

Volunteers Log More Than 650 Hours at MDH

A total of 40 local teens participated in the 2018 MDH Volunteer Program, volunteering their time and effort in 17 different departments throughout McDonough District Hospital.

The teens completed a total of 691 volunteer hours in departments such as: Acute Care/ICU, Emergency Services, Family Clinic, Food Services, Foundation, Obstetrics, Radiology, Reception Desk-Front Lobby, Service Excellence, Sports Medicine and Rehabilitation Services, Staff Development, Storeroom, Patient Financial Services, and Volunteer Services.

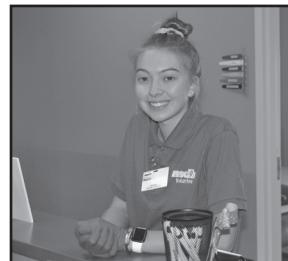
The Volunteer Program provides community youth with opportunities for personal growth and development. The program runs every year throughout June and July, and looks for responsible teens, age 13 and over, to help volunteer up to 8 hours per week at MDH.

“Volunteering at MDH is very rewarding for teens. They serve others and have the opportunity to make new friends, network with medical professionals, develop self-esteem, and create meaningful memories. Plus, our patients’ lives are deepened through the energy and compassion of our Volunteers,” shared MDH Volunteer Coordinator Meagan Wohlfeil.

When participating in the program, Volunteers provide supplemental services in the hospital while gaining personal satisfaction, development, maturity, and the understanding of various health careers in preparation for their future.

Wohlfeil goes on to share, “Being a part of this program isn’t just about providing services at MDH and learning about careers in healthcare – it is also about the new skills a teen can learn from volunteering. These skills can often be used anywhere in their future endeavors, skills such as: communication, customer service, organization, and time management. Many Volunteers come to us without having previous work experience, but the skill sets and experiences they acquire here can help build resumes for jobs and college applications.”

For additional information, please contact MDH Volunteer Services at (309) 836-1579 or visit the Volunteers webpage at www.MDH.org.



Thank you!

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, September 18**. Please submit your information, articles, Thank You notes, recipes, achievements, etc., to Public Relations.

Moving Around

Ronda Berlett was a Medical Assistant in the OB/GYN Clinic and is now working as an Office Assistant in Family Clinic.

Samantha Ford was a Certified Nurse Assistant and is now a RN for Senior Behavioral Health.

Erin Heaton was a Float LPN for MMG and is now a RN.

Kelcyn Hoover is now working as a Clinical Analyst for Information Systems after previously working as a Medical Assistant in the Podiatry Clinic.

Austin Montgomery was a Patient Care Tech in the ER and is now a RN.

Rachel Ruebush is a RN in OB after previously working as a Patient Care Tech in the ER.

Kayla Twidwell is now a RN in Acute Care after previously working as a LPN for the department.

Job Opportunities



<u>POSITIONS</u>	<u>DEPARTMENT</u>	<u>SHIFT</u>	<u>STATUS</u>
President/CEO	Administration	Days	Full-time
Supervisor	Quality and Innovation	Days	Full-time
Pediatrician	Pediatric Clinic	Days	Full-time
Gynecologist	OB/GYN Clinic		Full-time
Cardiovascular Sonographer	Cardiopulmonary	7a-4:30p	Registry
Respiratory Therapist	Cardiopulmonary	7p-6:30a	Full-time
Ambulatory Informatics Supervisor	Information Systems	Days	Full-time
HR Specialist	Human Resources	Days	Full-time
Quality Assurance Assistant	Quality and Innovation	Days	Full-time
PBX Operator	Communications	Variable	Registry
Accounting Assistant	Fiscal Services	Days	Full-time
Credentialing Specialist	MMG Patient Financial	Days	24 hrs/wk
Office Assistant	MMG	Days	Full-time
Office Assistant	OB/GYN Clinic	Days	Full-time
Unit Secretary	Obstetrics Department	7a-1p	24 hrs/wk
RN	Emergency Services	7p-7:30a	Full-time
RN	Senior Behavioral Health	7a-7:30p	24 hrs/wk
RN	Intensive Care Unit	7p-7:30a	Full-time
Clinic LPN	MMG	Days	Full-time
CNA	Senior Behavioral Health	7p-7:30a	Full-time
CNA	Acute Care	7a-7:30p	Full-time
CNA	Acute Care	7p-7:30a	Full-time
Medical Assistant	MMG Family Clinic	Days	Full-time
Medical Assistant	OB/GYN Clinic	Days	Full-time
OR Tech	Surgery-Operating Room	7a-3:30p	Full-time

Full list also available online at www.MDH.org

As of August 27, 2018

N Y I W D I A G N O S I S L C
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Word Search!

CARE	NURSE
CLINIC	PATIENT
DIAGNOSIS	PHARMACY
EMERGENCY	PROVIDER
HEALTH	RECOVERY
HOSPITAL	SURGERY
LABORATORY	TREATMENT

New Faces at MDH

MDH Welcomes New Employees



Stephanie Allen

Stephanie is a Certified Nurse Assistant for Senior Behavioral Health and Acute Care. She is from Memphis, Tennessee, and has one child, Brayden. Stephanie enjoys spending time with Brayden.



Torie Anderson

Torie is a Clerk in Registration. She is from Sauk Rapids, Minnesota, and has one child, Amara.



Jake Bartels

Jake is an Ambulatory Clinical Analyst for Information Systems. He is originally from Quincy and is married to Dawn.

Jake enjoys farming and spending time outdoors.



Cait Behymer

Cait is a Certified Nurse Assistant for Acute Care and Senior Behavioral Health. She is from Springfield and has one daughter, Paisleigh. Cait enjoys sewing.

Cait enjoys sewing.



McKenzie Belden

McKenzie is a Phlebotomist for Laboratory. She is from Augusta and enjoys hunting, being outdoors,

and playing softball.



Taylor Brush

Taylor is a Certified Nursing Assistant for Senior Behavioral Health and Acute Care. She is from Rushville.



Cortnie Burke

Cortnie is a Housekeeping Aide for Environmental Services. She is from Bushnell and is married to Travis.

They have four children: Jamie, Jordan, Jace, and Jayla. Cortnie enjoys spending time with her family.



Megan Chapin

Megan is a Certified Medical Assistant for Cardiopulmonary. She is from Colchester and enjoys helping people.



Cari Collins

Cari is a BHS Specialist for Behavioral Health Services. She is from Bernadotte and is married to Travis. They

have two children: Sydney and Jacob. Cari enjoys working out, motorcycle trips, and anything outside.



Karon Curtis

Karon is a Registered Nurse for Acute Care. She is from Avon and is married to Jimmie.

They have two children: Renley and Eli. Karon enjoys quilting, baking, and snuggles with her babies.



Rachel Davenport

Rachel is a Registered Nurse for Home Health. She is from Havana and is married to Travis.

They have one child, Myles. Rachel enjoys running and spending time with family.



Melissa Ervin

Melissa is a Registered Nurse for Obstetrics. She is from Rushville and enjoys coaching the Rushville/Industry High

School Drill Team, spending time with family, staying active, and babysitting her nephew, Leo.



Kaitlyn Fleetwood

Kaitlyn is a Certified Medical Assistant in OB/GYN Clinic.



Jordan Hepburn

Jordan is a Certified Nurse Assistant for Acute Care and Senior Behavioral Health. She is from Oak Lawn and

enjoys yoga and reading.



Jennifer Howard

Jennifer is a Patient Account Representative for Patient Financial Services. She is from Bushnell and enjoys

reading, sewing, arts and crafts, video games, costumes, and spending time with her family, friends, and pets.



June Keime

June is a Food Service Aide in Food and Nutrition Services. She is from Macomb and has one child, Ryan.



Brittany Moore

Brittany is a Coordinator in Foundation. She is from Macomb and is married to Dustin.

Brittany enjoys taking care of her cows and doing anything outdoors.



Bethany Morath

Bethany is a Medical Staff Coordinator for the Medical Staff Office. She is from Monmouth and enjoys outdoor activities,

ceramics, reading, and learning new hobbies.

**Michael Myers**

Michael is an Officer for Public Safety. He is from Canton and is married to Donna. They have seven children: Kamay, Atrista, Evan, Nikki, Kimmy, Caila, and Alisa. Michael enjoys motorcycles, military, and hunting.

**Taylor Peacock**

Taylor is a Float Office Assistant for MMG Administration. She is from Rushville and has one child, Kaydon. Taylor enjoys anything outdoors.

**Brianna Robinson**

Brianna is an Aide for Environmental Services. She is from Pennsylvania and has one child, Maeson. Brianna enjoys working and running.

**Hannah Schulz**

Hannah is an Office Assistant for Family Clinic. She is from Abingdon and is married to Nathaniel. They have one child, Owen. Hannah enjoys attending concerts and spending time with her family.

**Ashley Short**

Ashley is a Licensed Practical Nurse for Surgery. She is from Fairbury and has one child, Kashus. Ashley enjoys reading, crafts, and painting.

**Dr. Marcus Teng**

Dr. Teng is a Physician for Emergency Services.

**Sharon Tracey**

Sharon is a Registered Nurse for Intensive Care Unit. She is from Farmington and is married to Victor. They have three children: Huston, Grace, and Zebediah. Sharon enjoys crocheting, puzzles, fishing, and spending time with family.

**Katie Tyson**

Katie is a MT(ASCP) in Laboratory Services. She is from Greenville, North Carolina, and is married to Phillip. Katie enjoys staying active, music, food, animals, and nature.

**Mariah Valdez**

Mariah is a Food Service Aide in Food and Nutrition Services. She is from Galesburg and is a student at Western Illinois University.

**Teresa Watson**

Teresa is an Agency OR Tech for Surgical Services. She is from Sheboygan, Wisconsin, and has one child, Carlos. Teresa enjoys running, walking, hiking, biking, and kayaking.

**Kristina Wurster**

Kristina is a Float Certified Medical Assistant for MMG Administration. She is originally from Carthage and has two children: Riley and Emmalyn.

Stork Landings

Logan and **Alicia Long** are the proud parents of a baby boy, Guysen Dean. Guysen was born on July 14. Alicia is a Certified Medical Assistant for OB/GYN Clinic.

Just Married

Jessica Gale and Nathan Teel married on August 18. Jessica is a RN for Surgical Services.

MDH Says Goodbye

Afriye Amerson, Physician, OB/GYN Clinic, 8/1/18

Ketra Atwater, CNA, Acute Care, 7/19/18

Katie Barr, Medical Assistant, Family Clinic, 7/25/18

Sue Dexter, Administrative Leader, Human Resources, 7/13/18

Patty Henness, Specialist, Foundation, 7/12/18

Jennifer Rehm, Clinic Supervisor, MMG, 8/3/18

Bethany Weeks, Patient Care Tech, Emergency Room, 7/11/18

Sheryl Yoder, Counselor, Behavioral Health, 8/9/18

Out and About

On July 25, **Susan Denecke** and **Leah Rybakowski** from Behavioral Health Services presented *Talk Saves Lives*, a suicide prevention program, to the Altrusa Club at the Everly House.

Recognition for Outstanding Customer Service

For the month of July, 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, according to Vice President of Quality and Innovation Maggie Dubil. Individuals recognized receive a customer service *Thank You Certificate* for their outstanding hard work.

Recognition for outstanding customer service goes to the following professionals:

Emergency Services: **Josh Aday**, RN; **Kelsi Cunningham**, NP

Home Health: **Megan Carter**, RN

Laboratory: **Jean Shelly**, Phlebotomist; **Kory Harman**, Phlebotomist; **Carley Brown**, Phlebotomist

McDonough Medical Group: **Dr. Sparks**; **Dr. Card**; **Dr. Mitchell**; **Sharie Harden**, CNM

Radiology: **Lynn Durso**, RT; **Theresa Anderson**, RT; **Kris Kessler**, Ultrasound Technician; **Gwynne Worthington**, RT; **Jessalyn Winters**, RT; **Melinda McGath**, RT

Registration: **Cindy Thompson**, Registration Clerk-Phlebotomist; **Judy McKee**, Registration Clerk-Phlebotomist; **Tami Wanack**, Registration Clerk

Senior Behavioral Health: **Dr. Sarwar**; **Sarah Gossage**, RN; **Keena Ashford**, RN; **Miranda Brooks**, RN; **Brenda Vancil**, RN; **Tenika Flowers-Uwalaka**, Recreation Therapist

Surgical Services: **Dr. Trost**; **Dr. Brody**; **Deb Elsner**, RN; **Tracy Thome**, RN; **Andrea Sears**, Prep Aide

The MDH Hospice Clinical Team was also recognized in one Deyta survey 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 excellent!"

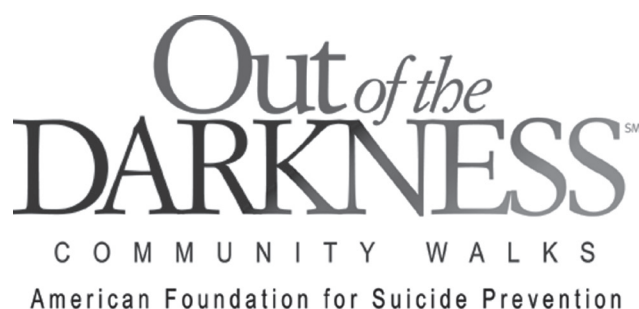
Congratulations to those recognized in this article and thank you for your ongoing commitment to providing an exceptional patient experience!

Join Us

Join **Behavioral Health Services** and community walkers for the 3rd annual Out of the Darkness Walk. The event will take place on Saturday, October 6, at Glenwood Park.

Check-in time is at 9 a.m. with the walk scheduled to start at 10 a.m. and last an hour. Registration is free and open to the public.

For more information, contact Susan Denecke by calling (309) 836-1582 or email svdenecke@mdh.org. To register online, form a team or make a donation, log onto www.MacombWalk.org.



September Meetings Calendar

Tuesday, September 11

Credentials & Bylaws, 7 a.m., PDR

Wednesday, September 12

- Planning/Recruitment & Administrative Committee, 7 a.m., TFBR
- OB/GYN Department, 12 p.m., Auditorium B

Thursday, September 13

Department of Medicine, 12 p.m., Auditorium A/B

Friday, September 14

- Finance Committee, 7 a.m., TFBR
- Exec Committee, 12 p.m., Auditorium B

Monday, September 17

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

Tuesday, September 18

MMG Governance Council (Board Members only), 5:30 p.m., TFBR

Wednesday, September 19

PHO Board of Directors, 12 p.m., PDR

Thursday, September 20

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

Wednesday, September 26

- PHO Physicians, 12 p.m., PDR
- Quality Council, 1:30 p.m., TFBR

Friday, September 28

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

...Benefit Break...

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

UNUM Group Accident Insurance with wellness benefit

If you have an accident, will it hurt your bank account too? UNUM's accident insurance gives you something to fall back on. The coverage provides a lump sum benefit based on the type of injury you sustain or the type of treatment you need. In addition, each year you can earn a valuable incentive just for taking care of your health.

Examples of covered injuries include:

- Broken bones
- Eye injuries
- Burns
- Ruptured discs
- Lacerations
- Concussion

Some covered expenses include:

- Emergency room treatment
- Occupational therapy
- Doctor office visit
- Speech therapy
- Hospitalization
- Physical therapy

How to file a claim: Claim forms may be downloaded from www.unum.com or you may call 1-800-635-5597 to obtain a claim form.

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

Biometric Screenings

Cardiopulmonary Department (1st Floor Hospital)

- September 12 and 19 — 6 – 9:30 a.m.

Basement of HSB 1

- September 18 — 6 – 9:30 a.m.

Day off with Pay is only offered during these screening dates.

It will NOT be offered during Winter Biometric Screenings.

Screening includes:

- Weight
- Blood Pressure
- Waist and Hip Measurements

- Body Fat Analysis/ BMI
- Grip Strength
- Lipid Profile
- Blood Glucose*

* 12 hour fast required (i.e nothing except water 12 hours prior to your screening)



Visit the LifeSteps Intranet page for more detailed sign up instructions or contact MDH Wellness Solutions at extension 13415.

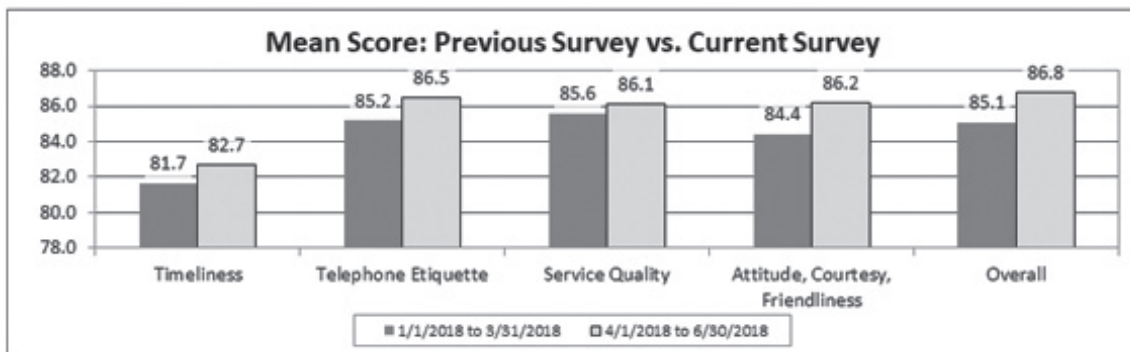
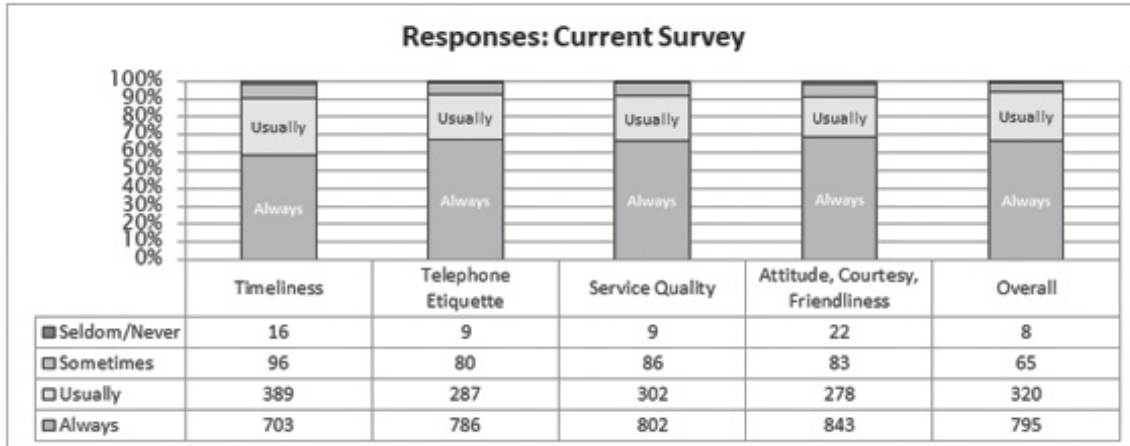
Interdepartmental Satisfaction Survey

Organization-wide IDS Results | 274 surveys were completed this quarter!

Overall mean score = 86.8

Interdepartmental Satisfaction Survey (IDS)

Survey Completion Period: 7/10/2018 to 7/24/2018 Rating Period: 4/1/2018 to 6/30/2018



Health Career Scholarships

Each year, the McDonough District Hospital Health Careers Committee awards scholarships to individuals pursuing a career or continuing their education in a health-related field. The scholarship program is made possible by the Auxiliary to MDH and the MDH Foundation, helping numerous students further their education. This year a total of \$7,950 was awarded in scholarships and \$31,900 was distributed in loans, benefiting 12 recipients.

For more information about health career loans and scholarships, please contact the MDH Auxiliary/Volunteer Services office at (309) 836-1579.

2018-2019 Scholarship Award Recipients

Recipient	Scholarship Name
Kimberly Caulkins	Verna Maxine Simeral
Amber Depoy	Auxiliary and Ruby Teel
Jenna Kelso	Carolyn J. Baumann
Tracy Iversen	Gayle and Ron Peterson
Andrea Lawrence	Auxiliary
Kennedi Lindley	Auxiliary & Haldon and Hazel Curless
Riley Plumber	Joyce and Larry Gabbert
Cara Sanderson	Auxiliary and Donna M. Twomey
Rachel Simpson	Auxiliary
Heather Uppinghouse	Auxiliary and Helen Meek

APPLE Winner July 2018



Tobie Richey

Please join in congratulating **Tobie Richey**, Human Resources, on being named the recipient of the MDH APPLE Award for July 2018. APPLE stands for “Achieving outstanding Performance in Patient care, Leadership, Loyalty and Enthusiasm for MDH”.

Tobie graduated from Western Illinois University with a Bachelor of Business degree in May 2010 and began her employment as a Recruiter in Human Resources on September 27, 2010. Tobie recently accepted the position of Benefits Coordinator in Human Resources and will begin in the near future. Tobie already has a broad knowledge of all aspects of human resources and will excel in her new role.

Tobie has excellent communication skills and is often requested to be a speaker or presenter at many community events. Her presentations are always very professional, and she has a lot of useful information to pass along to the listeners. Tobie always strives to do an outstanding job and shows no fear of taking on large assignments or projects. Tobie does the special recruitment activities with schools such as WIU and SRC, and most recently, worked with SIU School of Medicine and University of Illinois Extension to develop the McDonough County Health Career Opportunities program for high school students at Bushnell, Macomb, and West Prairie. Tobie was diligent to locate interesting and relevant presenters and to develop a program that would be of interest to the students.

Tobie is serious about all aspects and demands of her position. She reviews applications, works with leaders to determine who to interview, arranges initial and peer interviews, performs reference checks, makes final job offers, arranges for orientation, and notifies applicants not selected for the job. She is often recruiting for multiple positions at the same time and has hired more than 800 employees during her employment. Things often change at a moment’s notice in Human Resources, and Tobie is always very flexible and adaptable.

Her nominator explains Tobie thinks outside of the box to come up with different ways and avenues to fill open positions with qualified applicants. “Tobie is an advocate of MDH, making sure a potential employee is a good fit for the department and can exemplify MDH’s mission and goals,” states her nominator. Tobie has a great attitude, is outgoing, and is always positive.

Tobie is engaged to Jorge Macias and has three children, Taryn, Braelyn, and Braxton. In her spare time, Tobie enjoys rooting for the Chicago Cubs and Chicago Bears, four-wheeling, swimming, tubing, playing softball, and spending time with her family.

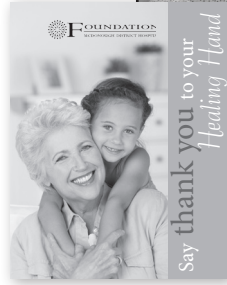


Grateful Patient Program Recipients

Congratulations to the **Acute Care staff** for receiving the Healing Hand award, an honor within the Grateful Patient Program at McDonough District Hospital.

A recent Grateful Patient recognized several staff members for their comforting smiles and excellent care.

To learn more about the Grateful Patient Program at MDH, please contact the Foundation office at (309) 836-1757.



Progress on the DKSWC



New Foundation Board Members



Cathy Early,
President



Tom Claudon,
Secretary



Brian E.
Dietz, FACHE
Treasurer

September Calendar of Events

Anger Management

Tuesdays

3:30-5 p.m., Health Services Building 1 Auditorium

Pre-registration required.

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

Forget-Me-Not Support Group

Monday, September 3

6-7 p.m., Health Services Building 2 Multipurpose Room

Free. Support group for anyone affected by loss during pregnancy or the loss of an infant. For more information call MDH Public Relations (309) 836-1557.

Community First Aid Class

Wednesday, September 5

6 p.m., Auditorium A

Fee: \$40. Pre-registration is required. For more information or to register, contact MDH Outreach Services at (309) 836-1584.

Community and Seniors' Day at Citizens

Thursday, September 6

8:30-10:30 a.m., Citizens Bank, Downtown Macomb

Topic: Care Coordination Services

Contact MDH Public Relations at (309) 836-1557.

Divorcing Parents Education Program

Friday, September 7

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

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

Contact Behavioral Health Services (309) 836-1582.

MDH Breast Cancer Support Group

Monday, September 10

5:30 p.m., Auditorium B, lower level

For more information contact MDH Outreach Services at (309) 836-1584.

Community CPR Class

Tuesday, September 11

6 p.m., Auditoriums A & B, Auxiliary workroom & conference room

Fee: \$40. Pre-registration required.

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

Bereavement Support Group-New Horizons

Monday, September 17

3-4 p.m., Private Dining Room

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

Childbirth and Infant Care:

Breastfeeding

Thursday, September 27

6-8 p.m., Auditorium B

Free. Pre-registration is required.

For more information or to register, call the MDH Obstetrics Department at (309) 836-1570.



Caught You Caring



Congratulations to all of the Caught You Caring recipients in July!

Pictured below are the winners of the \$25 Gift Certificates!



Rieley Rodriguez



Hollie Rhoads, Pam Murphy, Tobie Richey



Forget-Me-Not Support Group



*For anyone who has been
affected by loss during pregnancy
or the loss of an infant.*

**First Monday of each month
6:00 - 7:00 PM**

**Health Services Building 2 | Multipurpose Room (lower level)
515 E. Grant Street, Macomb, IL**

*"Loss during pregnancy or early infancy affects approximately
1 in 4 families, this group was developed to reach out to
those affected in an effort to provide support and healing."*

The Elms Donates \$500



Thank you to The Elms for choosing to benefit
The MDH Hospice at Music Trivia Night which
was held August 4. Your support is greatly
appreciated!

DOUBLE CHECK OUR FINAL CHECK

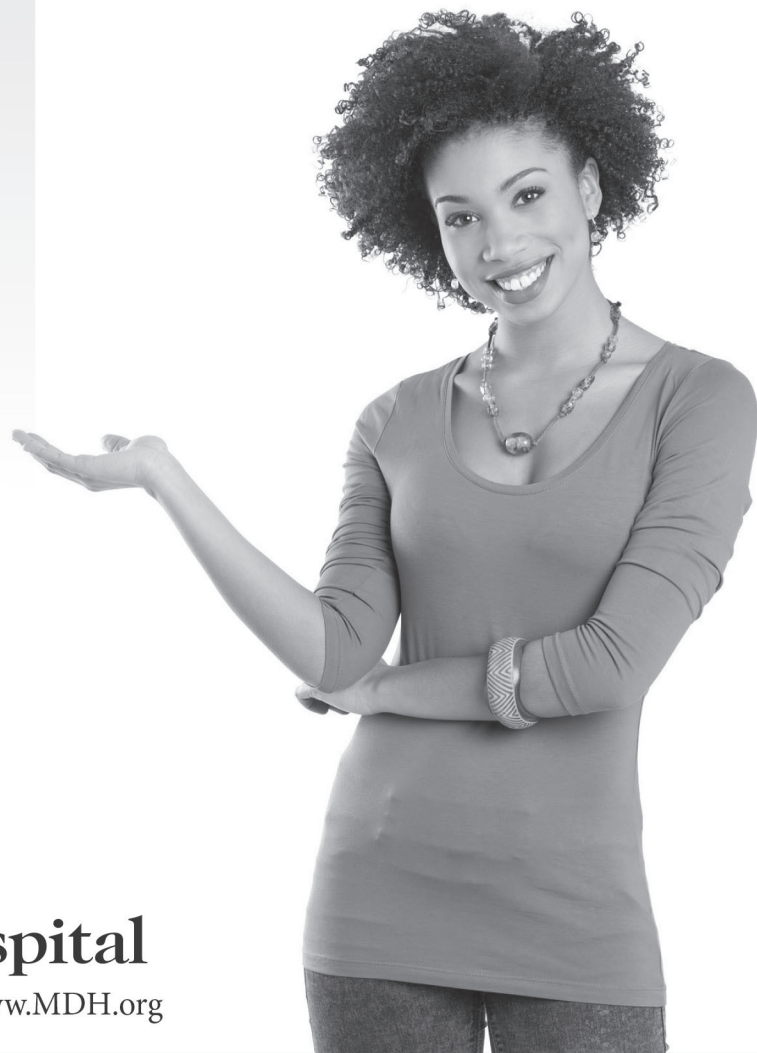
We have implemented The Final Check toolkit:

- Adding a **final check** between lab and nursing by comparing the last 3 digits of the patient's medical record aloud with the specimen
- Creating a culture of safety, reporting, learning and transparency



Improving:

- ✓ Patient safety
- ✓ Quality of Care
- ✓ Patient Satisfaction



McDonough District Hospital

525 East Grant St. | Macomb, IL | (309) 833-4101 | www.MDH.org