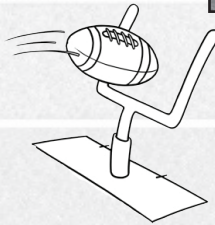


WIU Homecoming Parade and Game Highlights

MDH sponsored the WIU Homecoming game on September 30, starting off the day participating in the traditional WIU Homecoming Parade. Thank you to Emergency Services for providing an ambulance, Sports Medicine & Rehabilitation Services along with a group of MDH employees for participating in the parade, tossing blue footballs to the crowd.

In the afternoon, MDH was recognized as the Homecoming game sponsor. Kenny Boyd, President/CEO, represented the hospital on the field, receiving an official game sponsor 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 **Tuesday, November 14**. Please submit your information, articles, thank-you notes, recipes, achievements, etc., to Public Relations.

MDH Says Goodbye

Lorie Buchanan, Registered Nurse, Senior Behavioral Health, 10/18/17

Kristen Haines, Secretary/Receptionist, Convenient Care, 9/29/17

Emily Hanson, Nuclear Medicine Technologist, Nuclear Medicine, 10/20/17

Joshua Jojo, Certified Nursing Assistant, Acute Care, 10/6/17

Mario M. Raso, Physician, Emergency Services, 10/9/17

Dan Ruiz, Surgeon, MDH Surgical Clinic, 10/5/17

Lacy Snowden, Certified Nursing Assistant, Senior Behavioral Health, 10/5/17

Jada Wetzel, Office Manager, Bushnell Family Practice, 9/29/17

Job Opportunities



POSITIONS	DEPARTMENT	SHIFT	STATUS
Secretary/Receptionist	Internal Medicine	Days	24 hrs/wk
Secretary-FLOAT	McDonough Medical Group	Days	Full-time
RN Quality Supervisor	Quality and Innovation	Days	Full-time
RN-FLOAT	McDonough Medical Group	Days	Full-time
CRNA	Anesthesiology	7a-3:30p	Registry
RN	Senior Behavioral Health	7p-7:30a	24 hrs/wk
RN	Acute Care	7p-7:30a	Full-time
RN	Emergency Services	7p-7:30a	Full-time
RN	Hospice	Days	Full-time
RN	Hospice	Days	24 hrs/wk
RN	Wound Care Clinic	Days	Full-time
CNA	Acute Care	7p-7:30a	Full-time
Medical Assistant	Cardiopulmonary	Days	24 hrs/wk
Medical Assistant	Convenient Care Clinic	Variable	Full-time
Medical Assistant	Family Clinic	Days	Full-time
Medical Assistant	Family Clinic	Days	Full-time
Medical Assistant	Pain Management Clinic	Variable	Full-time
OR Tech	Operating Room	7:00a-3:30p	Full-time
Paramedic	Ambulance	Variable	Full-time
Hospitalist	Hospitalist		Full-time
MT(ASCP)	Laboratory	Variable	Full-time
Nuclear Med Tech	Lab-Nuclear Medicine	Days	Full-time
Pharmacy Technician I	Pharmacy	Days	24 hrs/wk
Physician	Pediatric Clinic	Days	Full-time
Social Worker/Masters-LSW	Hospice	Days	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 17, 2017

Moving Around

Kristina Hayes is a Secretary/Receptionist in Bushnell Family Clinic after previously working as a Registration Clerk.

Lyndsey Utter is a Social Services Associate in Advocacy Services after previously working as a Behavioral Health Services Specialist.

HALLOWEEN SNACCATACULAR CONTEST

**BUY A SPOOKY HALLOWEEN ITEM
FILL OUT THE RAFFLE TICKET WITH YOUR INFO
WE WILL DRAW ONE LUCKY WINNER ON HALLOWEEN NIGHT
WINNER RECEIVES FREE DESSERTS FOR AN ENTIRE WEEK!!!**

Halloween Goodie
Basket Raffle

Name: _____

Department: _____

Phone Number: _____

New Faces at MDH

MDH Welcomes New Employees



Marty Belz

Marty is a Valet Parking Attendant in Valet Services. He is originally from Normal and is married to Christine.

Marty enjoys reading and walking.



Hilary Churchill

Hilary is a Clinic Coder for MMG Patient Financial. She is originally from Ormond Beach, Florida

and is married to Mike. Hilary enjoys reading, boating, fishing and knitting.



Char Huston

Char is a Registered Nurse in Emergency Services. She is originally from Rockford and is married to Jeff. They

have four children; Justin, Jalen, Jamal and Cheyenne. Char enjoys reading.



Alicia Lehman

Alicia is a Registered Nurse in Anticoagulation Clinic. She is from Astoria and has one daughter, Lily.



Brianna Pasbrig

Brianna is a Registered Nurse in Intensive Care Unit. She is originally from Springfield and enjoys horseback riding.



Micheal Phelps

Micheal is a Paramedic in Emergency Services. He is originally from Colchester and his significant other is Cody

Greening. Micheal enjoys firefighting, teaching and being with family.



Megan Tetley

Megan is a Food Service Aide in Food and Nutrition Services. She is originally from Macomb and

is married to Joshua. They have a daughter, Vanessa.



Brenda Vancil

Brenda is a Registered Nurse in Senior Behavioral Health. She is originally from Avon and is married to

Douglas. They have four children: Johnathan, Jacob, Gage and Anna. Brenda enjoys doll and teddy bear restoration and pug breeding.



Megan Wilson

Megan is a Housekeeping Aide in Environmental Services. She is originally from Bushnell and enjoys

playing video games.



Sarah Wisslead

Sarah is a Clerk in Registration. She is married to Shannon and they have one son, Landon. Sarah enjoys

spending time with her family and friends.



Sarah Wright

Sarah is a Dietitian in Food and Nutrition Services. She is originally from Rochester and enjoys

soccer, running and cooking.

MDH Welcomes A New Intern



Adam Novak

Adam is an Intern in Emergency Services. He is originally from West Des Moines, Iowa and enjoys soccer.

MDH Welcomes New Volunteers



Robert Centeno

Robert is from Chicago and is a current student at Western Illinois University majoring in General Studies. He is a

former track and field athlete from WIU. Robert enjoys being active.



Tom Gates

Tom is from Macomb and recently retired from McDonough District Hospital. He enjoys gardening and

woodworking.

Stork Landings



Landon and Mackenzie White

are the proud parents of a baby boy, Peyton. Peyton was born on September 21. Mackenzie is a Pharmacist in Pharmacy.

Just Married



Kaity Vancil and Sam

Kipling were married on September 23. Kaity is a Physical Therapist in Rehabilitation Services.



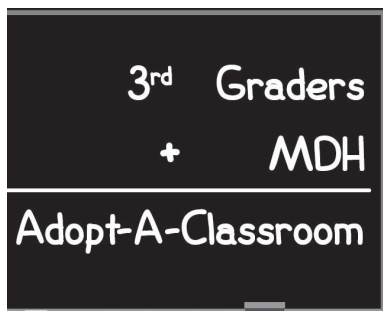
New Public Relations and Marketing Leader

Patrick Osterman was hired as the Leader of Public Relations and Marketing in September. He joined McDonough District Hospital after spending 20 years working in intercollegiate athletics, the last eight at Western Illinois University.

During his professional career, Osterman began his Public Relations/Communications work at the University of Northern Iowa as a student assistant in sports information. After graduation, he earned his master's degree in Athletic Administration at Gonzaga University while working in the sports information office. He spent seven years at Eastern Illinois University as the Assistant Sports Information/Marketing Director. Osterman took over as the Assistant Athletic Director for Athletic Public Relations at Georgia Southern University in 2004, then in December 2009 moved to WIU taking over the same role.

Osterman worked directly with the nationally-ranked Leatherneck Football team while overseeing the media relations efforts for all 19 NCAA Division I sport programs. During his eight years at WIU, Osterman promoted several Academic and Athletic All-Americans, three NCAA Postgraduate award winners, and the Division I Women's Basketball National Academic All-American of the Year in 2014. His office worked with the video streaming operations of sporting events and the ESPN3.com telecasts with WIU Broadcasting. During his career, Osterman has produced and served as host on audio and video podcasts with coaches, administrators and student-athletes, in addition to working play-by-play and analyst roles on numerous radio broadcasts.

He currently serves on the Macomb Little League Board of Directors. Patrick and his wife Susan have three sons: Drew, Ryan and Ethan.



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.

MDH Sports Medicine and Rehabilitation/Cardiac Rehab

Jen Wagoner, Physical Therapist, visited the students to talk about physical therapy and the importance of balance. The students learned what physical therapists do, as well as how your eyes and ears affect your ability to stay balanced. The students particularly enjoyed playing 'body part trivia' and the balance obstacle course!

The students received MDH color-changing stress balls as a souvenir.



...Benefit Break...

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

Roth 457(b) Account (After-Tax Retirement Account)

Want to boost your retirement savings or reduce your taxable income during retirement?

MDH offers a Roth 457(b) account. Like a Roth IRA, a Roth 457(b) offers a way to set aside after-tax money, and when you retire, make tax-free withdrawals of principal, interest, and earnings if certain conditions are met.

The Roth 457(b) account is provided through our current retirement provider, Valic. If interested in learning more about the advantages of the account, schedule an appointment with Vicki Whitsitt, our Valic representative, by contacting Human Resources.

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

November Meetings Calendar

Wednesday, November 8

PHO Office Managers, 12:00 PM, PDR

Thursday, November 9

Department of Medicine, 12:00 PM, Auditorium A/B

Friday, November 10

Executive Committee, 12:00 PM, PDR

Monday, November 13

Ethics Committee, 12:00 PM, Auditorium B

Wednesday, November 15

OB-Gyn, 12:00 PM, Auditorium B

Thursday, November 16

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

Friday, November 17

Finance Committee, 7:00 AM, TFBR

Monday, November 20

Board of Directors, 5:30 PM, TFBR

Tuesday, November 21

MMG Governance Council, 5:30 PM, TFBR

Wednesday, November 22

PHO Physicians, 12:00 PM, PDR

MDH Baby TALK Program Celebrates 20 Years

The MDH Baby TALK (Teaching Activities for Learning and Knowledge) Program celebrated 20 years of volunteer service at a reception on Friday, September 22.

Virginia Mock and **Mary Ann Troyer** were both recognized for 20 years of dedicated participation in the program. The Baby TALK Program consists of a group of volunteers who are available 365 days a year to visit mothers soon after they deliver their baby in the MDH Obstetrics Department.

Volunteers of the program present a baby book and educational resources to families in an effort to fulfill their mission of positively impacting child development and nurturing healthy parent-child relationships during the critical early years. To date, MDH Baby TALK volunteers have visited and provided materials to more than 6,200 families in the community.



APPLE Winner September 2017



Please join me in congratulating **Suzanne Huston**, Chemistry Section Head in Laboratory, on being named the recipient of the MDH APPLE Award for September 2017. APPLE stands for “Achieving outstanding Performance in Patient care, Leadership, Loyalty and Enthusiasm for MDH.”

Suzanne has a Bachelor’s of Science degree in Medical Technology from Illinois State University in Normal. Suzanne began her employment at McDonough District Hospital on September 5, 1989 as a MT (ASCP) for the Laboratory. She is responsible for the Chemistry Department within the Laboratory.

Suzanne Huston As Section Head of the Chemistry Department, Suzanne oversees the department with the largest volume of laboratory tests. She oversees a highly regulated area. Suzanne ensures regulations are met 100% of the time. She maintains documentation for proficiency testing, quality assurance/quality control and is directly involved with CAP laboratory inspections. She reviews quality control performed on other shifts and follows up on outliers in chemistry.

Suzanne’s major strengths are her self-motivation and goal-oriented approach. She is very responsive to the customer’s needs and is an extremely skilled technologist. Suzanne is dedicated to her responsibilities within the lab. She has excellent follow through and is a critical thinker. Although patients are not under her direct care, she is a vital component for getting accurate test results completed.

A nominator explains that Suzanne works diligently and passionately for her job and the service provided to the hospital. She is dependable and hard-working. Suzanne takes pride in her work and is always willing to help. She is dedicated to excellence. She loves to teach and takes pride in sharing her knowledge. Suzanne keeps the Chemistry Department working in smooth fashion.

Suzanne and her husband, Dave, have one son, Marc. She enjoys reading and cooking. Suzanne’s family is very important to her, and she enjoys spending time with them including her mother (Darlene Drechsel), sisters (Lana and Cheryl), and nieces and nephews (Danielle, Andrea, Tom and Sarah).



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

MVP Thank Yous - \$25



Kory Haman



Brandy Hammond



Scarlett Plate (right)

“My experience with the OB department was FANTASTIC and I’ll forever be thankful for the care I received”

November Calendar of Events



Seniors' Day at Citizens

Thursday, November 2

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

Topic: Home Health and Hospice

Contact MDH Hospice at (309) 836-1543

Divorcing Parents Education Program

Friday, November 3

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

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

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

AARP Driver Safety Course

Monday, November 6

8:00 AM - 4:00 PM, Auditoriums A & B

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

Pre-registration is required.

Learn how to avoid driving hazards. Upon completion you may be eligible to receive an auto insurance discount.

Consult your agent for details.

For more information or to pre-register call the MDH Public Relations at (309) 836-1557 or email

elsmith@mdh.org.

Breast Cancer Support Group

Monday, November 6

5:30 PM, Auditorium B

Contact Outreach Services at (309) 836-1584.

Suicide Support Group

Monday, November 6

7:00-8:00 PM, Health Services Building

This open discussion support group is for anyone who has been affected by suicide. The group meets the first Monday of each month. For more information, call the MDH Behavioral Health Services at (309) 836-1582.

Anger Management

Tuesdays

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

Pre-registration required.

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

LIFE Course – Dementia: Living Gems

Tuesday, November 7

2:00-3:00 PM, Spoon River College Community Outreach Center, Macomb

This presentation intends for the GEMS® to be utilized not just to classify a state or stage of dementia, but as a means to improve interaction and appreciation of individuals. The GEMS® characteristics focus on ability instead of loss and are an invaluable tool to assist with changing abilities that impact relationship and expectations. Learn more about

living with Sapphire, Diamond, Emerald, Amber, Ruby or Pearl cognitive and physical ability.

Fee: \$5. Pre-registration is required.

For more information, contact WIU's Study Abroad and Outreach office at (309) 298-1911.

Diabetic Community Cooking Class

Tuesday, November 7

5:30-6:30 PM, Health Services Building 2

Join Dr. Weili Zhang as she presents Food As Medicine and the Top 5 Foods You Should Avoid. Plus, Registered Dietitian Lynn Henderson, will share tips and tricks on veggie prep with a live food demonstration. Guests will be able to sample the healthy recipes after the live food demonstration.

Free. Pre-registration is required.

To register, call MDH Outreach Services at (309) 836-1584 by November 3.

Community First Aid

Tuesday, November 7

6:00 PM, Auditorium A

Cost: \$40. Pre-registration required.

Contact Outreach Services at (309) 836-1584.

Childbirth and Infant Care: Sibling Class

Saturday, November 11

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

Pre-registration required.

Contact Obstetrics at (309) 836-1570.

Community CPR Class

Tuesday, November 14

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

Fee: \$40. Pre-registration required.

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

Cesarean Section Class

Thursday, November 16

7:00-9:00 PM, Auditorium B

Pre-registration required. Call Obstetrics at (309) 836-1570.

Bereavement Support Group-New Horizons

Monday, November 20

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

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

Look Good, Feel Better

Monday, November 20

4:00-6:00 PM, Auxiliary Workroom

A trained cosmetologist will show women who are currently receiving or have recently completed cancer treatment, how to cope with skin changes and hair loss by using skin care products.

Recognition for Outstanding Customer Service – July, August and September

For first quarter of fiscal year 2018 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/ICU: **Dr. McPherson; Dr. Nwafo; Dr. Chou; Elizabeth Smith, LPN; Melinda Pilat, RN; Susan Gilliam, RN; Annette Ault, RN; Cara Sanderson, CNA; Joshua Jojo, CNA; Kennedy Lindley, CNA**

Environmental Services: **Rosalie Kennedy, Aide**

Food & Nutrition Services: **Meghan Cousins, Aide; Donna Lantz, Aide**

Home Health: **Darlene Row, RN; Kayla Anderson, RN; Desiray Taylor, RN; Kathy Burton, RN; Karen Kelso, RN; Megan Carter, RN; Danielle Jones-Koile, RN**

Hospice: **Dr. Roodhouse; LaDawna Royer, RN; Stacie Mynatt, RN; Lisa Hood, RN**

McDonough Medical Group: **Dr. Minter; Dr. Gonzales; Dr. Zhang; Dr. Card; Dr. Sparks; Dr. Jalil; Dr. Patel; Dr. Ali; Dr. Wright; Dr. Wehner; Dr. Amerson; Dr. Mitchell & Staff; Megan Clemens, NP-C; Brenda Powell Allen, WHNP; Sharie Harden, CNM; Mary Thompson, CNM; Sue Adams, FNP-BC; Danielle Knowles, RN; Kristi Morris, Receptionist; Casey Roberts, CMA; Brandy Hammond, CMA; Hannah Feld, MA; Brandy Bias, LPN; Janelle Friday, Receptionist; Grace Laktas, Receptionist; Cathy Litchfield, Receptionist; Ashley Douglas, Receptionist**

Obstetrics and Gynecology: **Dr. Smith; Sharie Harden, CNM; Stephanie McCleery, RN; Julie Elliott, RN; Ashley Behymer, RN; June Sapp, RN; Shannon Jackson, RN**

Sports Medicine and Rehabilitation Services: **Danelle Smith, PT; Katie Webb, PT; Jeanne Meehan, OT; Connie Duffy, COTA**

Surgical Services: **Dr. Card**

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

“The whole team was fabulous. They made my wife feel relaxed and at peace with what was happening. I feel very privileged to have had such great people. I thank each and every one of them.”

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

Liberty Street Barbecue

It's official, Liberty Street will be coming to MDH on Thursday, November 16 for lunch (11:00AM-1:30PM) and dinner (4:30-7:00PM).

Thank you to everyone who voted.



Highlights from...

Customer Service Week

October 2-6, 2017

As Customer Service Week comes to a close we would like to recognize the winners of activities and thank those who participated!

Final Stats:

More than **125 items** collected for the Food Drive
 Approximately **400** pumpkins bars and **12** gallons of apple cider served to employees, and delivered to Convenient Care, Rehab North, Bushnell Family Clinic and night shift.
17 Scavenger Hunters
 Nearly **50** quizzes turned in
19 RBC units donated by **20** donors—**3** of which were first time donors!
40 Motivational Cards Distributed
110 Coloring Pages shared
 More than **130** tokens shared with patients, visitors and employees

And the winners are...

		Actual Number	Winner and Guess
What's Your Guess? Candy Guessing Game	Starbursts	134	132 Andrea Lawrence
	Tootsie Rolls	195	199 Susan Lester
	York Peppermint Patties	91	92 Jessica Thorman
	Candy Bars	173	168 Matt Kessler
Trivia Tuesday	Emoji Quiz	Guess Who	Website Trivia
	4-way tie for 1 st place:	1 st – Alexa Shaw	1 st - Ashley Frederick
	Tim Tyler	2 nd – Ashley Frederick	2 nd (tie)– Tobie Richey
	Mary Schutte	3 rd – Meagan Wohlfeil	& Stephanie Crockett
	Keena Ashford		3 rd – Jill Cook
	Stephanie Crockett		
Where is it Wednesday	Top 5 Scavenger Hunters		
	Justin Gast, Kenny Boyd, Nornil Barnes, Cindi Thompson and Brenda Neal		
Tasty Treat Thursday Photo Booth	All photos that were taken will be printed and shared with employees in the respective photos.		
Food Drive Competition	The Foundation Department donated the most items per employee. The department will receive a free lunch from their restaurant of choice!		
	<i>All items collected were donated to Western Illinois Regional Council.</i>		
Tokens	Redeem your token in Café 525 by <i>October 31</i> . Tokens can be used for desserts, snacks, or beverages.		

Community Support

To kick-off Breast Cancer Awareness Month in October, Bushnell's Pink Warriors presented a \$4,000 donation for Linda's Fund at McDonough District Hospital. Funds were raised from the event "Cancer's A Drag" held in March. Since 2013, the Warriors have raised \$13,000 in support of Linda's Fund. Pictured are (l-r): Bushnell's Pink Warriors Jonny Miller, Christine (Payne) Kreps, and Devin Kozicki; Patty Hennes, MDH Foundation Specialist; Amy Spelman and Brad Bainter, Co-Founders of Linda's Fund.



The Macomb Centennial Morning Rotary Club presented a \$2,000 donation to the MDH Foundation to purchase a bassinet for the future Dolores Kator Switzer Women's Center. Rotarian's raised funds through ticket sales for a chance to win a Kubota RTV400 this summer!



MHS Girls Volleyball Coaches Briana Rexroat, Kaili Simmons and Shawnee Perrnie - along with freshman, JV and varsity players - presented Patty Hennes, MDH Foundation, with a check for Linda's Fund in the amount of \$1,350. The team raised the money at its annual "We Dig Pink" game held October 4, at the Washington Street Gym. Linda's Fund was created in October 2008 in memory of Linda (Ren) Bainter, who passed away in April 1996 at the age of 57 after a second battle with breast cancer. The fund is used to assist breast cancer patients and their families.



ICU Waiting/Comfort Rooms Receive a Makeover

Due to some generous donations to the MDH Foundation, the Intensive Care Unit Waiting and Comfort Rooms received major improvements such as new furniture, flooring, artwork, lamps, clocks, mirrors and a cell phone charging station. The complete renovation was made possible using donated funds from individuals and a memorial which sparked the enhancements. We are very grateful for the kindness and hope that future families and visitors will enjoy the modern, more comfortable environment during difficult times.



A note from Information Systems

Are you planning a move of a phone or workstation? Is someone in your department thinking of relocating? Information Systems and Plant Engineering both need to know. A call to extension 13263 will start the process.

You will be asked to complete certain paperwork to ensure that the move is successful and as stress free as possible for all. The three forms that must be completed for ALL moves can be found on your Department page under 'Forms'.

The Forms are:

1. Department Move Action Plan
2. Department Move Check List
3. Department Move Layout Instructions – Grid

Once the paperwork is completed, send it back to Information Systems so that your move can then be scheduled with both Plant Engineering and Information Systems.

There are things that will be reviewed based on what information is given on the paperwork. A lot of behind the scenes checking of wires, ports, switches, phones – just to name a few things. This all requires time and labor.

To Do:

- Plan early
- Complete paperwork
- Call extension 13263 if you have any questions

Auxiliary Holiday Raffle!

(November 6-21)

**Tickets sold at MDH
front lobby reception desk.**

Prizes Include:

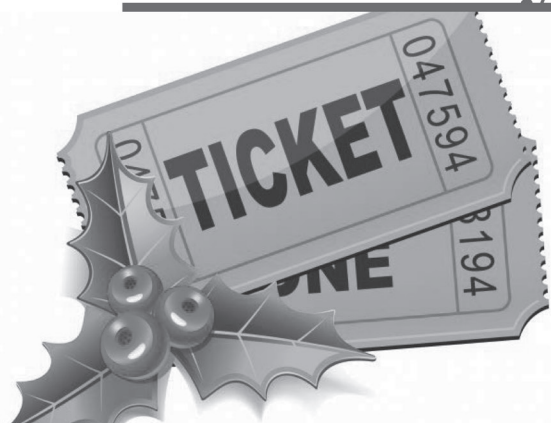


\$100 CASH

JEWELRY



TOYS & More!



Ticket Prices:

1 ticket-	\$1
6 tickets-	\$5
12 tickets-	\$10

President's Report

The MDH Board of Directors met October 16. Here is Mr. Boyd's report to the Board for the accounting period of September 19 - October 16, 2017.



Quality

Customer Service

National Customer Service Week was celebrated October 2nd - October 6th.

Service Excellence organized weeklong activities focusing on our employees as well as our patients.

Fun activities and messages were sent to remind staff about the key components of customer service.

Patient Safety

- MDH has participated in the CAUTI, C diff, and VTE simulation training events through the HIIN. Training events are highly engaging and emphasize the use of simulation-based strategies to facilitate change. The focus of these events provided attendees with simulation-based tools and techniques to augment the pursuit of higher quality care, patient safety and healthcare resiliency at the unit level. The four breakout sessions focused on Patient & Family Engagement, Technical Skills, Sociotechnical Risk Assessment and Attitude and Safety Culture. The last simulation training will focus on readmissions.
- MDH participated in the clostridium difficile (C diff) infection Improvement Action Network in 3rd Quarter (July through September 2017).

MDH has met the goal for this project by maintaining zero hospital acquired C diff infections for inpatients on acute care and ICU to date. Incorporation of personal protective equipment skill check off has been added for 2018 competencies.

- MDH is participating in the Readmission Improvement Action Network in 4th Quarter (October through December 2017). Pat Teske, RN, MHA, of Cynosure Health, will partner with the IHA HIIN team to provide us expertise and coaching for this improvement action network cohort.

Phlebotomy Wait Times

The draft of outpatient registration procedure has two and 1/3 pages of detailed instruction. The Lab procedure for processing of the orders received from clinics is being planned.

Report Processes

The draft material for the report writing procedure consists of approximately seven pages. The charge maintenance and order maintenance are in the planning stages.

Infection Control

- Healthcare worker sharp exposure process improvement efforts are underway. Revisions to the current exposure forms and registration process were implemented in September. Lab and Infection Control developed an education plan for activating the safety mechanism per manufacturer recommendations for butterfly phlebotomy needles. Home Health, Hospice and ER are

also planning to implement the education.

- Monday, October 2nd was the kick off to our annual healthcare worker vaccination program. As of October 9th, nearly 400 vaccinations have been given. Our goal this year is to vaccinate 95% or better of our healthcare workers.

Physician Recruitment/Retention

Physician Recruitment and Outreach Services - Update:

Hospitalist Medicine: A site visit has been scheduled for this month with a practicing hospitalist that has expressed interest in a part-time opportunity. Additionally, we are moving forward with the credentialing process of one of our own Family Medicine physicians, interested in providing part-time, hospitalist coverage.

OB/GYN: We are continuing a permanent recruitment discussion with a practicing OB/GYN that has previously provided interim coverage for MDH. Our search continues at this time.

Psych NP: Adrian MacGregor has engaged Opportunity Healthcare, a contingency recruitment firm, to assist with a full time, Psychiatric Nurse Practitioner position to assist Drs. Sarwar and Wright.

Emergency Medicine: Our search continues for a full-time ER physician. We will be reaching out to additional contingency recruitment partners for additional support.

Outreach Services

MDH LifeSteps Employee Wellness Program
Outreach Health Educators/

Mayo Certified Wellness Coaches have significantly enhanced our MDH employee wellness program throughout August and September. Over 160 "wellness coach reviews" have been completed with an additional 65 MDH employees enrolled in our Alternative Means program. These initiatives allow MDH employees to work one-on-one with a health educator, review the individual wellness report with the MDH employee following their health screening, and encourage next steps for employees interested in improving their personal health and wellness.

Employer Outreach

MDH Outreach Services in partnership with MDH Home Health coordinated an on-site flu vaccination program. Over 150 flu vaccinations were administered. NTN Bower employees, as well as interested family members, unavailable to participate in the one day event, have been directed to MMG Family Clinic to schedule their vaccination.

MMG Family Clinic providers continue to provide numerous pre-employment physicals and drug screening services to NTN Bower Corporation as well as Durham Bus Services via our MDH Wellness Solutions initiative. Adrian MacGregor is following up with a nursing home facility within the community that has expressed interest in partnering for employee related health services.

Information Systems

Cerner Update

Implementation for Cerner Power Chart Maternity continues. Cerner staff members were on site to review the installation of their Fetal

Link system for fetal monitoring. We are still on target for go live the first week of January 2018.

Telemedicine Update

The cable installation and initial training have been completed for the Telehealth services. There will be a demonstration for the medical staff later in October to show them how the services work and how to use them.

Financial

September 2017

We ended the month with a net loss of (\$1,160,621). Revenues were not far off target for the month (-0.6%) – though still about \$500K down for the first three months of the year. The hardest hit areas in terms of revenue are Swing Beds and the ED. ED year to date is down \$1.2M for a 3 month period. Both Inpatient and Home Health/Hospice services were positive to budget. Acute Inpatient revenue was up 13.2% due to higher admissions. Swing Bed admissions were 62% below budget causing revenue in that area to be negative to budget. Volumes in Emergency Services were 3% below budget which also impacted some of the ancillary service areas. Outpatient revenue was also impacted by negative volumes in the OR.

The major issues this month were related to expenses. Salary expenses were up about 19%. We also had some high employee health claims which were over budget by \$341,000. Professional Fees were up by \$388,000 due to several contract renewals which will even itself out over the year. Deductions from revenue were also above budget by \$327,597 due to an

increase in Charity Care and Bad Debt. Overall, Expenses were above budget by 15.1% or \$1,030,378.

Public Relations

On Monday, September 25, Patrick Osterman started at MDH as the new Leader for Public Relations & Marketing. Osterman joined MDH after spending the last eight years as the Assistant Athletic Director in charge of Athletic Communications at Western Illinois University. He brings more than 20 years of experience working in Public Relations.

Website and Social Media

During September there were 26,676 home page visits, 3,230 career views and 14,074 calendar views.

The MDH Facebook page increased to 1,752 likes overall, gaining 12 from last month. Twitter gained another 13 followers, increasing to 358. Information promoted last month on social media included: Community Flu Clinics, 2017 Legislative Luncheon, Believe in 3-D, promoting being a game sponsor for the Western Illinois Homecoming football game, the WIU Homecoming parade, 43rd annual Awards presentation honoring employees, Adopt-A-Classroom, APPLE Award winner Suzanne Huston, Prenatal classes and the 19th annual Golf Outing.

In the last week of September and first week of October, our Facebook page had 12 posts that reached 1,000 or more people. The post with the most 'people reached' was the MDH personnel Years of Service, as that post reached more than 5,200 people and counting.

The Public Relations & Marketing department will be evaluating everything social media related to work on increasing our followers on both platforms.

News media

September news included the following: Childbirth Classes begin, 2017 Flu Shot Clinic Dates, Breast Cancer Awareness program "Believe in 3-D", First Aid Class, and Employees Honored for Years of Service.

Advertising/Marketing

Commercial spots are running for MMG Family Clinic, Sports Medicine & Rehabilitation Services, and Home Health. General Radio spots include: Orthopedics & Sports Medicine, Obstetrics & Gynecology Clinic, 3-D Mammography, Pain Clinic, Home Health and Family Clinic.

We publicized on social media and mentioning through our advertising the "Believe in 3-D" Mammography program that Radiology put on October 10.

Other

MDH participated in the WIU Homecoming parade on Saturday, September 30. More than a dozen employees, wearing their Believe in 3-D work t-shirts, took part in the parade and passed out the commemorative footballs. Our two vehicles included the ambulance and Kenny Boyd's truck.

Foundation

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

Annual Support

In September, \$26,486.72 in cash was received, 176 gifts and 12 honor/memorials were processed.

Some of the areas receiving support included: Acute Care, Hospice, Indigent Care, Linda's Fund and Surgery.

Golden Apple Society

The next meeting is scheduled for October 5.

Golf Tournament

The Golf Outing held on September 9, hosted 146 golfers and raised nearly \$48,600/Profit \$37,840 to DKSWC. A big thanks to everyone who supported, volunteered and participated in the event. A wrap-up meeting was held on September 28 to review financials and offer suggestions for next year's event. Mark your calendars for September 8, 2018 Outing!

Teddy Bear T Nov 27 Magnolia's ~ Jingle 'n Mingle Nov 30/Festival of Trees Dec 1-4 WCIAC

The committee met September 19 to continue planning, recruiting tree decorators and collecting themed baskets for silent auction. Brochures, invitations and fliers were distributed to businesses and individuals in the community. Ads are being designed to promote the event. A sub-committee will soon meet with Lisa at Magnolia's re: menu options for catered events. To date, over \$18,000 has been raised in support of DKSWC. The next meeting is November 7.

PROS

Two benches were ordered for the main and emergency entrances in memory of former employee Angie Haulk. The annual meeting will be held in December.

DKSWC Capital Campaign

In support of breast cancer

awareness, MDH staff can take part in casual Fridays in October by purchasing "Believe in 3-D" shirts for \$15 - proceeds benefit DKSWC. Presentations were made to the McDonough County Republican Women and to Macomb Morning Centennial Rotary Club. To date, a total of \$4,548,830.65 has been raised toward the campaign goal of \$5.5M.

Foundation Board

The next quarterly meeting is scheduled for October 11.

Community Support

Macomb Morning Centennial Rotary Club donated \$2,000 to purchase a bassinet for the DKSWC. Linda's Fund received \$2,745 from the WIU Think Pink basketball game.



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

Looking for Advice?

Dear Lucy,

It's almost Thanksgiving time, which is a big drinking holiday for my family. I am 9 months sober with the help of A.A., my therapist and my self-determination. I live a distance away from family so my visits home are only occasional. My mother has implored me to come home since it's not only Thanksgiving, but it's my grandmother's 90th birthday and lots of extended family will be visiting. I'm close to several cousins so I would like to visit with them. But I'm also concerned about the pressure I might receive from some people, especially since many of them don't know I'm no longer drinking. I'm pretty sure I can say no to alcohol, but I also don't want to end up feeling depressed or angry because I don't feel supported or don't feel like I fit in.

Sincerely,

Staying Sober this Holiday Season

Dear Staying Sober,

First, congratulations on having the courage and strength to value abstinence and good thinking on planning ahead to develop ways to support your recovery in a potentially difficult setting. It sounds like attending the festivities is the appropriate thing to do, but perhaps there's a way to show up a day later, or leave a day earlier than the rest. Before you leave on your trip, you might share your worries with your sponsor or with your A.A. group as they may have advice if they've gone through a similar experience. While you're at home, maybe plan some activities away from the house where others won't be drinking.

Remember, it's okay to tell people you are in recovery. There's less stigma attached to alcoholism than there was in the past, and it's possible someone else may be in the same situation. People who care about you need accurate information to offer support; they won't know how to be helpful if they don't know your circumstances. Also plan to attend an A.A. meeting in your hometown or somewhere close by to receive encouragement.

Good self-care is extremely important. This is an easy time to over indulge on food, so be sure to be mindful when you eat to slow your intake down and fully appreciate what you do eat. Be cautious of drinking too much caffeine, consuming too much sugar or overusing nicotine. Exercise regularly to help maintain your energy level and to enhance the endorphins in your brain to steady your mood. Be sure to get adequate sleep and you may want to make time for quiet, alone moments, where you can regroup and focus on gratitude, a hallmark of Thanksgiving and recovery. Also, be sure to develop a plan for how you want to deal with possible cravings. This might mean focusing on remaining sober for just this moment, you could go for a walk, read recovery information, pray or call someone who knows your situation. Always remember to "play the tape through", reminding yourself of what's happened in the past when you were drinking. Most importantly, remind yourself every day of the strides you've made and how much better you feel now that you are sober.

If you would like more information about this topic or any other mental health or substance abuse concern, please call Behavioral Health Services at 836-1582.

Best regards,

Lucy

Festival of Trees^{12th Annual} McDonough District Hospital

Teddy Bear T *Ladies Night Out*

Magnolia's
130 N Lafayette St, Macomb

Monday
November 27
5:00-7:00PM

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

Hors d'oeuvres | Cash bar available

*Bears & animals to be displayed on Teddy Bear Tree, then
donated to MDH pediatric patients following the events.*

Jingle 'n Mingle

West Central Illinois Arts Center
25 E. Side Square, Macomb

Thursday
November 30
6:30-8:30PM

\$40 per adult
Ticketed event

*Sneak preview of
dazzling holiday trees*

Formal | Black tie optional

Entertainment:
WIU President's International
String Quartet

Ticket includes:
Entertainment
Wine | Beer | Soda
Hors d'oeuvres

*Silent auction for
themed gift baskets*

Festival of Trees

West Central Illinois Arts Center
25 E. Side Square, Macomb

Friday
December 1
4:00-9:00PM

Saturday
December 2
9:00AM-5:00PM

Sunday
December 3
Noon-5:00PM

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

\$3 Admission Fee

Free to children 10 & under

Open to the community

Exquisite holiday trees

Entertainment

"I Spy" game

"People's Choice" tree award

Upside-down tree

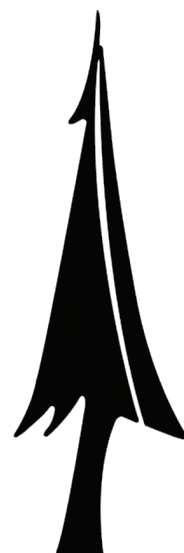
\$200 Cash Raffle

Festival Sponsor



Citizens Bank

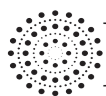
A Division of Western Community Bank
Member FDIC



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



McDonough District Hospital



FOUNDATION
MCDONOUGH DISTRICT HOSPITAL

For more information: *call* 309-836-1757 | *email* jncook@mdh.org | *visit* www.mdh.org