 4:30 PM.

If these hours do not work for you, please let PR know through email or at ext. 13490.

We will make arrangements to get you a shirt.

ALL of the money will go towards the Dolores Kator Switzer Women's Center Capital Campaign.

Reminders from Human Resources

Don't forget your free benefits...

MDH provides free vision insurance, life insurance and long-term disability insurance to all eligible employees working 24 hours or more a week. Vision insurance coverage and providers can be found at vsp.com. Life insurance is valued at your yearly salary and is provided free of charge to you. Long-term disability is paid by MDH on your behalf and is valued at half of your monthly salary if you are off work more than six months due to an injury or illness and deemed disabled.

Health Alliance In-Network Provider Verification

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

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

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

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

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.

First Bankers Trust Company Pledges \$15,590 to MDH

First Bankers Trust Company has pledged \$15,590 toward the Dolores Kator Switzer Women's Center at MDH. With this generous commitment, First Bankers will be recognized at the Partner level of the MDH Business Honor Roll giving club.

Pictured are (l to r): Vicky Kipling, MDH Foundation Leader; Kenny Boyd, MDH President/CEO; Jason Duncan, First Bankers North Region President, Leslie Westen, First Bankers AVP/Mortgage Loan Officer; and John Armstrong, First Bankers AVP/Branch Manager.



Clugston Tibbitts Pledges \$2,500 to MDH

Clugston Tibbitts Funeral Home (CTFH) has pledged \$2,500 toward the Dolores Kator Switzer Women's Center at MDH. With this commitment, Clugston Tibbitts will be recognized at the Pioneer level of the MDH Business Honor Roll giving club.

Pictured are (l to r): Jill Cook, MDH Foundation Assistant; Kenny Boyd, MDH President/CEO; and Steve Tibbitts, Owner and President of Clugston - Tibbitts Funeral Homes Inc.



Dodsworth Piper Wallen Pledges \$2,500 to MDH

Dodsworth Piper Wallen Corman Memorial Homes (DPWCMH) have pledged \$2,500 toward the Dolores Kator Switzer Women's Center at MDH. With this commitment, Dodsworth will be recognized at the Builder level of the MDH Business Honor Roll giving club.

Pictured are (l to r): Jill Cook, MDH Foundation Assistant; Eric Jameson, DPWCMH Director/County Coroner; Pat Burke, DPWCMH Director; and Kenny Boyd, MDH President/CEO.



Save the Dates

Teddy Bear T
November 28

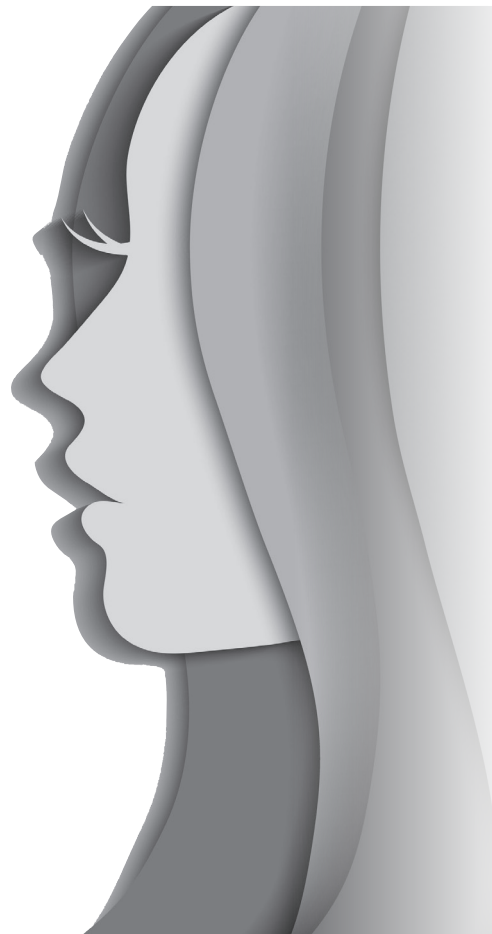
Black Friday. Cyber Monday.

#GI~~VE~~INGTUESDAY

November 29, 2016

Jingle 'n Mingle
(Illumination Gala)
December 1

Festival of Trees
December 2-5



Garner ER Staff Lounge

MDH Emergency Services staff gathered to express their appreciation to Dave and Connie Garner for a \$20,000 gift in memory of their parents, Jim and Betty Garner who named MDH as beneficiary of a life insurance policy. Dave and Connie graciously designated it to the new ER staff lounge due to the exceptional care they received.



APPLE Winner September 2016



Heather John-Barnes

Please join me in congratulating **Heather John-Barnes**, Registered Nurse in Intensive Care, on being named the recipient of the MDH APPLE Award for September 2016. APPLE stands for “Achieving outstanding Performance in Patient care, Leadership, Loyalty and Enthusiasm for MDH.”

Heather began her employment as a LPN in Cardiopulmonary on April 25, 2005. She earned an Associate of Nursing degree from Spoon River College in May 2015. Shortly after, Heather joined the Acute Care team as a LPN. In August 2015, Heather became a Registered Nurse in Intensive Care.

Heather is very eager to learn and has worked diligently to learn the responsibilities of an ICU RN. Her previous cardiopulmonary background has been a huge asset as she works in ICU. She has strong assessment skills and good critical thinking skills. She is organized, pays close attention to details and has a great ability to prioritize her tasks. Heather communicates thoroughly to physicians, supervisors and peers.

Heather is very attentive to her patients. She has a strong focus on safety and always strives to do her best work. Heather is always pleasant with patients, families and staff. She works well with all members of her team and is respectful. She has a strong service excellence focus and works well with ancillary departments as well.

Her nominator explains Heather is very focused on providing good patient care. “Heather always is professional and pleasant. We are glad Heather is here as a RN in ICU.” Her hard work and eagerness to learn and grow is appreciated. Heather is an asset to the ICU team.

Heather and her husband, Bill, have two children, Chloe and Bryant. Heather enjoys tutoring nursing students from Spoon River College in her spare time. Heather also enjoys vacationing on Florida beaches and going to wiener roasts with her friends.



Out of the Darkness Walk

MDH Behavioral Health Services was proud to sponsor the first Macomb/McDonough County Out of the Darkness Walk October 1, 2016 to benefit the American Foundation for Suicide Prevention at the Silver Level. Three counselors, **Becky Derry**, **Jo Anna Eidson** and **Jen Smith**, volunteered at the event to assist participants in need of support. In addition, the entire BHS walked together and raised an additional \$225.00 for the event.

MDH Family Clinic formed a team and raised \$330.00. Kelly Shiraki drove the MDH Day Health van to shuttle participants to the event. Great effort by MDH.

November Calendar of Events

Community First Aid

Tuesday, November 1

6:00 PM, Auditorium A

Cost: \$32.00, Pre-registration required.

Contact Outreach Services at (309) 836-1584.

Anger Management

Tuesdays

3:30 PM-5:00 PM Health Services Building 1 Auditorium

Pre-registration required.

Call Behavioral Health Services at (309) 836-1582.

Seniors' Day at Citizens

Thursday, November 6

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

Topic: Hospice Display with information about Advanced Directives

Contact MDH Hospice at (309) 836-1543

Retirees Learning Institute

Friday, November 4

8:00 AM -2:30 PM, SRC Outreach Center

For anyone 50 or over. Choose sessions from a variety of topics including health & fitness, finances and planning for the future.

Sessions with Speakers from MDH:

10:00 AM – 11:00 PM, A Balanced Approach to Chronic Pain - Jen Balka, RN - MDH Pain Management Center

11:15 AM – 12:15 PM, Free Preventative Wellness Services; What is a Medicare Wellness Exam?

- Dr. Richard Minter - MMG Family Clinic

1:30 – 2:30 PM, What is Osteopathic Medicine and How it is Integrated into Family Medicine? - Dr. Brianne Wehner - MMG Family Clinic

Fee: \$20 (includes lunch) Pre-registration is required.

Contact Spoon River College at (309) 833-6031.

Divorcing Parents Education Program

Friday, November 4

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

Cost: \$60.00 payable at session, Pre-registration required.

Contact Behavioral Health Services (309) 836-1582.

Breast Cancer Support Group

Monday, November 7

5:30 PM, Auditorium B

Contact Outreach Services at (309) 836-1584.

Bereavement Support Group-New Horizons

Mondays, November 7 & 21

3:00-4:00 PM, Medical Arts Building, Conference Room

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

Childbirth and Infant Care: Sibling Class

Saturday, November 12

10:00-11:00 AM, MDH Auxiliary Workroom

Pre-registration required.

Contact Obstetrics at (309) 836-1570.

Community CPR Class

Tuesday, November 15

6:00 PM, Auditoriums A & B, Auxiliary conference room

Fee: \$32. Pre-registration required.

Contact MDH Outreach Services at (309) 836-1584.

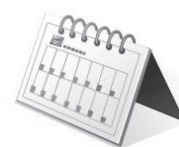
Cesarean Section Class

Thursday, November 17

7:00-9:00 PM, Auditorium B

Pre-registration required.

Call Obstetrics at (309) 836-1570.



Teddy Bear T (Ladies Night Out)

Monday, November 28

5:00-7:00 PM, Magnolias, 130 N. Lafayette St.

Cost: \$15 plus a new teddy bear/stuffed animal

Call Foundation at (309) 836-1757.



Reminder

Employees who **did not** attend the September 13 meeting will need to attend one of the following sessions. Please contact Human Resources at extension 13492 immediately to reserve your spot in one of the sessions.

Auditoriums A&B

Wednesday, October 19 5:00-7:00PM

Monday, October 24 5:00-7:00PM

Looking for Advice?

Dear Lucy,

I work in a small department and we're a close knit group. I've noticed one of my co-workers has been less talkative as of late, she spends more time in her office, she doesn't join us for lunch and her overall demeanor has been sad. I've suffered from depression at different times in my life and know how lonely it can feel. I'm not sure if this is the case for her, but I'd like to reach out and let her know she's not alone if that's how she feels. I also don't want to be intrusive or for her to think I'm being nosy. Would you recommend I talk with her?

Concerned Co-Worker

Dear Concerned Co-Worker,

I believe being compassionate and caring is always a reasonable path to take. A way to start a conversation with your co-worker may be to let her know you've noticed some differences with her lately and you are wondering how she's doing. Let her know you're available to listen if she's comfortable talking. Being willing to listen without judgment is essential and avoiding offering advice is important. Your role isn't to fix your co-worker or her situation, rather offering support and encouragement are what are most helpful.

Depression is a serious illness, in order to help it's important to know the symptoms, including:

- Persistent sad feelings
- Loss of interest in hobbies, friends and increased isolation
- Excessive fatigue or feeling slowed down in thinking, speaking, or movement
- Increased or decreased appetite with weight loss or gain
- Trouble sleeping or sleeping too much
- Trouble concentrating and making decisions
- Irritability
- Feelings of hopelessness and helplessness
- Feelings of guilt
- Thoughts of suicide

It doesn't matter the illness a person has, she needs support in order to move towards healing. Reminding your colleague of her strengths and her value at work may be helpful. Letting her know she won't always feel this way is important and perhaps sharing your own experiences to verify things do get better. Offering hope to someone who feels worthless may be invaluable.

As you reach out, don't forget to look after your own emotional health. Attending to your own needs is crucial if you are going to provide the ongoing support your friend needs.

If you would like more information about this topic or any mental health or substance abuse concern, please contact Behavioral health services at 309-836-1582.

Best regards,

Lucy

Recognition for Outstanding Customer Service – September

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: **Dr. McPherson**

Emergency Services: **Erin Sinnett**, Patient Care Tech; **Brittany Cromer**, RN; **Dr. Hickerson**; **Dr. Zisholtz**

Food Service/Morrison: **Cari Collins**, Aide

Hospice: **Dr. George Roodhouse**

Laboratory: **Matt Kessler**, Phlebotomist; **Joann Mutch**, MT, Department Leader

McDonough Medical Group: **Dr. James Gonzales**; **Dr. Noel Flores**; **Jodi Heller**, FNP; **Dr. Scott Urch**

Obstetrics: **Lynn Crowell**, RN; **Mary Thompson**, CNM

Outpatient Behavioral Health Services: **Susan Denecke**, LCSW; **Becky Derry**, MEd, LCPC; **Jo Anna Eidson**, MS, MSW, LCSW; **Kim Laird**, MS, LCPC; **Kay Lee**, MEd, CSADC, LCPC; **Miriam Mindeman**, MA, LCPC; **Jen Smith**, LCSW, CADC; **Sheryl Yoder**, MA, LCPC; **Office Reception/Support Staff**

Surgical Services: **Dr. Shea Trost**; **Julie Justice**, RN

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

“Besides being knowledgeable, kind and caring, I was always impressed with how each person never acted rushed or hurried. Each offered undivided attention and listened/conversed patiently.”

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

October 3-7 was National Hospital Food Service week. Thank you to the Morrison staff at MDH.



Annual mammogram screenings provide early detection of cancer, which can save a life.

The MDH Mammography Assistance Program (MAP) has been designed to assist patients of any age. MAP will also provide funding for additional diagnostic testing such as ultrasound, sonogram, and/or unilateral mammogram if ordered by a physician. MAP is made possible by generous donations from the community.

If you are diagnosed with breast cancer, Linda's Fund is available to help financially with expenses not covered by insurance, such as expenses associated with medical care or family needs including rent, transportation, and utility bills. Linda's Fund was established by her family in 2008, and has attracted the support of schools, community groups, and individuals who have held philanthropic events and donated to this fund.

For more information, contact the Foundation office at ext. 13493, (309) 836-1757, plhenness@mdh.org or mdh.org

Please share this information with family and friends and let us help!



Remember

October is Breast Cancer Awareness Month.

Early detection is the key.

Schedule your mammogram today!



Call MDH Central Scheduling at
(309) 836-1515.

...Benefit Break...

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



Life Insurance & Long-term Disability Open Enrollment

All active full-time employees and part-time employees working 24 hours per week or more receive life insurance and long-term disability as a benefit. Life insurance is valued in the amount of the yearly base salary. Long-term disability coverage may be available after being off work due to an injury or illness for 6 months or longer and is valued at 50% of your monthly income.

During open enrollment held in November, you are able to purchase additional life insurance for yourself and eligible family members. The insurance is portable and available to you after you leave employment at MDH.

Additional long-term disability insurance can be purchased for yourself at the 60% or 66.7% level. The premium is based on the employee's yearly salary and age.

A representative will be available in November. Details will be sent via email closer to the open enrollment. Walk-ins are encouraged.

If you have questions about your insurance coverage or premium, please contact Human Resources at ext. 13492.

Highlights from Customer Service Week

*Patients
First*

Exceptional
PEOPLE
Extraordinary
CARE



- 101 items were collected from the food drive and will be donated to local food banks. Thank you to those who generously donated items.
- 12 units of blood were collected during the blood drive and we had four FIRST TIME donors!
- 15 employees participated in the Rebus for You puzzles.
 - These six employees had perfect scores on both puzzles
 - **Crystal Waters**, Patient Financial Services
 - **Glynnis Coplan**, ENT Clinic
 - **Carol Lawson**, Health Information Management
 - **Tracy Daniels**, ENT Clinic
 - **Amy Gaule**, Rehab Services
 - **Monique Ramsay**, Senior Behavioral Health
 - Thanks to all who participated
 - Correct answers are listed on the intranet
- Approximately 100 tokens of appreciation were handed out to patients and/or family members during the week – tokens are good for a free beverage or snack in Café 525 through October 31.
- We served 400 pumpkin bars and 12 gallons of apple cider on Thursday for our traditional fall treats!

Thank you to everyone who participated in Customer Service Week activities!

President's Report

The MDH Board of Directors met October 17. Here is Mr. Boyd's report to the Board for the accounting period of September 20 through October 17, 2016.



Quality and Innovation

Service Excellence

The results of the Physician and Advanced Practice Provider engagement survey, which was conducted April – May, are being shared via medical staff department meetings.

Summary of results based on a five point scale:

- 2016 Engagement Score = 4.15 with a ranking at the 57th percentile
- 2016 Alignment Score = 4.03 with a ranking at the 90th percentile
- 51% response rate for 2016, compared to our 2013 response rate of 57%
 - National average response rate is 40 – 45%

High performing items include:

- Hospital administration responsive to feedback
- Communication with hospital administration

Low performing items include:

- Level of collegiality among providers
- More opportunity for input into decision making

Prior to review of results with providers, Senior Leadership and the Medical Executive Committee reviewed the findings.

In response to the results, quarterly gatherings for providers and leadership team members are planned to provide an opportunity for support of collegiality, along with input and discussion regarding current events affecting the organization. The first get-together was held in August.

Outpatient Phlebotomy Throughput

This project is challenged to reduce the wait times for patients getting their blood drawn. At the start, 82% of patients waited 15 minutes or less. The team goal is to increase that percentage to 95%. The first improvement implemented defined when and how staff from Registration department help out when Phlebotomy gets busy. The initial trial achieved 92% patients within 15 minutes. The next idea will evaluate an additional room for busy times.

Infection Control

The health of our healthcare workers, the health of our patients and those around us is our focus. Because of this, our healthcare workers will have the choice of getting their influenza vaccination or wear a mask October 15, 2016 through the end of the 2016-2017 influenza season.

Healthcare workers are defined as MDH employees, contracted employees, physicians, mid-level practitioners, volunteers, students and interns.

Our facility influenza vaccination program began on October 3rd, and by the end of the week a little less than half of our healthcare workers have been vaccinated. Healthcare workers who choose vaccination will be identified by a sticker on

their badge. Our goal this year is to vaccinate 90% or better of our healthcare workers.

Physician Recruitment/Retention

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

OB/GYN: We are hosting our practicing OB/GYN candidate for a second visit during the week of October 10th and hopeful for a positive outcome. Adrian MacGregor and Dr. Tammi Smith are continuing to evaluate additional candidates at this time. Currently, there are two additional expressions of interest.

Pediatrics: Our formal search activity is underway. We are utilizing a combination of in-house and external contingency resources at this time and we look forward to generating leads from these activities.

Outreach Services

Outreach & Provider Programming

We have four outreach provider programming initiatives taking place in October 2016. In summary: Dr. Gonzales, Tim Tyler, and Vicky Kipling will be speaking on the Power of Believing (Breast Cancer Prevention/Awareness/DKS Women's Center) on 10/17 at 6PM in Health Services Building 2 – Multipurpose Room. On October 18th, from 5PM-6PM in Health Services Building I – Auditorium, we will be hosting, "Dessert with a Doctor" with Dr. Grochowski from MDH Pain Management Center. On October 20th, Dr. Scott Urch will be speaking to the L.I.F.E (Learning Is Forever) group at the Spoon

River College Outreach Center. Dr. Haseena Ali will be speaking with employees at Pella Windows regarding Cancer Prevention on October 25th. For more information regarding these programs, please contact MDH Outreach Services at 309/836-1584.

Occupational Health

Adrian MacGregor and Stephanie Crockett recently met with NTN Bower Corporation and they are evaluating a vaccination program proposal for their organization's needs within the 2016 and 2017 time frame.

Information Systems

Cerner Update

We are continuing to work through configuration issues with Cerner support and our implementation team. According to Cerner, roughly 30% 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.

We are working with the Pharmacy Supply Chain team from Cerner to be on site the week of October 10th to assist in addressing how inventory is decremented when it is dispensed in the system. Also, Cerner will have a physician resource on-site November 1st – 3rd to review utilization with our physicians and assist with questions to improve their experience.

Facility Planning

MDH Addition and Renovation

Construction work on the project is substantially complete. We are awaiting IDPH inspection of the

last phase at which time we expect to receive permission for final occupancy.

HSB 2 Second floor finish out

Construction work on this project is also complete.

Dolores Kator Switzer Women's Center

There have been two meetings between the design team and MDH providers and staff to review schematic design and discuss options for phasing the project during construction. We are awaiting a face to face meeting with IDPH staff to review our options with them prior to proceeding much further.

Public Relations Report

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

Website and Social Media

During September there were 20,534 home page visits, 4,105 career views and 12,266 calendar views.

The MDH Facebook page is now at over 1,460 likes, gaining 20 likes in September. Twitter has increased to over 294 followers. Information promoted on Social Media included: donations to the Women's Center campaign, Family Clinic provider accepting patients and extended hours, the MDH Golf Tournament, Pain Clinic, Kenny Boyd receiving award, flu clinic dates, Dr. Ali accepting patients, Apple Award, Job of the week and more.

News media

September news included the following: donations to the Dolores Kator Switzer Women's Center campaign, Pain Management Center celebrating Pain Awareness

month, Volunteers logging over 1,000 hours at MDH, Family Clinic offering extended hours, Kenny Boyd receiving the 2016 Illinois Grassroots champion award, 2016 flu shot clinic dates, CPR classes and childbirth classes.

Advertising/Marketing

Commercial spots are running for Sports Medicine & Rehabilitation Services, Home Health and general MDH spot. A Family Clinic commercial was recorded and is being finalized. General radio spots include; Obstetrics & Gynecology Clinic, Pain Management Center, Senior Behavioral Health, Orthopedics & Sports Medicine, Home Health and Family Clinic. Other September advertising included; Senior Behavioral Health, Home Health & Hospice, Orthopedics, Obstetrics & Gynecology Clinic, Pain Management Center, Family Clinic and Dr. Ali.

Other

KHQA news visited MDH on September 8 for an interview with MDH Volunteer Coordinator, Meagan Wohlfeil, about the Volunteer program and Volunteer services at MDH. KHQA also spoke with Kenny Boyd September 22 regarding non-emergent ambulance transfers. WGEM interviewed Foundation Leader, Vicky Kipling, September 30 regarding the Women's Center and how the community's donations will impact healthcare in the community. The first MDH Update video was created and posted on the intranet for employees to view. Wanda Foster gave an update on this year's employee flu vaccination program.

Foundation Report

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

Annual Support

In September \$36,771.51 was received in cash and \$10,095.40 in stocks; and \$23,590.00 was pledged for a total of \$70,456.91 raised; 369 gifts and 8 memorials were processed. Some of the areas receiving support included: Day Health Services, Linda's Fund, Hospice, Golf Tournament, PROS and Dolores Kator Switzer Women's Center (DKSWC).

DKSWC Capital Campaign

A meeting was held on September 14. To date, \$3,995,921.93 has been raised toward the DKSWC Campaign goal of \$5.5M. First Bankers Trust Company pledged \$15,590.00. Letters of intent are in progress for several grants. Committee members continue to meet with individuals and businesses in support of the project. The next meeting is scheduled on November 4.

Golden Apple Society

New members are Lowell and Lois Lueck (Platinum level). The next meeting is scheduled for October 13.

PROS

The committee is currently brainstorming ideas for future projects and preparing for the annual appreciation meeting in December.

Golf Tournament

Nearly \$51,000.00 was raised from the September 10th outing at Gold Hills with 143 golfers participating. A profit of \$40,308.00 was designated to the DKSWC. A wrap up meeting is set for October 3.

Festival of Trees

MDH Festival events include Teddy Bear T (Ladies Night Out) on November 28; Jingle 'n Mingle (previously known as Gala) on December 1; and Festival of Trees December 2-5. A meeting was held on September 29 where plans continue to secure tree decorators, design window display and confirm themed baskets for the silent auction. Invitations/sponsorship opportunities were mailed and information was publicized. Funds raised will support the DKSWC. The next meeting is scheduled for November 3.

Foundation Board

October 12 is the next quarterly meeting.

Other

Brochures were created and printed for the MDH Mammography Assistance program (MAP). Financial assistance from MAP and Linda's Fund is being promoted as part of Breast Cancer Awareness Month.

November Meetings Calendar

Tuesday, November 1

Credentials & Bylaws, 7:00 AM, PDR

Wednesday, November 9

PHO Office Managers, 12:00 PM, PDR

Thursday, November 10

Department of Medicine, 12:00 PM, Auditorium B

Friday, November 11

Exec Committee, 12:00 PM, PDR

Monday, November 14

Ethics Committee, 12:00 PM, Auditorium B

Wednesday, November 16

PHO Physicians, 12:00 PM, PDR

Thursday, November 17

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

Friday, November 18

Medical Staff, 12:00 PM, Auditoriums A/B

Monday, November 21

Board of Directors, 5:30 PM, TFBR

Tuesday, November 22

MMG Governance Council, 5:30 PM, TFBR

Tuesday, November 29

OB-Gyn, 12:00 PM, Auditorium B

Stories from the Heart

My aunt recently spent 8 days at McDonough District Hospital (ER, ICU & Acute 2nd floor). I would like to commend so many people at your facility for making a traumatic time much more comfortable for all of us.

Her doctors (Miller and Arnold) were not only professional but very compassionate. At one point it was believed she would not survive her time in ICU. Dr. Miller called her sons, who live out of state, and explained everything thoroughly. I am her only other living relative. He also took time to be very thorough and compassionate with me.

Amazingly (and miraculously) as all involved told us, my aunt survived. The ICU nurses (especially Tammy) were so wonderful and compassionate as well. When she was transferred to second floor we found the same level of care and compassion. My aunt had several favorites on second floor, but sadly I don't remember their names. I believe we should expect the expertise but we don't always find the level of compassion we found at MDH.

To further emphasize how far the service extends ... My aunt found the food to be good and even attractively served (amazing for a hospital). When (food service) asked what else they could do to make things nice for her I jokingly said, "Well, you could put a rose on her tray," and then added, "and chocolates with the turn down service."

That evening on her tray was a small tomato cut like a rose and two Hershey kisses with a note saying, "here are your bed time chocolates." My aunt was beaming about this and told everyone. So, I would like to commend all these people for making our time at MDH as pleasant an experience as a hospital stay can be. I have nothing but praise for all involved. God bless all of you for what you do each and every day!!

MDH Patients Niece

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

Word Search!

Can you find the following words?

APPLES	HALLOWEEN
BONFIRE	LEAVES
CIDER	PUMPKIN
CORNMAZE	SPIDER
COSTUMES	WITCHES
FALL	



Festival of Trees

2016

Festival Sponsor



Citizens Bank

A Division of Western Community Bank
Member FDIC

11th Annual McDonough District Hospital

Festival of Trees

Teddy Bear T

*Monday, November 28, 5:00-7:00 PM at MAGNOLIA'S
Ladies Night Out*

\$15 & one new Teddy Bear (or stuffed animal)

Hors d'oeuvres will be served ~ Cash bar available

*Bears/animals will be displayed on the Teddy Bear Tree at the Festival,
then donated to MDH pediatric patients after the event*

Jingle 'n Mingle

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

Sneak preview ~ Ticketed event ~ Black tie optional

\$40 per adult includes entertainment, wine, beer and hors d'oeuvres

Silent Auction for holiday gift baskets

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 East Side Square, Macomb

Open to the community ~ \$3 Admission Fee (free to children 10 & under)

Exquisite holiday trees, decor, upside-down tree, "I Spy" Game & more



Funds raised benefit the Dolores Kator Switzer Women's Center campaign at MDH

For more information, call 309-836-1757, email jncook@mdh.org or log onto www.mdh.org



McDonough District Hospital



FOUNDATION
MCDONOUGH DISTRICT HOSPITAL