

# MR

McDonough District Hospital  
Employee Newsletter

# Making Rounds

October 22, 2019 • [www.MDH.org](http://www.MDH.org)



## Grateful Patient Recognition Reception

On September 24, the inaugural Grateful Patient Recognition Reception was held at the Macomb Country Club recognizing MDH's Healing Hands and Grateful Patients. Thank you to our speakers at the event: Wanda Foster, Jennifer Wagoner, and Sarah Schoper. Attendees enjoyed reconnecting with those who made an impact on their lives.

Since 2017, the Grateful Patient Program has received 25 gifts, totaling \$21,200. A total of 38 staff members and six teams have been recognized.



### 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 12**. Please submit your information, articles, Thank You notes, recipes, achievements, etc., to Public Relations.

To view the October 2019 MDH Board Report, go to the Intranet and click on Departments → Administration

## MDH Says Goodbye

**Mary Ann Davis**, Inpatient Coder, HIM, 9/24/19.

**April Huston**, Office Assistant, MDH OB/GYN, 9/20/19.

**Dandrea Ward**, Clinic RN, MDH Internal Medicine, 10/11/19.

## A+ Achievement

Based off the quality data submitted to the Illinois Department of Public Health (IDPH), McDonough District Hospital once again met the requirements to be called an Acute Stroke-Ready Hospital.

The IDPH identifies hospitals capable of providing emergent stroke care and directing EMS providers to transport possible acute stroke patients to these hospitals. Congratulations!

**SPOT A STROKE**  
Act FAST call 911



## Job Opportunities

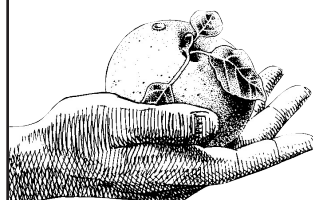


<u>POSITIONS</u>	<u>DEPARTMENT</u>	<u>SHIFT</u>	<u>STATUS</u>
Director	Quality and Innovation	Days	Full-time
Director	Human Resources	Days	Full-time
Office Assistant	MDH Obstetrics and Gynecology	Days	Full-time
Sitter	Emergency Department	Variable	Registry
Sitter	Emergency Department	Variable	Registry
Clinic LPN	MDH Family Clinic	Days	Full-time
Clinic LPN	MDH Medical Group	Days	Full-time
Clinic RN	Blessing Cardiology	Days	Full-time
RN	Surgery	7a-3:30p	Full-time
Hospitalist Nurse Coordinator	Hospitalist	Days	Full-time
Nurse Practitioner	Walk-In Clinic	Days	Full-time
Nurse Practitioner	Walk-In Clinic	Days	Registry
EMS Coordinator	Ambulance	Variable	Full-time
Medical Assistant/Scribe	MDH Family Clinic	7a-7:30p	Full-time
Medical Assistant	MDH Medical Group	Days	Full-time
Obstetrician/Gynecologist	MDH Obstetrics and Gynecology		Full-time
Orthopedic Surgeon	MDH Orthopedics and Sports Medicine	Days	Full-time
Surgeon	MDH General Surgery	Days	Full-time
Pediatrician	MDH Pediatrics	Days	Full-time
Physical Therapist	Sports Medicine and Rehabilitation Services	Days	Full-time
Respiratory Therapist	Cardiopulmonary	7p-6:30a	Full-time
Speech Pathologist	Sports Medicine and Rehabilitation Services	Days	Full-time

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

As of October 14, 2019

## New Golden Apple Society Members



- K.T. and Betty Wright – Diamond Level & Reserved Naming for Provider Sleep Room
- Sterling Kernek and Vicki Mayo – Gold Level



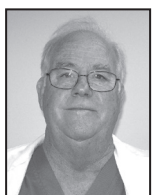
## New Faces at MDH

### MDH Welcomes New Employees



#### **Cole Bent**

Cole is the Administrative Care Manager for Home Health. He is from Astoria and enjoys sports, being outside, and his family.



#### **Steven Coulter**

Dr. Coulter is a Locum Physician in MDH OB/GYN. He is from Dallas, TX, and is married to Sonia. They have three children: Candace, Jenny, and JJ. Dr. Coulter enjoys wood working.



#### **Brian Kelly**

Brian is a Respiratory Therapist in Cardiopulmonary. He is from Burlington, IA and is married to Tina. They

have six children. Brian enjoys power lifting, reading, and spending time with his family.



#### **Cassie Kerlin**

Cassie is a Registered Nurse in Emergency Services. She is from Palatine and enjoys softball and watching NFL.



#### **Alison Mixer**

Alison is an Occupational Therapist in MDH Sports Medicine and Rehabilitation Services. She is from Grand Island,

NE, and is married to Caleb. Alison enjoys cooking, baking, working out, and reading.



#### **Dr. Beezer Moolji**

Dr. Moolji is a Locum Physician in MDH Pediatrics. He is from Chicago and is married to Asiya. They have two children: Sabiq and Zechariah. Dr. Moolji enjoys chess and politics.



#### **Ashley Strieker**

Ashley is an Agency Speech Pathologist for MDH Sports Medicine and Rehabilitation Services. She is from Quincy and enjoys running, reading, and traveling.



#### **Gaige Swales**

Gaige is an Aide in Food Services. He is originally from Springfield.

### MDH Welcomes New Volunteers



#### **Allison Fellner**

Allison is a nursing major at WIU and is from Davenport, IA. She has been a swimmer since she was 8 years old.



#### **Evelyn Garcia**

Evelyn is a nursing major and enjoys reading.

### Stork Landing

James and **Nicole Campbell** are the proud parents of Maverick Daniel born October 16. Nicole is a Pharmacy Tech.



## Medical Ultrasound Awareness Month

MUAM is held annually in October to create awareness of the role diagnostic medical sonographers play in the medical community and to educate the public about medical ultrasound and its many uses in healthcare. MUAM is a joint effort of the American Institute of Ultrasound in Medicine (AIUM), American Registry for Diagnostic Medical Sonography (ARDMS), American Society of Echocardiography (ASE), Cardiovascular Credentialing International (CCI), Society of Diagnostic Medical Sonography (SDMS), and Society for Vascular Ultrasound (SVU).

### #MYSONOLIFE

#imagingallthepeople #SONOGRAPHERNOTSTENOGRAPHER #itswhatsontheinsidethatcounts  
 #noteverythingisblackandwhite #gowiththeflow #yesiwenttoschoolforthis  
 #notjustbabies #TOOBRIGHT #sounditout #IMAGEISEVERYTHING  
 #areweonthesamewavelength #gelwithus #superherosonographer  
 #iseewithsound #SOUNDWAVES #savinglives  
 #sonictonic #yesiknowwhatimlookingat #transducing  
 #earlydetection #whatsyourfrequency



MEDICAL ULTRASOUND AWARENESS MONTH OCTOBER 2019  
 Society of Diagnostic Medical Sonography • +1.214.473.8227 / 800.326.9506 • sdms.org



# Dolores Kator Switzer Women's Center

## DKSWC Donor Dedication and Open Houses

Approximately 531 people attended the Dolores Kator Switzer Women's Center Donor Dedication (156), Employee and Provider Open House (200), and Community Open House (175) on October 1 & 2. The late Dick and Dolores Switzer were honored for their generous lead gift, as well as those who reserved naming opportunities within the Center. Donors, employee and providers, and members of the community were the first to view the new donor board and tour the new space. A good time was had by all!

A big thanks to O'Shea Builders; Oberlander Electric; Benton & Associates; Christner; IMEG Corp; Laverdiere Construction; Magnolia's; OB PFAC Committee; Baby Photo Contest Winners; Sharie Harden, Brenda Powell Allen, Mary Thompson/MDH Obstetrics & Gynecology; Dave Cady/Plant Engineering team; Jordan Ball/Purchasing & Inventory Control team; Morrison Food Service; and Crothall Environmental Services for their work to prepare for the events! A big high five to our awesome greeters, speakers and tour guides: Harlan Baker, Brian E. Dietz, Amber Depoy, Crystal Dobbs, Lynn Durso, Wanda Foster, Kris Kessler, Matt Kipling, Stephanie McCleery, Sara Robertson, Steve Silberer, Missy Vardaman, Ann Whalon, and Gwynne Worthington.

Thank you!

MDH Foundation and Public Relations/Marketing

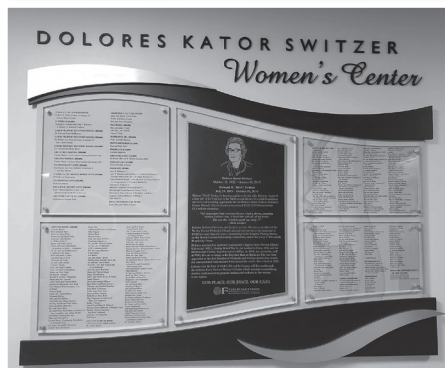
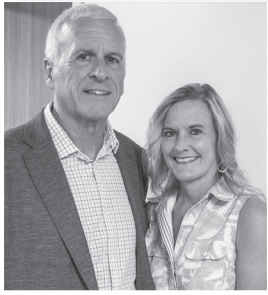
# DKSWC

### Goal

— 5.5 million  
— 5 million — \$5,191,252.02  
— 4 million  
— 3 million  
— 2 million  
— 1 million









# Our Team Is Here To Serve You!

## Accepting Patients

### **Bushnell Family Practice**

1150 N. Cole Street, Bushnell | (309) 772-9444  
Monday-Friday 8:30 a.m.-5 p.m.

### **Ear, Nose and Throat**

Health Services Building 2 | Suite 113  
515 East Grant Street | (309) 833-6937  
Monday-Friday 8 a.m.-5 p.m.

### **Family Clinic and Walk-In Services**

Health Services Building 2 | Suite 213  
515 East Grant Street | (309) 837-MYDR (6937)  
Monday-Thursday 7:30 a.m.-7:30 p.m.  
Friday 8 a.m.-5 p.m.

Walk-In Services: Monday-Thursday 8 a.m.-7 p.m.  
Friday-Sunday 9 a.m.-6 p.m.

*(Walk-In Patients must be 18 months and older)*

### **Foot and Ankle**

437 East Grant Street | (309) 837-3964  
Monday 8:30 a.m.-5 p.m.  
Tuesday-Thursday 8 a.m.-5 p.m.  
Friday 8 a.m.-12 p.m.

### **General Surgery**

Health Services Building 2 | Suite 211  
515 East Grant Street | (309) 833-3706  
Monday-Thursday 8 a.m.-5 p.m.  
Friday 8 a.m.-4 p.m.

### **Obstetrics & Gynecology**

Health Services Building 1 | Suite 102  
505 East Grant Street | (309) 836-6937  
Monday-Friday 8:30 a.m.-5 p.m.

### **Pediatrics**

Health Services Building 1 | Suite 202  
505 East Grant Street | (309) 833-1729  
Monday-Friday 8:30 a.m.-5 p.m.

### **Psychiatry**

Health Services Building 2 | Suite 112  
515 East Grant Street | (309) 836-6400  
Monday-Friday 8 a.m.-5 p.m.

### **Urology**

McDonough District Hospital | Second Floor  
525 East Grant Street | (309) 836-1760

**mdh**  
**McDonough District Hospital**





## Recognition for Outstanding Customer Service

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 Patient Satisfaction surveys call attention to employees who demonstrate excellent customer service. Individuals recognized receive a customer service *Thank You Certificate* for their outstanding hard work.

### Recognition for outstanding customer service goes to the following professionals:

Acute Care: **Jacqueline Lee**, RN

Emergency Services: **Dr. Gaines**; **Cole Bavery**, RN

Home Health: **Nicole Miller**, RN; **Karon Curtis**, RN; **Amy Young**, RN

Laboratory: **Carley Brown**, Phlebotomist

MDH Bushnell Family Practice: **Dr. Arnold**

MDH Family Clinic: **Dr. Zhang**

MDH General Surgery: **Dr. Card**

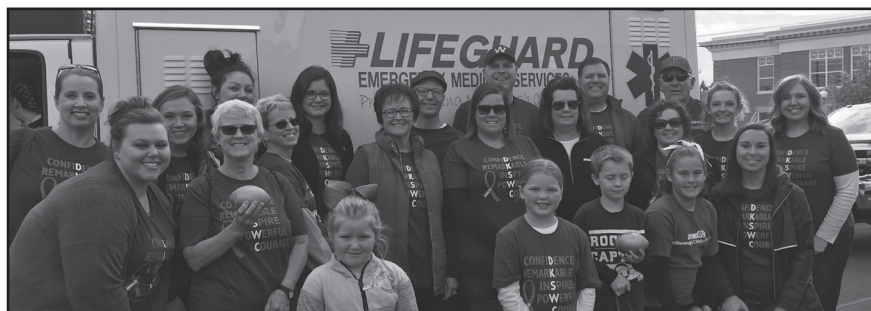
MDH Obstetrics and Gynecology: **Brenda Powell Allen**, WHNP

Radiology: **Lynn Durso**, RT; **Sarah Green**, Tech; **Theresa Anderson**, Tech

Registration: **Sarah Stehl**, Phlebotomist

Surgical Services: **Linda Dixon**, RN

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



## WIU Homecoming Parade and Game Highlights

MDH sponsored the WIU Homecoming game on October 5, starting off the day participating in the traditional WIU Homecoming Parade. Thank you to Lifeguard for providing an ambulance and a group of MDH employees for participating in the parade, tossing footballs to the crowd.

In the afternoon, MDH was recognized as the Homecoming game sponsor. Adrian MacGregor and Patrick Osterman represented the hospital on the field, receiving an official game sponsor football.

## APPLE Winner September 2019



Please join in congratulating **Alaina Cagle**, Certified Medical Assistant, MDH OB/GYN, on being named the recipient of the MDH APPLE Award for September. APPLE stands for “Achieving outstanding Performance in Patient care, Leadership, Loyalty and Enthusiasm for MDH”.

Alaina received her Associates of Applied Science and Medical Assistant certification from Spoon River College in May of 2016. Alaina began working at McDonough District Hospital in November 2017 as a Certified Medical Assistant at Convenient Care. In June of 2018 she began working as a Certified Medical Assistant in both OB/Clinic and Convenient Care.

### *Alaina Cagle*

Alaina takes great initiative when tasks need completed at the clinics. She is the first to respond and offer her assistance. Alaina contributes during the daily huddle to help with patient care or objectives that may need to be addressed. She always displays the best attitude.

Alaina always goes above and beyond to help where she can. She is the first one to jump in and volunteer to float to other clinics when there is a need. She is so adaptable when it comes to helping out in various clinics.

Alaina has taken on the task of tracking all Medicare patients and the ABNs for the providers. She is also working side by side with patient billing to help assist with decreasing write offs due to insurance billing for annual/bi-annual billing. Alaina is exact when it comes to her order sets for the physician and making sure everything is completed within her scope of practice.

Her nominator explains Alaina is always willing to help assist in “fixing” issues. Alaina has worked in various clinics and helps out when needed. She is a hard working employee and is very deserving of this award. Alaina has a contagious attitude of teamwork and is always willing to take on new tasks.

Patients are so comfortable with Alaina that they even request her. Alaina enjoys attending concerts and spending time with her family and friends. Alaina also enjoys supporting her siblings by attending their sporting events.



## Benefit Break...

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

## Apple Award Recipient

The MDH Apple Award is used to recognize an employee for Achieving outstanding Performance in Patient care, Leadership, Loyalty and Enthusiasm for MDH. An employee receiving the monthly award receives a gold apple pin, an Apple Award plaque, \$50, a reserved parking place for the month, and a day off with pay. The employee is highlighted through a letter that is distributed to all departments explaining their achievements and accomplishments.

If you would like to nominate an employee for the monthly Apple Award, please complete an Apple Award Nomination form located in Human Resources, available conveniently through the forms used in the employee email accounts, or via the MDH Intranet.

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



## November Calendar of Events



### Chronic Pain Management Group

Mondays

1-2 p.m., Health Services Building 1 Auditorium

Pre-registration and screening required. 8-week group.

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

### Anger Management

Tuesdays

3-4:30 p.m., Health Services Building 1 Auditorium

Pre-registration required.

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

### Divorcing Parents Education Program

Friday, November 1

1-5 p.m., Health Services Building 1 Auditorium

Fee: \$60 payable at session, Pre-registration required.

Contact Behavioral Health Services (309) 836-1582.

### Suicide Support Group

Monday, November 4

7-8 p.m., Health Services Building 1 Auditorium

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

### Bereavement Support Group - New Horizons

Monday, November 18

3-4 p.m., Private Dining Room

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

### Childbirth and Infant Care: Breastfeeding

Thursday, November 21

6:30-8:30 p.m., Auditorium B

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

### AARP Driver Safety Program

Friday, November 22

8 a.m.-4 p.m., Auditoriums A & B

Co-sponsored by MDH and Dr. Jill Brody this 8-hour Driver Safety Course consists of instructor guidance, a video, and discussion of driving concerns. Illinois state law requires all insurance companies give an auto insurance discount to all drivers age 50 and older who complete this accident prevention course.

Fee: \$15 for AARP members with a valid card, and \$20 for nonmembers, payable to AARP the day of the course. Pre-registration is required. Call Public Relations at (309) 836-1557 or email [elsmith@mdh.org](mailto:elsmith@mdh.org).



## Pre-Christmas



Friday, November 22

9 a.m.-8 p.m.

20% Off Sale!

Excludes fresh flowers, candy, greeting cards, newspapers, used books, stamps and MDH items.

## AARP Driver Safety Program

Co-sponsored by

McDonough District Hospital and Dr. Jill Brody

**Friday, November 22**

**8:00 AM - 4:00 PM**

Auditoriums A & B (MDH lower level)

525 E Grant St., Macomb, IL 61455

- \$15 for AARP members with valid AARP card
- \$20 for nonmembers
- Seating is limited/Preregistration is required

*Course is for drivers age 50 and older.*

**Contact MDH Public Relations at  
(309) 836-1557 or email [elsmith@mdh.org](mailto:elsmith@mdh.org)**

## November Meetings Calendar

### Tuesday, November 5

- Credentials & Bylaws, 7 a.m., PDR
- Department of Emergency Medicine, 12 p.m., PDR

### Friday, November 8

Exec Committee, 12 p.m., PDR

### Wednesday, November 13

OB-Gyn Department, 12 p.m., Auditorium A/B

### Thursday, November 14

- Finance Committee, 7 a.m., TFBR
- Department of Medicine, 12 p.m., Auditorium A/B

### Friday, November 15

Medical Staff, 12 p.m., Auditorium A/B

### Monday, November 18

- Ethics Committee, 12 p.m., Auditorium A/B
- Board of Directors, 5:30 p.m., TFBR

### Tuesday, November 19

- Department Leaders, 2 p.m., Auditoriums A/B
- Medical Group Operations Council, 5:30 p.m., TFBR

### Wednesday, November 20

Quality Council, 2:30 p.m., TFBR

### Thursday, November 21

Tumor Board, 12 p.m., Auditorium A/B

### Friday, November 22

Medical Staff Quality Improvement, 12 p.m., TFBR

## Caught You Caring

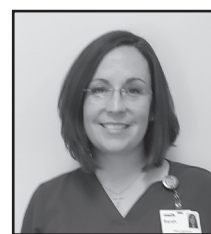


Congratulations to all of the Caught You Caring recipients in September.

Below are the winners of the \$25 Gift Certificates:



*Crystal Carson*



*Sarah Kosel*



*Heather Logsdon*



*Renee Miller*

## October 2019 Volunteer Spotlight

### Volunteer Position(s):

- 2007-Present — Reception Desk
- 1968-2019 — Auxiliary Member
- 1968-2010 — Worked with Candy Strippers, Gift Shop, Hospice, and Coffee Shop.

### Years of Service:

1968-2019



*Charlotte  
Morrow*

### Why I Volunteer:

I enjoy volunteering as it is a way to give back to the community and I dearly love working with the public.

### Hobbies/Interests:

Enjoys walking, reading, volunteering, and spending time with friends and family.



## Put your health in your hands

HealtheLife Patient Portal is available to all patients 18 years and older.

Sign in with HealtheLife PORTAL to:

- Request an appointment.
- Message your provider for health advice and receive a timely response.
- View specific lab results online.
- Request a prescription refill from the comfort of your home.
- Access your personal health records in one place, such as: procedures, immunizations, medications, and allergies.
- Download your personal health records to easily share with other doctors.

All information in the portal comes from the health records of the McDonough District Hospital organization: hospital, emergency room, surgery, MDH Medical Group clinics in Macomb and Bushnell, Sports Medicine and Rehabilitation clinics in Bushnell and on Lafayette Street in Macomb, Anticoagulation Clinic, Diabetes Education Center, Radiology, Laboratory, Cardiopulmonary, and Sports Medicine & Rehabilitation Services. No information will be available in the portal for services of Home Health, Hospice, and outpatient Behavioral Health.

The available information will vary depending on the type of test and treatments during a hospital stay or tests performed as an outpatient. Examples would include personal contact information, such as your address and phone number. An inpatient hospital visit would include medications, allergies, procedure, lab tests and results.



Lab results and inpatient reports from June 6, 2016, along with demographic information are on the portal. Messaging with your MDH Medical Group provider is available, as well as appointment requests and drug prescription refill requests.

For those patients younger than 12, there are options available.

Parents can access their child's (age 11 and younger) health care information online through their portal account. If parents or their child 11 and younger does not already have an account, filling out the paperwork to set one up takes just a few minutes, and can be returned to the provider's office or to MDH's Health Information Management department.

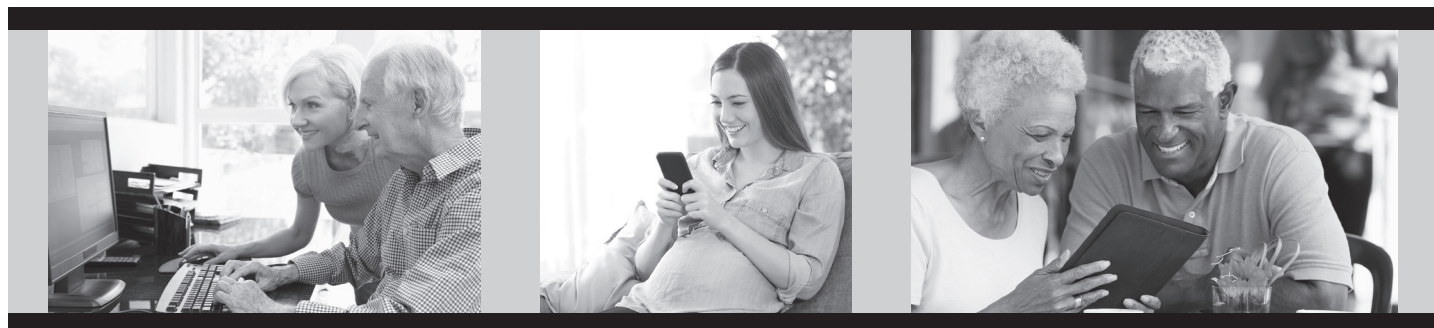
Those 18 and older are able to sign up for an Adult Proxy through the HealtheLife Portal, important information for those adults who manages the medical care of another adult.

Another new option now available on MDH.org is an online form patients can fill out and submit to request a copy of their respective medical records on file.

Patients can go to the Medical Records webpage, click the Online Medical Request Form link, and fill out their personal information and securely submit your request.

If you request a copy of your records, MDH may charge a reasonable fee based on the cost of labor and materials to produce the copies.

For more information on the HealtheLife Portal or the online Protected Health Information form, call the MDH Health Information Management Department directly at (309) 836-1580.



# *14<sup>th</sup> Annual Festival of Trees*

*McDonough District Hospital*

## *Teddy Bear T*

*Ladies Night Out*

*Sponsored by Laverdiere Construction, Inc.*

*The Whytehouse  
127 E. Carroll St, Macomb*

*Monday  
December 2  
5:00-7:00PM*      *\$15 & one new  
Teddy Bear  
(or stuffed animal)*

*Hors d'oeuvres | Cash bar | Silent Auction*

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

## *Jingle 'n Mingle*

*Sponsored by REMLO*

*Macomb Arts Center  
25 E. Side Square, Macomb*

*Thursday  
December 5  
6:30-8:30PM*      *\$40 per adult*

*Ticketed event*

*Sneak preview of  
dazzling holiday trees*

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

*Formal | Black tie optional*

*Entertainment:  
WIU President's International  
String Quartet*

*Live auction for  
themed gift baskets*

## *Festival of Trees*

*Macomb Arts Center  
25 E. Side Square, Macomb*

*Friday  
December 6  
4:00-9:00PM*

*Saturday  
December 7  
9:00AM-5:00PM*

*Sunday  
December 8  
Noon-5:00PM*

*Monday  
December 9  
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 Norton 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* [bkmoore@mdh.org](mailto:bkmoore@mdh.org) | *visit* [www.MDH.org](http://www.MDH.org)