

MR

McDonough District Hospital
Employee Newsletter

Making Rounds



September 22, 2015 • www.mdh.org



17th Annual

Golf Tournament



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

MDH Says Goodbye

Leslie Boyer, Specialist, Behavioral Health, 8/21/15

Emily Byrne, CNA, Senior Behavioral Health, 8/15/15

Rachel Geissler, Physician Assistant, Emergency Services, 8/21/15

Karen Griffith, Unit Secretary, Acute Care, 9/16/15

Janell McGruder, Specialist, Behavioral Health, 8/21/15

Deb Negley, RN, Emergency Services, 9/10/15

Patty Smith, Clerk, HIM, 9/10/15



Job Opportunities



<u>POSITIONS</u>	<u>DEPARTMENT</u>	<u>SHIFT</u>	<u>STATUS</u>
Clerk I	Health Info Mgt.	Days	Full-time
Registration CL-NONPHLEB	Registration	Evening	24 hrs/wk
Unit Secretary	Acute Care	7a-7:30p	Full-time
Leader	Emergency Services	Days	Full-time
Admit/Discharge RN	Acute Care	7a-7:30p	Full-time
CRNA	Anesthesiology	7a-3:30p	Registry
ER - CCC	Emergency Services	Days	Full-time
Instructor RN	Staff Development	Days	24 hrs/wk
Nurse Practitioner	ENT Clinic	Days	Full-time
Nurse Practitioner	Psych Clinic	Days	Full-time
RN	Senior Behavioral Health	7p-7:30a	Full-time
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	Emergency Services	7p-7:30a	Full-time
RN	Emergency Services	7p-7:30a	24 hrs/wk
RN	Emergency Services	Days	24 hrs/wk
RN	Emergency Services	Evening	Full-time
RN	Emergency Services	Evening	Full-time
RN	Emergency Services	Evening	24 hrs/wk
RN	Emergency Services	Variable	24 hrs/wk
RN	Home Health	Days	24 hrs/wk
RN	Hospice	Days	Full-time
RN	Obstetrics	7p-7:30a	Full-time
CNA	Senior Behavioral Health	7a-7:30p	Full-time
CNA	Senior Behavioral Health	7a-7:30p	Full-time
CNA	Senior Behavioral Health	7p-7:30a	Full-time
EMT	Ambulance	7p-7:30a	Full-time
Paramedic	Ambulance	7p-7:30a	Full-time
Maintenance III	Plant Engineering	7a-3:30p	Full-time
Maintenance III	Plant Engineering	Variable	Full-time
Clinical Analyst	McDonough Medical Group	Days	Full-time
Medical Director	Hospitalist		Full-time
Physician	Family Clinic		Full-time
Physician	Internal Medicine		Full-time

List also available online at www.mdh.org

As of September 15, 2015

New Faces at MDH

MDH Welcomes New Employees



Krissy Bouril

Krissy is a CNA in Senior Behavioral Health. She is originally from Roscoe and is married to Matthew.

In her spare time, Krissy enjoys reading.



Heather Gonzales

Heather is a Registered Nurse in Acute Care. She is originally from Detroit and enjoys camping, fishing and

hiking.



Jason Robinson

Jason Robinson is the Leader in Food Services. He is originally from Winterset, Iowa. Jason

and his wife, Sarah, have three children, Reese, Reagan and Rylan.



Johnny West

Johnny is a Cook in Food Service. He is originally from Chicago and is married to Alicia. In his spare

time, Johnny enjoys running.



Tiffany Woods

Tiffany is a Registered Nurse in Senior Behavioral Health. She is originally from Warsaw and enjoys

reading, traveling and shopping.

MDH Welcomes New Volunteers



Hayley Hudson

Hayley is a WIU graduate with a MS in Chemistry. She enjoys running, healthy living, yoga and spending time with her husband and two dogs, Beowulf and Grendel.



Christy Melo

Christy is a student at WIU, majoring in Social Work.



Pam Perrine

Pam enjoys doing watercolor painting and photography.

MDH Welcomes New Speech Intern



Mike Mihalov

Mike is originally from Orland Park. He enjoys fishing and hiking.

MDH Welcomes New Music Therapy Student



Aaron Krings

Aaron is from North St. Louis. He enjoys playing music at WIU and cooking.

Stork Landings



Chris and Kelsi

Cunningham are the proud parents of a baby girl, Moira Jean. Moira was born on September 10. Chris is the EMS Coordinator for Emergency Services, and Kelsi is a Registered Nurse in the Emergency Services.

Nicholas and **Brittany Doll** are the proud parents of a baby girl, Sophia Louise. Sophia was born on September 15. Brittany is a Histotechnologist in Lab.

Stefany Myers and Deric Kendrick are the proud parents of a baby girl, Ellie Grace. Ellie was born on September 3. Stefany is a Registered Nurse in ER.

Myron and **Erin Sinnett** are the proud parents of a baby boy, Sawyer James Leon. Sawyer was born on September 1. Erin is a Patient Care Tech in the ER and a CNA in Acute Care.

Michele and **Michael Thompson** are the proud parents of a baby girl, Blakely Rae. Blakely was born on August 27. Michael is a MT(ASCP) in Lab.

Just Married

Darci Renken and Chase Heap were married on September 5.

Darci is a Physical Therapist in Rehabilitation Services.



Interim Emergency Services Leader



Sharon McFarlin

Sharon McFarlin, RN has been named the interim Emergency Services Department Leader.

Sharon began her new role at MDH on September 8.

Sharon has over 25 years of nursing experience in acute care with a focus in Emergency Services. She has strong knowledge in the areas of staffing requirements and promoting the patient experience.

She is originally from Andover and has three children; James, Jennifer and Joanne. In her spare time, Sharon enjoys reading and exercising.

Moving Around

Robyn Kilburn will be a Secretary/Receptionist at Bushnell Family Practice. Robyn previously worked as a Secretary in Convenient Care.

Sarah Skiles is a Clinic RN for Internal Medicine. Sarah previously worked as a Registered Nurse in Home Health.

Nicole Wetterling will be a Float Secretary in MMG after working as a Phlebotomist in Registration.

Lindsey Woodford is a Clinic RN for Family Clinic. Lindsey previously worked as a Registered Nurse in Home Health.

Employees Awarded for Years of Service



MDH honored 45 employees at an awards ceremony on September 1. Many MDH employees who were being honored for their years of service gathered for a group photo before the reception.

Left to Right, Back Row: Lori Prather, Andrea Lawrence, Paula Duncan, Jeannie Hamilton, Victor Lidaywa, Courtenay Ring, Marlise Rittenhouse, Teresa Bennett, Wanda Foster

Front Row: Christy Savage, Vicki Mershon, Emily Kelly, Michelle Harman, Brenda Neal

APPLE Winner August 2015



Please join me in congratulating **Audrey Norton**, Secretary/Receptionist for Western Illinois Surgical Associates, on being named the recipient of the MDH APPLE Award for August 2015. APPLE stands for “Achieving outstanding Performance in Patient care, Leadership, Loyalty and Enthusiasm for MDH.”

Audrey began her employment as a Secretary/Receptionist for Western Illinois Surgical Associates on January 15, 2014. She manages her duties of sole receptionist in an office of four physicians very well.

Audrey Norton Audrey is very professional and adapts well to change. There have been many changes in the office, including the way billing is handled, and she has accepted and helped with each step of the process. As challenges occurred, Audrey took it in stride and went with the flow to get the job done efficiently and effectively.

Audrey is a self-starter who is always willing to help out. She knows how everything in the office works and is a great resource for co-workers. She does a good job helping make the office run smoothly.

Audrey has an outgoing, friendly demeanor. She always makes the patient the priority and offers a great attitude. Patients and co-workers appreciate her honesty and respectfulness and enjoy her caring personality.

Her nominator states, “Audrey is very efficient and personable. She is a great receptionist. Audrey is top notch.” Co-workers respect her and appreciate the tasks she successfully accomplishes on a daily basis for the clinic.

Audrey has one daughter, Ella. In her spare time, she enjoys bicycling and crafting. She is also an animal lover.

Julie is married to Joe. In her spare time, she enjoys golfing, hiking, landscaping and crafting.

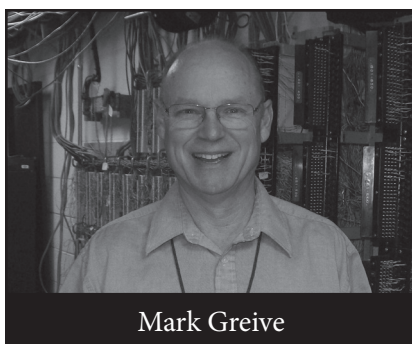


MVP Awards

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

Mark Greive
Phone System Equip Tech
Information Systems



Mark Greive

MVP Thank You - \$25

Angelica Markey
Physical Therapist
Sports Medicine & Rehabilitation Services



Angelica Markey

Breann Martin
Registered Nurse
Obstetrics



Breann Martin (right)

Traveling Trophies Awarded for Highest Score and Most Improved - IDS

Congratulations Convenient Care Team!

CCC staff was recognized for achieving “most improved” score on the August Interdepartmental Satisfaction Survey.

Improved 17.2 points on total score!

Pictured left to right: Kathy Caraway, Sarah Manser, Shelly Hartman, Amy Hodgkins and Sue Adams

CCC staff not pictured: Dorothea Carr, Jessica Jackson, Taylor Reeves, Renee Houser-Anderson, Krystal Wagner, Carrie Helle, and Robyn Kilburn



Congratulations Rehab Services Team - Bushnell!

The Bushnell Rehab staff was recognized for achieving “highest” score on the August Interdepartmental Satisfaction Survey.

Scored 100% in all survey elements and total score!

Pictured left to right:
Roger Reno and Patrick Smith



It's now even faster and easier to pay bills online

Just visit:

www.mdh.org/billpay

- Complete the required fields
- Review
- Submit Your Payment

We accept



Looking for Advice?

Dear Lucy,

My dad is 72 and seems to be struggling with great sadness. We lost my mom about two years ago and since then Dad has given up on his hobbies (he and Mom golfed in the summer and bowled in the winter), he doesn't go out to eat with friends, and when I visit several times during the week I've noticed he's wearing the same clothes. Could he be experiencing some type of mental health concern or is this simply what happens when people age?

Concerned Daughter

Dear Concerned Daughter,

I'm glad you are troubled about your dad and the state of his mental health. Behavioral health concerns in seniors are often overlooked and under diagnosed. It does sound like your dad is experiencing some depressive symptoms and could possibly benefit from medication and therapy. According to the National Institute of Mental Health about 20% of adults aged 55 or older experience some type of mental health disorder, but nearly one third of those people don't receive treatment. Factors which place seniors at greater risk for depression include: being widowed or divorced, being retired/unemployed, experiencing physical illnesses, loneliness and isolation.

Symptoms which may reflect depression are: irritability such as being easily annoyed, loss of self-care and less concern about personal hygiene, social withdrawal or loss of interest in previously enjoyable activities, an increase in the level of pain as depression seems to worsen physical discomfort, a recent illness or recent loss. Your dad may still be grieving the loss of your mother and depression is a common component of bereavement.

Other symptoms to be alert for include; a sad or depressed mood lasting longer than two weeks, unexplained fatigue, energy loss, sleep changes, confusion, disorientation, problems with concentration or decision making, memory loss, an increase or decrease in appetite, changes in weight, feelings of worthlessness, inappropriate guilt, helplessness or thoughts of suicide.

If you suspect your parent is suffering from minor or major depressive symptoms, encourage him to seek help. Depression is not a normal part of aging and certainly is treatable. Should your dad's situation worsen he may best be served by the new Senior Behavioral Health Unit at McDonough District Hospital. This facility is located in the new addition on the second floor and is a 12-bed, short-term inpatient program for adults 65 and over who are experiencing severe behavioral and/or emotional symptoms. The program is designed to provide individualized care in a safe, supportive environment. For more information about this program please call 309-836-1568. If you would like more information about depression or other mental health or substance abuse concerns or have an interest in counseling services, please contact Behavioral Health Services at 836-1582.

Best regards,

Lucy

17th Annual Golf Tournament Highlights

2015

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Comcast Spotlight
Dr. Donald Dexter
Dodsworth Piper Wallen Corman
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Mike and Melissa Inman & family
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Idol R. Mitchell DPM, PC
No Place Like Home
The Old Dairy
OSF HeartCare Midwest
Performing Arts Society
Princess Shoppe
Pumo Insurance Agency Inc.
Quick Print & Signs
Ron Elbe Auto Sales
Spoon River College
STC Investments
Senator John Sullivan
Terrill Title Co., Inc.
Sheriff Rick Van Brooker
Vermont State Bank
Vision Consultants, Ltd./Terry B. Vail, O.D.
Watts Copy Systems
Wells Fargo - Mary Downey
Wesley Village
Western Electronics
Woodrum Automotive - Ford/Toyota

VOLUNTEERS:

Anna Bradt	Katie Oursler
Natalie Divan	Alexa Shaw
Mel Dorethy	Kelly Shiraki
Pam Fayhee	Kathy Sorenson
Patty Henness	Barb Walters

CHEFS:

Keith Engel
Todd Hamilton
Tracey Hamilton
Jerry Lindsay
Juanita Torrance

TOURNAMENT COMMITTEE:

John & Malea Jessen, Co-Chairs
 Keith Engel
 Tracey Hamilton
 Tom Hardy
 Kim Harris
 Karen Helmers
 Jim Keeney
 Laura Swanson Leezer
 Milly MacDonell
 Jack Schoonover
 Dan Torrance
 Vicky Wallen

CHAMPIONSHIP FLIGHT:
 1st Place: Doug Baily, Rick Moore, Marc Lawver, Bob Carithers
 2nd Place: Al Brewer, Marcus Christensen, Ben Pratt, Rick Coursey
 3rd Place: Mike Wise, Andy Ebey, Erik Price, Merlin Southerlan

1st FLIGHT:
 1st Place: Linda Sampson, Angie Schauble, Dr. Edwin Card, Dr. Jeff Sparks
 2nd Place: Jay Griswold, Justin Powers, Daryl Sidwell, Rick Van Brooker
 3rd Place: Harlan Baker, Joshua Bedwell, John Calderon, Jack Haines

2nd FLIGHT:
 1st Place: Bill Pumo, Rocky Krause, John Rickett, Byl Watters
 2nd Place: Brigid Pumo, Ryley Pumo, Susan Moore, Jeff Moore
 3rd Place: Michael Hofmeister, Don Roelle, Craig Sawyer, Cindy Vestal

HOLE PRIZES:
 Longest Drive (men): Bob Carithers
 Longest Drive (women): Angie Schauble
 Longest Putt: Casey Grant
 Closest to the Pin: Mike Henderson
 50/50 winner \$203: Linda Sampson



Over \$49,000 raised to benefit the Dolores Kator Switzer Women's Center

Recognition for Outstanding Customer Service – August

For the month of August, the Service Excellence Department at McDonough District Hospital would like to recognize and say thank you to 57 employees and physicians for their outstanding customer service to patients.

The Press Ganey and Deyta (Hospice) 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. Jack McPherson**

Anti-coagulation Clinic: **Karen Bucholtz, RN; Linda Dixon, RN**

Behavioral Health Services (Outpatient): **Angie Hoyt, MS, LPC; Jen Smith, LCSW, CADC; Becky Derry, MSED, LCPC; Sheryl Yoder, MA, LCPC; Cathy Peters, Secretary; Jo Anna Eidson, MS, MSW, LCSW; Kim Laird, MS, LCPC**

Convenient Care Clinic: **Sue Adams, FNP**

Emergency Services: **Dr. Stuart Hickerson; Dr. Ravi Masih**

Hospice: **Richalee Doll, RN; Etta McHone, CNA**

McDonough Medical Group: **Taylor Reeves, Medical Asst.; Patty Irish, LPN; Sue James, Reception; Tiffany Bentz, RN; Dr. John Arnold; Mary Crater, Medical Asst.; Mimi Pounders, FNP; Audrey Norton, Reception; Dr. Liberty Balbort; Dr. Jeffrey Sparks; Dixie Bisby, Reception; Dr. Dan Ruiz; Dr. Scott Wright; Dr. Ronald Wheeler; Dr. Edwin Card; Dr. David Reem**

Obstetrics: **Mary Thompson, CNM; June Sapp, RN; Breann Martin, RN; Dr. Troy Eckman; Sharie Harden, CNM; Dr. Michelle Reeves; Lisa Patton, RN; Crystal Dobbs, RN**

Outpatient Infusion Services: **Marcia Hollenback, RN; Emily Kelly, RN**

Sports Medicine & Rehabilitation Services: **Bruce Schellhammer, PT; Amy (Fansler) Milas, PTA**

Surgical Services: **Jill Whiteside, CRNA; Julie Justice, RN; Marty Frier, RN; Mary Frederick, OR Tech; Jennifer Prater, RN; Cindy Cook, RN; Nakina Boyd, RN**

Wound Ostomy Continence Clinic: **Carolyn Grove, RN, BSN, CWOCN; LaDawna Royer, RN**

The **MDH Hospice Team** was also recognized in Deyta surveys with words of recognition and acknowledgement for the compassionate and personal care provided to patients and their families.

Administration received personal acknowledgements from patients for outstanding care from the following employees:

Radiology: **Gwynne Worthington, RT; Shawn Stranger, RT (R) (MR) (ARRT); Marti Walter, RT; Ann Whalon, RT; Sue Hodges, RN**

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

October Calendar of Events

Seniors' Day at Citizens

Thursday, October 1

8:30 AM-4:30 PM, Citizens Bank, Downtown Macomb

Topic: Flu Clinic-MDH Home Health, 8:30-11:30 AM

Hand washing demonstrations

Breast Cancer Awareness display

For more information, call Home Health at (309) 836-1544.

Post-Partum Care & Understanding Your Newborn

Thursday, October 1

7:00-9:00 PM, Auditorium B

Pre-registration required.

Call Obstetrics at (309) 836-1570.

Divorcing Parents Education Program

Friday, October 2

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

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

Contact Behavioral Health Services (309) 836-1582.

Risk Education

Monday-Thursday, October 5-8

1:00-4:00 PM, HSB 1 Auditorium

Pre-registration required.

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

Fee: \$150.00

Bereavement Support Group-New Horizons

Mondays, October 5 & 19

3:00-4:30 PM, Medical Arts Building, Conference Room

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

You Survived Breast Cancer...Now What?

Monday, October 5

6:00 PM, Auditoriums A & B

Free & open to the public

Learn the importance of early detection & awareness

Register by calling Outreach at (309) 836-1584.

Parenting Class

Mondays, October 5, 12, 19, 26; November 2

5:30-7:00 PM, HSB 1 Auditorium

Pre-registration required.

Call Behavioral Health at (309) 836-1582.

Community First Aid

Tuesday, October 6

6:00 PM, Auditorium A

Cost: \$30.00, Pre-registration required.

Contact Outreach Services at (309) 836-1584.

Childbirth and Infant Care: Breastfeeding

Thursday, October 8

7:00-9:00 PM, Auditorium B

Free. Pre-registration required.

Contact Obstetrics at (309) 836-1570.



Community CPR Class

Tuesday, October 13

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

Fee: \$30. Pre-registration required.

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

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

Thursdays, October 22, 29; November 5, 12

7:00-9:15 PM, Auditorium B, MDH

Class will meet one night a week for four weeks. Free.

Pre-registration is required.

Call Obstetrics at (309) 836-1570.



MHS Seniors donated to surgery

Macomb High School class of 2016 donated eyeglass cases to MDH Surgical Services. The project chairman Mia Lambert with a group of 12 seniors have continued a project started three years ago, students have been making and donating the eyeglass cases for surgery patients.

Thank you MHS Class of 2016 for helping the patient care experience in surgery!

Pictured Left to Right: Dr. Jill Brody, Mia Lambert, Maddie Dace, Holly Hallowell

Did you know?



Dr. Scott Urch, MD, MMG Orthopedic Surgeon, presented a program to the WIU LIFE group on September 1 titled *“Making the Most of Your Knees: How You Can Improve Your Knee Function.”* There were 50 people in attendance and he spoke on the importance of range of motion, physical therapy, and if you have arthritis it is imperative for you to stay active. The more active you are the more you will maintain range of motion and potentially have less pain. He also discussed range of motion studies in which he had a research role. Interestingly as people increased their range of motion, their knee pain decreased.



Dr. Sajjad Sarwar, MMG Psychiatrist, is currently serving as the Medical Director for the new MDH Senior Behavioral Health Unit. He continues to provide outpatient services to patients at the MDH Psychiatry Clinic in the afternoons.



MMG Psychiatrist, Dr. Scott Wright, provides services to students at WIU on Fridays generally from 8:00AM to 1:00PM. He has regularly provided services at the WIU Beu Health Center since he joined MMG in 2012. Dr. Wright sees patients at the MDH Psychiatry Clinic during the other days of the week.

McDonough District Hospital Welcomes A New Physician!



Weili Zhang, DO

MDH is pleased to announce the addition of Family Medicine physician Weili Zhang, DO to the McDonough Medical Group (MMG). Zhang will start in the MDH Internal Medicine office September 28.

- Accepting Patients -

515 E. Grant St. | Macomb, IL 61455 | 309.837.9926 | mdh.org

You're Invited!

Welcome Reception

Tuesday, September 29

2:00 - 4:00 PM

MDH Auditoriums A & B

Follow The Leader *Do you have a wellness challenge you would like to submit? Contact Nicole Schaub in Outreach Services at ext. 13803 and YOU could be featured in the next Making Rounds!*

Who: Our winning Biggest Loser Team *Hate the Weight!* Pictured below from left to right: Terri McHugh, Ashley Frederick, Terry Hostert, Denise Reed, Carol Rowland-Maguire. Not pictured: Marc Kessler, Angela Waller

Why: This team worked together to lose 4.71% of their body weight over 10 weeks. They also won a number of the weekly challenges for Biggest Loser! For their success with weight loss they are taking a team trip to Spring Lake Nature Center for a catered meal and a day full of boating, hiking, family, and fun!

Challenge for the month: Find a buddy for your healthy goals! Making healthy choices on your own can be a challenge. Increase your likelihood of success by partnering up with your spouse, a friend, or a Mayo Clinic trained wellness coach! Wellness coaching is a **FREE** service that gives accountability and offers help with goal setting for hospital employees.



...Benefit Break...

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

Cafeteria Charges

In the cafeteria, employees can use their name badge to pay for purchases and receive an employee discount in return.

Funds can be added to your name badge by completing a payroll deduction form on the Human Resources Intranet page or by visiting the Human Resources department.

The deduction can be an on-going amount taken each pay period until you sign a cancellation for that deduction or can be a single deduction where a lump sum is deposited only one time.

A cash payment can also be deposited onto your badge after visiting the Cashier's Office in Patient Financial next to the lobby of the main building.

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

Hospice Volunteers Give Back



Alcinda Craft, hospice volunteer, put together a "hot air balloon project", celebrating the Macomb Balloon Rally. Volunteers took helium filled balloons, tied them to baskets with ribbon, filled them with snacks and delivered to all the MDH Hospice patients. Hospice volunteers put together and deliver many fun projects throughout the year.

☆☆ Customer Service ☆☆
Exceptional **PEOPLE** Extraordinary **CARE**

Customer Service Week

October 5-9, 2015

This week celebrates our commitment to customer satisfaction and allows a refocus of our efforts to go above and beyond in each and every patient encounter to make a difference in the lives of those we serve.

Patients First – A Culture of Always

10 WAYS I DELIVER EXTRAORDINARY SERVICE

10. I put my heart into every task!
9. I see customers' problems as challenges I can overcome.
8. I always greet customers warmly and thank them for their business.
7. I follow through on every customer request.
6. I'm a great team player.
5. I go above and beyond to help customers.
4. There's always a smile in my voice.
3. I treat customers the way I want to be treated.
2. I care about my customers!
1. I'm dedicated to providing great service from beginning to end.

Reminder

Don't Forget...

Please pick up your direct deposit stub EACH pay period from Human Resources Monday-Friday, 7 AM - 5 PM. Paychecks will be mailed the Thursday of pay week.

Thanks for your cooperation.

Thank You

I would like to express my gratitude for the care I received while in the hospital. It was comforting to be taken care of by my MDH family. Thank you very much, God Bless each one of you.

Deb Hamrick,
Acute Care

I would like to say thanks from my father (Gordon Rogers) and I for the professional care and treatment my father received while here as a patient at MDH. I have always felt this hospital goes above and beyond all others.

Thanks again,
Steve Rogers



October Meetings Calendar

Monday, October 5

Department of Surgery, 12:00 PM, Auditorium B

Friday, October 9

Executive Committee, 12:00 PM, PDR

Wednesday, October 14

PHO Office Managers, 12:00 PM, PDR

Thursday, October 15

- Planning/Recruitment & Admin, 7:00 AM, TFBR
- Tumor Board, 12:00 PM, Auditorium A/B

Friday, October 16

Finance Committee, 7:00 AM, TFBR

Monday, October 19

Board of Directors, 5:30 PM, TFBR

Tuesday, October 20

MMG Governance Council, 5:30 PM, TFBR

Wednesday, October 28

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

Friday, October 30

Medical Staff Quality Improvement, 12:00 PM, TFBR

Flu Vaccination Time!

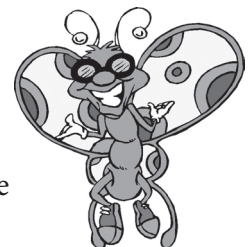
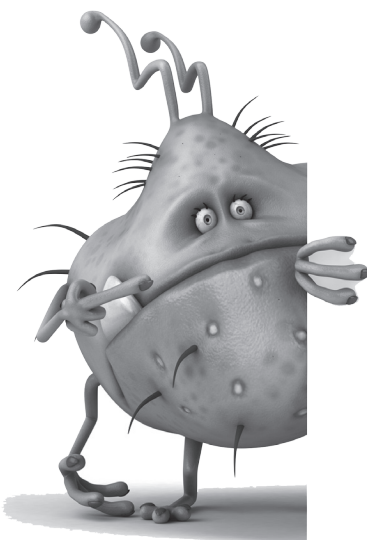
Be on the lookout for dates, times and locations for our MDH employee flu vaccination program! Flu vaccine is scheduled to be delivered soon and we anticipate starting our program in early October.

We will be sending out dates, times and locations as soon as we have enough flu vaccine to start.

Let's stay healthy and get vaccinated.

If you have already gotten your flu vaccine, please provide documentation to Infection Control.

Skip N. Fluenza



President's Report

The MDH Board of Directors met September 21, 2015. Here is Mr. Boyd's report to the Board for the accounting period of August 18 through September 21, 2015.



Quality and Innovation

Service Excellence

Department leaders have finalized FY '16 department specific goals through completion of Accountability Agreements. Leaders document one or more goals in the categories of Harm, Clinical Process of Care (Quality), Patient Experience of Care (Satisfaction) or Financial Stewardship. In addition, goals are established for Interdepartmental Satisfaction Survey results and Employee Partnership survey topics and action plans. Accountability Agreements are approved by the applicable Senior Leader representative.

Organization-wide goals are also documented on the Accountability Agreement for HCAHPS - Patient Experience of Care and Patient Satisfaction, which are established to correlate with the employee incentive program targets. All department leaders must select one of the following HCAHPS goals as part of their Accountability Agreement:

- Responsiveness of Hospital Staff
- Cleanliness of Hospital
- Quietness of Hospital Environment
- Overall Rating
- Willingness to Recommend

Department leaders report Accountability Agreement goal results at quarterly CEO Support Roundtable sessions.

Projects

PATIENT PORTAL

From October 2014 to August 2015, the portal was functioning well with 94% of inpatient health records online within 36 hours; our goal is 50% or more. Inpatient use of the portal by Viewing, Downloading or Transmitting their health record was at 9.3%; goal is 5.0% or more. September is the last month to document performance for Meaningful Use reimbursement.

HOME TO STAY

The reduction of 30 day readmissions is the business problem our team is working on. Team will start to get a measurement system in place for advanced discharge plan execution with CHF patients, hip/knee replacement patients, and patients with LACE score of 13 or above. A higher LACE score indicates a higher probability of readmission and/or death within 30 days. The LACE score is determined from an inpatient's L=Length of stay (0 to 7 points), A=Acute Emergent Admission (0 to 3 points), C=Comorbidities (0 to 5 points), and E=Emergency Department visits during the previous 6 months (0 to 4 points).

Quality Reporting

Effective October 1st, 2015, MDH will be submitting data externally to the Centers for Medicare Services/Joint Commission on the following measures:

- Stroke-4: Thrombolytic Therapy Instructions
- VTE-5: Venous Thromboembolism Warfarin Therapy Discharge
- VTE-6: Hospital Acquired Potentially-Preventable Venous Thromboembolism
- IMM-2: Influenza Immunization
- Perinatal Care Measures
- Outpatient Measures
- Emergency Department Throughput

Additionally, the new Sepsis Bundle goes into effect.

Patient Safety

The Fall Prevention Team continues their improvement efforts on reducing harm from patient falls. The two-year fall prevention program is beginning the implementation phase of the process improvement initiatives. Improvement opportunities are identified in the bi-monthly coaching calls and monthly team meetings. The work continues as we persistently strive to improve the safety and quality of care provided to our patients. On August 19th, 2015, the falls team participated on a national webinar, collaborating with hospitals across the nation and sharing best practices.

Physician Recruitment/Retention

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

Outpatient Primary Care

We are pleased to report that we have fully executed agreements with two Family Medicine physicians that will be joining us in 2016 upon completion of their residency training. Work continues on one of our candidate's immigration processing at this time. Positive recruitment discussions are taking place with an additional, practicing, Family Medicine candidate with ties to the area.

Hospitalist Medicine

We are focusing our search efforts within Hospitalist Medicine towards a Lead/Medical Director at this time.

Advanced Practice Provider

Emergency Medicine: We are pleased to report two Physician Assistants have accepted a practice opportunity with MDH. Both candidates are looking towards a start date on/around the first part of October, 2015. One of the candidate's is awaiting final board exam results at this time.

ENT and Psychiatry: Formal searches have begun for Nurse Practitioner positions for ENT as well as Psychiatry.

Outreach Services

Outreach Programming

Outreach Services in partnership with the YMCA and Western Illinois University –Dietetics Department will be providing a comprehensive wellness series entitled, Healthful Living. Topics range from Holistic Health (September 16th) to Kick Holiday Stress to the curb. Cooking demonstrations will take place at the WIU Test Kitchen. To register for this series of programs or to learn more about Healthful Living, please contact Outreach Services at 309/836-1584.

Physician/Provider Outreach

Outreach Services is coordinating several Physician Outreach / Community Educational programs in cooperation with the L.I.F.E (Learning Is Forever) program. Scott Urch, MD provided a program on September 1st, 2015 on, Making the Most of Your Knees. Tim Biagini, MD will provide a program on September 15, 2015 regarding Gastroesophageal Disease. George Roodhouse, DO will provide a program on September 17, 2015 regarding How To Start The Conversation On Your Final Wishes. For more information, please contact Outreach Services at 309/836-1584.

Occupational Health

Outreach Services will be providing monthly educational sessions throughout the fall of 2015 for Macomb Schools employees. The topics are designed to address modifiable health risk factors associated with their employee wellness program.

Information Systems

Construction Update

Communications, Emergency Room and Rehabilitation have been successfully moved with all phones and computer systems. Diabetes Education and the Hospitalist office have been moved to the 3rd floor South wing.

Cerner Electronic Medical Record

The Cerner System Review meetings were held at MDH the weeks of August 24th and August 31st. Departments are working with their Cerner counterparts to begin the building process of our new system. The next on-site reviews will be for Super User training in November.

Phone Update

New wireless Ascom phones were installed the week of September 14th. These new phones are based on an Android style phone and will have future capabilities to access some browser based functions.

Financial Performance

August 2015

When looking at the overall in total, activity was pretty close to budget – even slightly up by 0.9%. When you drill down to the individual areas, Swing Beds was the only area that didn't hit their fixed budget revenue target and was down by \$246,115. This is consistent with the less than expected volumes in that area with admissions at 3 compared to a budget of 24 for the month. General admissions were above budget in total by 23.9%. Hospital patient days were 16.8% above budget. We had 3 patients admitted to Swing beds (below the 24 budget target) and 12 admissions to the Senior Behavioral Health unit (above our 5 patient budget target).

Total Patient Revenue was, for the month, above both fixed and flex budget and above last year (23.2%). Bad Debt and Charity Care combined was positive to budget by 8.0%. Contractual Adjustments in terms of dollars were below the budget based on the activity we had. Total Other Operating Revenue was above budget by 18.7% due to the receipt of \$12,500 for an Ambulance grant. Total Operating Expenses were above the flexed budget by 1.5% with negative variances in Employee Benefits and Supplies/Drugs.

We ended the month with a negative

bottom line of \$(517,476). While better than what our flex budget predicted based on this activity, the mix of contractuals and a few negative expenses kept us in the red. Of note – our original budget planned for a loss this month though not as large.

Facility Planning

Building Addition and Renovation

Work within the new ER and Therapies area of the new addition are substantially complete, and we moved into the areas on Friday, September 11th. The move proved challenging for everyone involved, however all appeared to go smoothly, with the old ER closing within 4 hours of the start of the move. The therapies were moved later on Friday and opened to patients Monday morning as planned. We have begun the demolition of 2nd and 3rd floor west Acute care rooms. Demolition of the old ER area is expected to begin the week of September 21st. Completion of the area is scheduled for late February 2016.

Public Relations Report

Public Relations & Marketing Report for Activities within the month of August 2015

Website and Social Media

During August there were 17,127 home page visit (-29 from July), 3,191 career views and 6,846 calendar views. Updates to the hospital homepage design, functionality and content of all other pages are moving forward.

The MDH Facebook page is now at over 1,080 likes, while Twitter has increased to 230 followers. Information promoted in August on Social Media included; Construction update, weekly Rehabilitation Services post, Dr. Balbort & Dr. Harrison extended hours for school & sports physicals, Job of the week, fall prevention initiative, CPR classes, Dr. Urch LIFE Course, Senior Behavioral Health and Apple Awards.

News media

August news included the promotion of the CPR & First Aid Classes, Dr. Balbort and Dr. Harrison offering extended hours for school & sports physicals, Northwest Central Breastfeeding Task Force donating to MDH Obstetrics department, MDH participating in a two-year National Fall Prevention Program, health career scholarships awarded to local residents, expansion progress, and calendar of events.

Advertising/Marketing

New commercials are running, Home Health and a general MDH spot. General MDH spot running at WIU football games on the video board. Orthopedics and Sports Medicine, Dr. Wheeler and Dr. Urch new radio spots created and running during all sporting events, high school and WIU. Other August advertising included; senior behavioral health, home health & hospice, orthopedics with Dr. Urch and Dr. Wheeler, Dr. Smith accepting patients and providing outpatient services in Rushville. Five billboard designs were updated including; MDH Orthopedics & Sports Medicine, Senior Behavioral Health, Home Health, Surgery and Dr. Smith.

Other

Summer issue of Vital Signs printed and will go out to homes in beginning of September highlighting new three-floor expansion, hospice, home health and new providers. Beginning stages of Virtual tour is being created for website to highlight places within the hospital. Staff coordinated with Sports Medicine & Rehabilitation Services for the August Senior's Day at Citizens Bank.

Foundation Report

This report reflects activity held within the month of August.

Annual Support

In August, \$34,888.33 was received

and \$50,000 was pledged for a total of \$84,888.33 raised; 310 gifts and 13 memorials were processed. Some of the areas receiving support include: Dolores Kator Switzer (DKS) Women's Center, Golf Tournament, Linda's Fund, Emergency Services, Hospice, PROS and Day Health Services.

PROS

A meeting was held August 13. PROS pledged \$3,000 for new lighting in the Pendell Garden, \$30,000 to the future Dolores Kator Switzer Women's Center (naming opportunity available), and \$30,000 for a new employee fitness room open 24/7 to be relocated this fall/winter to the previous Rehab gym located in the lower level of the main building. Following renovation, the fitness center will offer new treadmills, ellipticals, stationary bikes, circuit machines, and more.

Golden Apple Society

On August 6, the Summer Social (recruitment event) was held in the new emergency department with 118 members and guests attending. Sodexo catered the event. Photos, follow-up letters and invitations to join were mailed to potential members. John Maguire increased to Platinum level (\$20,000). The committee met on August 13 to review the Summer Social and begin plans for the annual recognition reception scheduled for February 4, 2016. Next meeting is set for October 8.

Planned Gifts

The next meeting is scheduled for October 7.

MDH Golf Tournament

To date, nearly \$46,000 has been raised from the September 12 Golf Tournament at Gold Hills. Proceeds will benefit the DKS Women's Center. The event has 140 golfers registered (35 teams) which is one team shy of a full field. Packet assembly and raffle set up is scheduled for the Thursday/Friday before the event.

Festival of Trees (Nov. 30/Dec. 3-7)

Plans are off to a good start for this year's Festival of Trees event. Citizens Bank is the exclusive Festival sponsor. The Teddy Bear T set for November 30, is co-sponsored by Laverdiere Construction and Magnolia's Restaurant. Work has begun to collect items and package 15 themed baskets to be auctioned at the December 3 Illumination Gala. To date, more than \$15,000 has been raised benefiting the future DKS Women's Center. The next meeting is scheduled for September 23.

DKSWC Capital Campaign

Work continues to raise funds toward the \$5.5 campaign goal. Committee members and Foundation staff have started making visits to potential donors. To date, a total of \$2,957,401.92 has been raised. The next meeting is scheduled for September 1.

Foundation Board

The annual and quarterly Foundation Board meeting was held on August 12. Board officers were elected: Kenneth Wright/President, Cathy Early/Secretary, and Kenny Boyd/Treasurer. Tom Claudon was nominated and approved to replace previous member Jamie Cumbie who relocated to Georgia. Terms for members were established. Financial, investment, and committee reports were given. The annual Foundation audit was completed and FY2015 tax preparation is in progress.

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Employee Awards Word Search!

The following is a list of employees who were recognized this year. Search for the first name of an employee in the puzzle. Repeated first name is only listed once.

40 Years

Jeannie Hamilton, Health Information Management
Janet Sullivan, Obstetrics

35 Years

Teresa Bennett, Nursing Support
Wanda Foster, Clinical Services
Michelle Harman, Health Information Management
Vicki Mershon, Plant Engineering
Brenda Neal, Fiscal Services

30 Years

Paula Duncan, Staff Development
Emily Kelly, Acute Care
Marcia McGrew, Home Health
Marlise Rittenhouse, Utilization Review
Carolyn Williams, Emergency Services

25 Years

Cynthia English, Sterile Processing
Suzanne Huston, Laboratory
Bill Moore, Materials
Theresa Schaer, Obstetrics
Chris Schone, Acute Care
Doris Vancil, Health Information Management

20 Years

Tracey Mowen, Radiology
Debra Pollock, Home Health
George Roodhouse, Hospice

15 Years

Jodi Abernathy, Emergency Services
Marilyn Bricker, Wound Care
Maggie Goettsche, Quality & Innovation
Sue Hodges, Radiology
Michael Hofmeister, Laboratory
Deb Lawver, McDonough Medical Group

Dee Paul, Sterile Processing
Lori Prather, Laboratory
Courtenay Ring, Quality & Innovation
Michael Weir, Radiology

10 Years

Erin Bunnell, Emergency Services
Heather John-Barnes, Intensive Care Unit
Amber Sparrow, Surgical Services
Kassie Streveler, Advocacy Services
Tracy Thome, Surgical Services

5 Years

Jason Arthur, Emergency Services
Jamie Draughan, Advocacy Services
Doug Friday, Plant Engineering
Sue John, Surgical Services
Amy Knop, Acute Care
Andrea Lawrence, Intensive Care Unit
Victor Lidaywa, Sports Medicine & Rehabilitation Services
Hollie Rhoads, Registration
Christy Savage, Laboratory

2015 Community Flu Shot Clinics provided by MDH Home Health Care

**THURSDAY,
OCTOBER 1**

Citizens Bank | 8:30 - 11:30 AM | 127 S. Side Square, Macomb

**MONDAY,
OCTOBER 5**

Grand Prairie Assisted Living | 2:00 - 3:00 PM | 1307 Meadowlark, Macomb

**WEDNESDAY,
OCTOBER 7**

Bickford Cottage | 10:30 - 11:30 AM | 1600 Maple Ave., Macomb

**FRIDAY,
OCTOBER 9**

American Legion | 9:00 AM - 12:00 PM | 221 E. Washington St, Macomb

**TUESDAY,
OCTOBER 13**

Industry Senior Center | 10:30 - 11:30 AM | 103 N. Downen St, Industry

**WEDNESDAY,
OCTOBER 14**

Table Grove State Bank | 9:00 - 10:00 AM | 121 S. Broadway, Table Grove

Farmers & Merchants State Bank | 11:00 AM - 12:00 PM | 484 E. Main St, Bushnell

Macomb City Hall | 3:00 - 4:00 PM | 232 E. Jackson St, Macomb

**FRIDAY,
OCTOBER 16**

YMCA Senior Center | 10:30 - 11:30 AM | 400 E. Calhoun St, Macomb

**WEDNESDAY,
OCTOBER 21**

Colchester Senior Center | 9:00 - 10:00 AM | 114 W. Depot St, Colchester

Blandinsville Senior Center | 11:00 AM - 12:00 PM | 230 S. Main St, Blandinsville

Bushnell Rec. & Cultural Cntr./Sr. Cntr. | 1:00 - 3:00 PM | 300 Miller St, Bushnell

Roseville Rehabilitation & Health Care | 4:00 - 5:30 PM | 145 S. Chamberlain St, Roseville

This year's vaccine is quadrivalent, covering four strains of the flu virus, including H1N1.

Flu shots are available for the general public to anyone **18 years of age or older.**

Participants are asked to wear a short sleeve shirt as all shots are given in the upper arm.

There is no out-of-pocket charge to the Medicare Part B recipient. Persons with Medicare Part B must present their Medicare card, and MDH will bill for this service. The flu shot is \$30 for all other persons. Participants may pay with cash, check, or credit card, including Mastercard, Visa, and Discover.

For more information, call MDH Home Health Care at (309) 836-1544.