

# MEMORIAL HOSPITAL'S The LAMP QUARTERLY NEWSLETTER

Vol. 1 Issue 1 - January 2020



## 5 Star Service

Memorial Hospital of Chester is proud to announce that we have been ranked a 5 Star HCAHPS (Hospital Consumer Assessment of Healthcare Providers and Systems), critical access hospital by our patients.

Over the years, Memorial has listened to the feedback from our patient surveys and has worked hard to ensure all levels of care are always above average. Through the HCAHPS Survey, patients are asked to rank aspects of their hospital experience on "how often" specific points of care are addressed. Surveyed patients at Memorial have consistently expressed that the following needs were always met: How well nurses and doctors communicate with patients. How responsive hospital staff are to patients' needs. How well the staff communicates with patients about new medicines. Whether key information is provided at discharge. How well patients understand the type of care they will need after leaving the hospital.

"We are very proud of our Memorial Hospital staff and the Five Star recognition from our patients. It takes a team effort from all departments to insure service excellence," stated Memorial CEO Brett Bollmann. "We have worked hard over the past few years to improve the patient experience and have plans for more improvements coming soon!"

## Employee Service Awards & Israel D. Newmark Memorial Winner 2019



Newmark Award Winner, Adrienne Caby with Dr. Stephen Platt and Brett Bollmann

Memorial Hospital hosted their Fall Party at the VFW in Chester on Friday, November 8th. Many employees were celebrated for their years of service. Brett Bollmann, CEO, presented the following employees with their Service Awards: **5 Years**, Randi Belton, Valerie Blechle, Tammy Clements, (Continued on Page 14)



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## Upcoming events:

### FREE DIABETES & WELLNESS CLASSES

Contact Melissa Soellner for more information  
618-826-4581 ext 1170

- **1st Wed. of the Month - LEARNING TABLE**  
A back-to-back class series. Wellness Class 12:30-1p, Diabetes Class 1:15-1:45p in the Hospital Training Room.
- **Every Tuesday in February**  
**DIABETES GROUP MEETING**  
11:00am - Randolph County Health Dept.
- **WEIGHT LOSS GROUP**  
New Session Starting in March

**1st & 3rd Wednesday of the Month**  
**CALL FOR HELP** ([callforhelpinc.org](http://callforhelpinc.org))

**3rd Thursday of the Month**  
**NAMI SUPPORT GROUP** ([www.namiswi.org](http://www.namiswi.org))

**February 27 - GO RED FOR WOMEN**  
"Girl Power" Chester Country Club - SOLD OUT

**March 13 - 25<sup>TH</sup> ANNUAL HEALTH FAIR**  
7:30a-11:30a Buena Vista National Bank, Chester

**March 17 - COMMUNITY BLOOD DRIVE**  
11:30a-4p, Memorial Hospital (bloodmobile)

**April 25 - (FREE) PRENATAL CLASS**  
618-826-4581 ext 1223

# MEMORIAL HOSPITAL

—Since 1962—

## RURAL HEALTH CLINICS

### FAMILY HEALTH CARE

*Newborn Through Geriatrics*

Medicare Wellness Visits	Minor In Office Procedures
Immunizations – VFC Provider	DOT Physicals
Age Specific Wellness Exams	Same Day Appointments
Injection Therapy	School & Sports Physicals
Family Planning	Patient Portal

### CHESTER CLINIC

2319 Old Plank Road - Chester, IL 62233

**618-826-2388**

### STEELEVILLE FAMILY PRACTICE

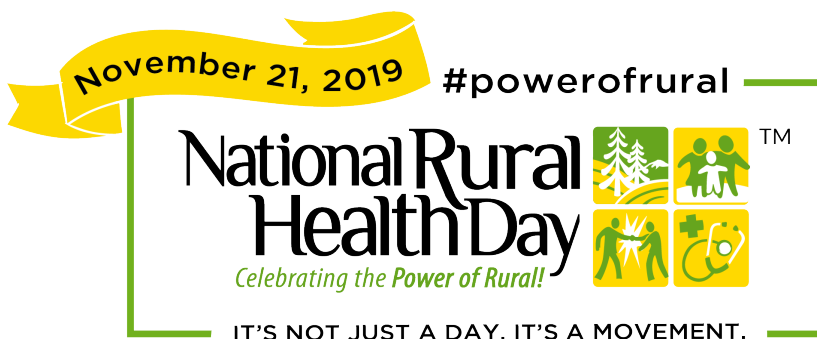
602 W. Shawneetown Trail - Steeleville, IL 62288

**618-965-3382**



James Kirkpatrick, M.D. • James Krieg, M.D.  
 Lisa Lowry-Rohlfing, M.D. • Joseph Molnar, D.O.  
 Stephen Platt, M.D. • Angela Albertini, PA-C  
 Valerie Blechle, APN, FNP-BC • Jamie Hess, PA-C

## Memorial's Clinics Celebrate National Rural Health Day 2019



IT'S NOT JUST A DAY, IT'S A MOVEMENT.

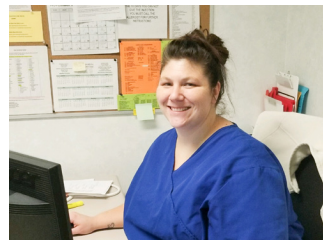
National Rural Health Day was November 21. To celebrate the day, Memorial Hospital's rural health clinics had a luncheon catered by Joe's Pizza of Chester. National Rural Health Day celebrates rural communities, highlights the unique health challenges and opportunities faced by the rural healthcare providers, and brings together rural health care facilities and other stakeholders who work tirelessly to improve the health and wellbeing of their communities.

According to an op-ed published that week by A.J. Wilhelmi, President & CEO, Illinois Health and Hospital Association (IHA) and Pat Schou, Executive Director, Illinois Critical Access Hospital Network (ICAHN), "over 1.4 million Illinoisans live in rural communities and rely on their local hospital as an important—and often only—source of care. The dedication of small and rural hospitals to providing access to quality healthcare extends beyond the walls of the hospital. When state budget cuts left the Effingham County Health Department without the staff to provide hearing and vision screenings in local schools, HSHS St. Anthony's Memorial Hospital stepped in to provide the screenings at no cost to the schools. And to help tackle childhood obesity, Pana Community Hospital partnered with a local school district, where 65 percent of students come from low-income families, which are disproportionately affected by the disease. Hospital staff led physical education classes for six weeks and students received a pedometer to track their steps. The list of community-based services provided by small and rural hospitals is extensive, and it is filled with powerful examples of neighbors helping neighbors.

Illinois' small and rural hospitals have an annual economic impact of over \$12 billion that includes providing direct employment opportunities and indirect strengthening of the local economy through the purchasing of goods and services from local businesses. Yet, the persistent challenges of providing care in rural areas—including an aging population, difficult payer mix, workforce shortages, reimbursement cuts and shifts in how care is delivered—can make it difficult for some hospitals to maintain access, especially to expensive services such as maternity care and behavioral health. Since 2005, 161 rural hospitals nationwide have closed, including 88 during just the past five years. Over 45 percent of Illinois small and rural hospitals operate on negative or thin margins."

Memorial Hospital along with our rural health clinics and Therapy & Sports Rehab Center, is honored to provide quality care in our rural community. From our compassionate providers at the Chester Clinic and Steeleville Family Practice to our specialty doctors at our hospital clinics, we have one goal, to bring the best care possible to our community to improve their health and wellbeing. Our team works to improve the technology and treatments used to care for our patients so they can receive the same care locally without having to travel away from home.





# AFTER HOURS



## CANCELLATION LINE

### NOW AVAILABLE AT



**MEMORIAL HOSPITAL**  
—Since 1962—  
**RURAL HEALTH CLINICS**

**CHESTER CLINIC**  
**618-826-2388**

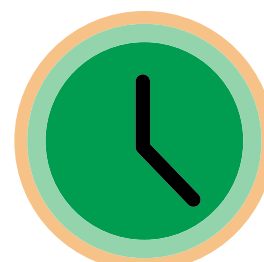
**STEELEVILLE FAMILY PRACTICE**  
**618-965-3382**

## Lab Services



Lab services are available at Chester Clinic, Steeleville Family Practice, or Memorial Hospital. Please note: labs performed within the Clinic setting may be paid differently than labs performed at the Hospital. Contact your insurance company if you have questions in regards to your coverage and possible out of pocket expense.

## Extended Hours



To better serve our community, Chester Clinic has a Nurse Practitioner or a Physician Assistant available to see patients at 7:00am working through the noontime hour on Tuesdays, Wednesdays and Thursdays.

833 Lehmen Drive - Chester, IL 62233

**618-826-4588**

**Caring for you throughout  
your life span.**

**Treating pediatrics, youth, adults,  
and geriatrics.**

**SPECIALIZED  
SERVICES:**

Sports Rehab  
 Balance Rehab  
 Vertigo  
 Stroke Rehab  
 Hand Therapy  
 Pool Therapy  
 Urinary Incontinence  
 Manual Therapy  
 Orthopedic Rehab

**SPECIALIZED  
EQUIPMENT:**

Bariatric Treadmill  
 Biodex Balance  
 System  
 Mechanical Traction  
 Ultrasound  
 Electrical Stimulation  
 Fluidotherapy  
 Iontophoresis



Heather Huck,  
*Occupational Therapist/Rehab Clinical Leader*  
 Heather King, *Speech-Language Pathologist*  
 Anita McDonough, *Physical Therapist Assistant*  
 Anthony Meyer, *Physical Therapist*  
 Brandi Salger, *Physical Therapist Assistant*  
 Cheryl Sauerhage, *Physical Therapist*



## Welcome New Physical Therapist, Anthony Meyer

Memorial Hospital's Therapy & Sports Rehab Center is proud to welcome Anthony Meyer, Physical Therapist, to our RehabCare team. Anthony graduated with a Doctorate of Physical Therapy from Mizzou in 2018. His specialties include vestibular balance therapy, sports therapy, concussion therapy, spine therapy, orthopedic therapy, and manual therapy (strain/counterstrain, muscle energy technique). Anthony enjoys being able to help patients improve the quality of their lives by optimizing movement. He is working full time providing physical therapy services at both Memorial Hospital and the Therapy & Sports Rehab Center for pediatric to geriatric patients.

## Vestibular Disorders – Regaining Balance

Patients with vestibular disorders are challenged with balance and eye movement problems caused by diseases, conditions or injuries that affect the processing areas involved with the inner ear and brain. Vestibular disorders can significantly impair quality of life. These issues can be caused by several conditions, including:

- Concussion
- Benign paroxysmal positional vertigo (BPPV)
- Labyrinthitis and vestibular neuritis
- Meniere's disease
- Secondary endolymphatic hydrops, and perilymph fistula
- Superior canal dehiscence
- Acoustic neuroma
- Ototoxicity
- Enlarged vestibular aqueduct syndrome
- Mal de débarquement
- Vestibular migraine and complications from autoimmune disorders

### The Statistics

According to the Vestibular Disorders Association, it has been estimated that as many as 35% of adults over age 40—approximately 69 million American—have experienced some form of vestibular dysfunction.<sup>1</sup> BPPV, the most common vestibular disorder, is the cause of approximately 50 percent of dizziness in older people.<sup>2</sup> Overall, vertigo from a vestibular problem accounts for a third of all dizziness and vertigo symptoms reported to health care professionals.<sup>3</sup>

### Our Treatments Focus On:

- Providing therapies, strategies, and exercises to help patients reduce the impact of vertigo and balance issues
- Reducing pain, anxiety, or stress
- Helping patients and their families with education on vestibular issues
- Assisting with general health and fitness training and information

### The Benefits of Outpatient Vestibular Rehabilitation:

- Helps patients learn to better compensate for balance deficits
- Reduces feeling of dizziness and decreases fall risk
- Allows patients to stay active and perform their normal activities safely
- Increased independence (resulting in an improved quality of life)
- Improves confidence with mobility

### Contact Us for More Information or to Request a Patient Assessment

1. Agrawal Y, Carey JP, Della Santina CC, Schubert MC, Minor LB. Disorders of balance and vestibular function in US adults. Arch Intern Med. 2009;169(10):938-944. 2. Fife TD, Iverson DJ, Lempert T, Furman JM, Baloh RW, Tusa RY, Hain TC, Herman S, Morrow MJ, Gronseth GS. Practice parameter: therapies for benign paroxysmal positional vertigo (an evidence-based review): report of the Quality Standards Subcommittee of the American Academy of Neurology. Neurology. 2008;70(20):2067-2074. 3. Neuhauser HK, Radtke A, von Brevern M et al. Burden of dizziness and vertigo in the community. Arch Intern Med. 2008;168(19):2118-2124.



# Community CARE

Memorial Hospital Employees, Out & About in Our Community



IT Director, Richard Clasen with Perandoe students.

## I.T. Department Donates Hardware

Memorial Hospital's IT department donated another round of outdated electronic equipment to the Perandoe Special Education District in early November. The students use the equipment as a unique opportunity to learn skills by disassembling the equipment and recycling the components. The recyclable parts are then turned in for salvage and the school receives a portion of the profits in return, which helps teach the students job skills.



Decorated pot at the corner of Swanwick Street and W. Stacey Street

## Adopt-A-Pot

Chester was decked out all over town during December with some amazingly decorated pots by local businesses and individuals. We are a little partial at Memorial but we think this one decorated by our Specialty Clinic staff was the best of course. Great job team!

## CHS Career Fair

Memorial Hospital's Human Resources Director, Julie Stern had the privilege of participating in the Career Fair at Chester High



CHS Career Fair Presenters

School in December. She was one of 10 professionals to present to Juniors and Seniors at the school. Thank you to Chester High School for organizing this wonderful event.

See the full story by the CHS Sting Staff at [www.chssting.com](http://www.chssting.com).

## Resource Fair

Memorial Hospital attended the first annual Randolph County Interagency Resource Fair at the Community Center in Sparta on November 15. Several businesses and organizations were in attendance to share their valuable services with those in attendance.



Mariah Bargman, Community Relations & Mark Glander, Materials Management deliver items to food pantry volunteers.

## Staff Donates to Food Pantry

Thank you to our wonderful employees and their generous donations for the Christian Area Food Pantry during the month of November. Memorial Hospital, Chester Clinic, Steeleville Family Practice, and The Therapy & Sports Rehab Center donated

3 large boxes and several bags of non-perishable goods over the course of the month. Thank you for everything you do to help care for our community.

## Beck Career Fair

Human Resources Director, Julie Stern and Torrie Davitz, RHC Nurse Manager attended the Career Fair at Beck Area Career Center on November 19, in Red Bud, IL to present career opportunities at Memorial Hospital, and the Rural Health Clinics.



Julie Stern & Torrie Davitz

## "Santa's Helpers"

Departments throughout Memorial Hospital, Chester Clinic, Steeleville Family Practice, and the Therapy & Sports Rehab Center had the pleasure of selecting and wrapping gifts for a few special children this year to share joy and kindness. Memorial is overwhelmed by the compassion and care of our MH-team, not only during the Holiday Season, but every day of the year.



Gifts ready for delivery to Chester Grade School.





2019-2020 Medical Explorers L-R, B-F: Committee Chairperson - Mariah Bargman, Community Relations & Marketing Manager, Mitchell Isom, Briana Surman, Madison Kribs, Jillyn Wunderlich, Abby Blow, Alana Meyer, Keegan Brooks, Isabella Fisher, Rylee Fisher, Victoria Frederking, Kaelyn Rubach, Abby Bollmann, Post Advisor - Brett Bollmann, CEO, Jada Long, Anna McDonald, Ashlyn Jany, Macey Ludwig, Allison Rheinecker, Rylee Bollmann, Audrey Hopper. Not Pictured: Armani Bell, Megan Lix, Hanna Allen, Kylie Bunselmeyer, Executive Officer - Susan Diddlebock, Director of Nursing/CNO, Post Committee Member - Apryl Bradshaw, Administrative Assistant.

## High School Students Explore Healthcare Careers

Memorial Hospital is honored to offer a Medical Exploring program this year to young adults ages 14-21 years. The nationally recognized program is a branch of the Greater St. Louis Area Council, Boy Scouts of America (BSA). Exploring is part of the Learning for Life's career education program for young men and women by the BSA. The purpose of the program is to provide experiences to help young people mature and to prepare them to become responsible and caring adults. Memorial's Medical Exploring program is designed to create a unique, hands-on structure that provides learning activities for the participants' special interests and help guide them to a future career in the healthcare field.

As a registered Post, Memorial is able to design a program that fits their participant size and works well across their facilities to best demonstrate the careers and opportunities available within healthcare. Memorial's program runs the length of a full school year, starting in September and ending in May. The 2019-2020 group is the first charter group at Memorial. The group of 23 students from high schools throughout Randolph County and Jackson County meets monthly and each meeting welcomes a new presenting department. Each department explains the education needed to obtain qualifying degrees or certificates in their field, what their job tasks consist of, and plans a hands-on demonstration of the tools or equipment they use to complete their tasks. "Interaction is key," states Committee Chairperson, Mariah Bargman. "By providing an interactive experience in the field it helps resonate with the students the real-life duties performed every day. By letting the students observe real patients, touch and control the tools, and view real-time imagery the students become an active part in the program."



Students work together to solve the problems and escape from the radiology reading room.

Professionals from the Human Resource Department, the Nursing Department, Radiology Department, the Therapy & Sports Rehab Center, EMS and Paramedics from both ambulance and air medical, and specialty providers in audiology and speech therapy are scheduled to provide educational programs to this year's group. By the end of the program, the students will be CPR certified and have the opportunity to job shadow in the Pharmacy and with nurses throughout chemo/infusion, ER, med/surg and the OR. As part of the program requirements, Memorial also requires participants to spend four hours volunteering at the volunteer desk

at the main entrance of the hospital or at another community event. During their volunteer time at the desk, Greg Crain, an established volunteer, has been able to mentor many of the students, which is a great opportunity for them to learn about the wonderful service Memorial's active volunteers provide to our hospital.

The main goal of the program at Memorial is to show students that there are many medical career options here in our rural community. By educating the

participants before they make their professional career choices, the program directors hope they will end up making the right choices and pursue a career they love. Through the mentors and connections made across a variety of departments, Memorial hopes to provide resources needed for these future healthcare providers to excel and succeed in their final path.



To learn more about the program or view photos visit:  
[www.mhchester.com/exploring](http://www.mhchester.com/exploring)



## Nursing Staff Certified in Chemo Care

Michelle Tripp and Deb Stenberg, Registered Nurses in Memorial Hospital's Chemotherapy and Infusion department, are both ONS (Oncology Nurses Society) Chemo/Biotherapy Certified. Deb has taken her certification one step further to obtain her ONCC Certification (Oncology Nursing Certification Corporation). Both women turned their nursing focus to chemotherapy early in their careers after caring for family members and friends who battled cancer.

In 2007 Deb began to orientate to the infusion department at Memorial and joined the ONS and began to pursue her Chemo/Biotherapy Certification. It is a requirement of Memorial that any nurse administering chemotherapy independently be certified. By late 2008 Deb had obtained her certification. Michelle became certified in 2016 after several months of training in the department. Certification requires a specific number of experience hours and the completion of an online based class on basic chemotherapy administration principles and an intensive lesson on chemotherapy drugs and their side effects. At the end of the course of study, a test must be passed to earn the certificate. Both women successfully passed their respective courses. Renewal is required every 2 years, which entails updates, and a review followed once again by a test.

In 2015 Deb decided to obtain her nationally recognized ONCC certification. This additional certification is based on years of experience hours and includes a more intense knowledge of the many aspects of cancer treatments, the disease itself, prevention and care required throughout the disease spectrum. At the completion of the course, monitored testing at a facility is conducted and must be passed. Similar to the Chemo/Biotherapy Certificate, the ONCC certificate must be renewed every 4 years. Deb has successfully renewed her certification for 2019. Both, Deb and Michelle also attend regular meetings with the Southeast Missouri Chapter in Cape Girardeau to keep up to date with the latest information.



Michelle Tripp, RN and Deb Stenberg, RN

Michelle and Deb are a valued part of Memorial's Chemotherapy team. Through their certification, Memorial is able to provide the same services locally and at the same caliber that a patient would receive at a larger, more specialized care center. The care provided by Michelle and Deb is not only fundamental to the patient but, also more intimate. "It is good that we are able to develop close bonds with our patients and their families to provide them with the best care possible," says Michelle. The patients and families become friends to the caregivers during the course of a very difficult time in their lives. Deb adds, "Most patients can be treated closer to home with more support and convenience and not surrounded by strangers." Being able to provide care close to home allows for the entire family to provide comfort during the process.

The whole department works together to make every patient as comfortable and welcomed as possible. They laugh with the patients, cry with them, hug them when comfort is needed and then celebrate with them at the end of their treatments. The staff treats the patients like they would want their own family to be treated. They provide more than just healthcare, they provide peace of mind to their friends and family.

## Why is there a lamp in our logo?

It is not uncommon for Memorial Hospital staff to be asked why there is a lamp in the logo. In fact many employees at Memorial have asked the same question themselves. "Why is there a genie lamp in the logo?" The answer is, because of this woman, Florence Nightingale.

Florence Nightingale was born in Florence, Italy on May 12, 1820. She is considered the founder of nursing. During the Crimean War, she trained a crew of nurses under her and organized the treatment of the wounded and the dying. When the nurses arrived at the hospital to care for the injured they faced other issues such as rodents, unsanitary conditions, dirty water, and lack of supplies. Nightingale made sure the entire facility was scrubbed from top to bottom to improve the conditions and instituted the installment of a kitchen, laundry system, classroom, and library. During all hours of the night she could be seen caring to patients by lamp, therefore giving her the name "Lady with the Lamp".

Nightingale's compassion and skills during that time were recognized by many. The value and importance of nurses became evident as a result of their service during the war. Nightingale became so recognized that the Queen rewarded her work by presenting her with an engraved brooch known as the "Nightingale Jewel." Nightingale also received \$250,000



from the British government. In 1860, Nightingale used the award to establish a training system for nurses and found a nursing school at St. Thomas' Hospital in London, England. Nightingale contributed many writings during her career to the nursing field and set the stage that women could do more than just marry and have children.

The lamp depicted in the Memorial Hospital logo is a tribute to the founder of nursing. Since Nightingale's days the healthcare field has seen many improvements and advancements in technology, but the values remain the same: A commitment to professional excellence in providing safe, quality healthcare, compassion and service to the patients.





Photo Caption L-R: Dan Colvis, MHC Board Member; Mallary Vasquez, Ashtyn Jany, Mabry Miles, Avery Runge, Alexandria Hinnerichs, Victoria Frederking, Mardell Granger, Auxiliary President; Mariah Bargman, Community Relations & Marketing Manager; Susan Diddlebock, Director of Nursing/CNO. (Not Pictured: Briana Surman.)

## Pathfinders Program Offered for 4th Year at Memorial

Memorial Hospital of Chester accepted seven students into the 2019-2020 Pathfinders Program this year. This year's participants are: Victoria Frederking, Alexandria Hinnerichs, Ashtyn Jany, Mabry Miles, Avery Runge, Briana Surman, and Mallary Vasquez.

The Pathfinders Program gives high school seniors the opportunity to job shadow employees in various departments at the hospital, clinics, and rehab facility December through April. Each student spends a total of six hours, job shadowing medical professionals on their choice of a medical path or a business path. Medical Path students spend time with doctors, nurses, sitting in on general surgeries and patient evaluations, along with time spent in the laboratory, cardiopulmonary department, and with the diagnostic imaging department. Business Path students spend time with various business departments of the hospital including human resources, medical records, accounting, marketing, and IT. During their six hours, the students undergo a staff evaluation, and they write an essay to summarize their experiences upon their completion.

This is the 4th year that the Healthcare Pathfinder Program has been offered to seniors of area High Schools. Each year the program grows a little larger. This year Memorial Hospital added a Medical Explorers group to their youth programs which is offered to students ages 14-21 years. The Pathfinders Program is designed as a job shadowing opportunity for seniors whereas the Medical Exploring Program holds monthly meetings where different departments present on their field. One gives them a group look into medical careers and the other gives

them a real-world experience with one-on-one career observation. The evaluation sheets and essays are used as criteria to select one student who receives a scholarship to help them pursue their career. This program gives them a better understanding of what each job entails and allows them to ask questions to help them better understand how to achieve a professional career in the healthcare field.

“The Pathfinders Program and Medical Exploring Program are both great opportunities for young adults to get an inside look at the different career options in the medical field before they begin their college education,” says Mariah Bargman, program organizers. “Both programs are amazing opportunities to better prepare the students for a future career.”



To learn more about the program visit:

[www.mhchester.com/pathfinders](http://www.mhchester.com/pathfinders)



Kenneth Stout, Respiratory Therapist, with Pathfinder, Alexandria Hinnerichs



Pathfinder Mabry Miles with Andria Zweigart, BS, RDMS, RDCS, RVT, RT(R).



Nichole Stone, Lab Tech, with Pathfinder, Ashtyn Jany.



## Rural Medical Education (RMED) Program

Memorial Hospital has been honored to have Victoria (Tori) Costello, currently a 4th year medical student at the University of Illinois College of Medicine at Rockford (Class of 2020), and member of the Rural Medical Education (RMED) Program mentoring under Dr. James Krieg these past couple months. The RMED Program was developed to train and support physicians in rural Illinois. RMED students participate in a curriculum, which focuses on developing the knowledge, skills and attitudes required of rural health professionals. In the fourth year, students participate in a 16-week rural community preceptorship. Tori's preceptorship began September 17th, 2019 and will commence on January 4th, 2020. She will be spending a total of 16 weeks with physicians at the hospital, Chester Clinic and Steeleville Family Practice, with Dr. James Krieg as her primary preceptor.

During her time in the preceptorship she has seen patients with Dr. Krieg as well as other providers at Memorial Hospital in Chester. During her months of observation she has been able to shadow under a variety of providers as well so she is constantly seeing new things and working with new people. She has had the opportunity to work with specialty providers in cardiology, orthopedics, podiatry, radiology, urology, and oncology. "Every member of the healthcare team has been so open to having me work with them and taking the time out of their busy schedules to teach me anything they can. I have loved seeing different aspects of a patients' care through different specialties," said Tori. When asked what her favorite part of the experience was, she replied, "My favorite part has been the hospitality from all the patients and healthcare team in Chester. I have loved getting to know all the people and learn from them."



Victoria (Tori) Costello with Dr. James Krieg

The RMED Program is a smaller part of the Rural Health Professions (RHP) Program of the National Center for Rural Health Professions. The RHP interprofessional add-on curriculum allows students the unique opportunity to engage directly with rural communities in Illinois during all four years of their training. RHP students learn about key issues in rural health that prepare them to serve as rural health leaders. The RMED Program employs a "grow-your-own" model by recruiting students from rural Illinois communities who express a desire to return to a rural Illinois community to practice medicine. Tori is a 2012 graduate of Althoff Catholic High School in Belleville, IL and in 2016, she graduated Magna Cum Laude from University of Alabama with a Bachelor of Science in Biology and Minor in Psychology. The RMED program was a perfect fit for her since she originated from the Southern Illinois area. "It is a great feeling when a patient or their family member remembers me from prior interactions I had with them while following a different physician [in the RMED Program]. This reiterates to me the depth of relationships patients and the physicians have in rural areas," stated Tori.



# COMING SOON

## Memorial Hospital Wound Center

**Memorial Hospital Wound Center will be opening in February. Dr. Margret DeGuzman, General Surgeon, will hold clinic visits weekly. Visit [www.mhchester.com](http://www.mhchester.com) for more information.**

At our wound healing center, we treat all wounds. Our approach to wound care is aggressive and comprehensive, coordinating traditional and advanced therapies that aid and accelerate the healing process. Our center is staffed by a multi-disciplinary team of physicians and nurses with advanced training in wound care.

**For your patients that means faster healing times, longer-lasting results, decreased amputation rates and increased mobility.**

**We treat all wounds associated with, but not limited to:**

- DIABETIC FOOT ULCERS
- VENOUS ULCERS
- PRESSURE ULCERS
- SURGICAL WOUNDS
- TRAUMATIC WOUNDS
- ARTERIAL ULCERS
- RADIATION WOUNDS
- COMPROMISED SKIN GRAFTS AND FLAPS
- CRUSH INJURIES

# What happened last quarter?

## Employee of the Quarter

In a special reception on Wednesday, January 22, 2020 Memorial Hospital CEO, Brett Bollmann named Mariah Bargman Employee of the Quarter for the Fourth Quarter 2019.

Mariah has worked at Memorial Hospital since 2017. She is the Marketing and Community Relations Manager. When asked what she likes most about working at Memorial Hospital, Bargman replied, "There is never a shortage of services to market or events to plan. I love the variety of projects I get to help with across all of our facilities. Our community is lucky to have such an amazing health-

care team in our rural area and I have the pleasure everyday of sharing that. My co-workers make a great support system and I am grateful to have such amazing people to work with." Her co-workers write, "She always has a smile on her face, positive attitude, and is ready to help. She rearranges her schedule to fit the need of the hospital and represents the hospital in a very professional manner internally as well as at all outside functions."

Mariah resides in Chester with her husband Charlie II and sons Duncan and Evan. In her spare time she enjoys crafty projects, watching movies, and spending time with friends and family. Bargman received a personal

plaque, cash prize and parking spot of her choice for the next three months.



Brett Bollmann, CEO and Mariah Bargman

## Honored for Excellence in Quality of Care Outcome

The Illinois Critical Access Hospital Network (ICAHN) recently recognized Memorial Hospital, Chester, for its ongoing commitment to exceptional quality of care, during a ceremony held November 13th at the I-Hotel and Conference Center, Champaign, IL.

As part of the Federal Office of Rural Health Policy Medicare Beneficiary Quality Improvement Program (MBQIP), Memorial Hospital and other critical access hospitals were asked to voluntarily participate in four defined domains of quality outcomes. These four domains include: Patient Safety/Inpatient; Patient Engagement; Care Transitions; and Outpatient Measures.

"Often, in rural hospitals, having a devoted staff member to abstract and submit this data can be both time-consuming and burdensome," said Angie Charlet, ICAHN Senior Director of Quality, Educational Services, and Compliance. "This hospital realizes how important quality of care and an engaged staff is for its pa-

tients...From its top leadership on throughout the facility, each strives for continued quality on a daily basis, and that is what we are celebrating today."

Memorial Hospital was honored for demonstrating the most improvement over one year and also for receiving a '5-Star' rating in HCAHPS (Hospital Consumer Assessment of Health Plans Survey) scores, the highest possible rating. The Centers for Medicare and Medicaid Services (CMS) created the HCAHPS Star Ratings to allow consumers to more quickly and easily access the patient experience of care information on the Hospital Compare website. Star ratings also allow consumers to more easily compare hospitals.

"We are very proud of our team for achieving this level of excellence in health quality," said Brett Bollmann, CEO. "This is truly a team effort that recognizes our dedication to delivering a healthcare experience of which our patients and staff can be proud."



## CUSD 139 Attends Narcan Training



Marvina Halton presenting.

Marvina Halton, Overdose Prevention Educator with Egyptian Public & Mental Health Department educated Chester School District 139 administration and staff on the Opioid Cri-

sis and provided them with the tools and training to administer Naloxone (Narcan). Through grant funding Marvina is able to educate the public on how to potentially save a life of someone overdosing and provide them with a Narcan kit. Her life saving training and insight into the opioid problem is beneficial in helping reduce the rate of opioid overdoses in Illinois. For more information visit: [www.dhs.state.il.us](http://www.dhs.state.il.us)



CUSD 139 Staff



# What happened last quarter?

## Viruses or Bacteria What's got you sick?

Antibiotics are only needed for treating certain infections caused by bacteria. Viral illnesses cannot be treated with antibiotics. When an antibiotic is not prescribed, ask your healthcare professional for tips on how to relieve symptoms and feel better.

Common Condition	Common Cause			Are Antibiotics Needed?
	Bacteria	Bacteria or Virus	Virus	
Strep throat	✓			Yes
Whooping cough	✓			Yes
Urinary tract infection	✓			Yes
Sinus infection		✓		Maybe
Middle ear infection		✓		Maybe
Bronchitis/Chest cold (in otherwise healthy children and adults)*		✓		No*
Common cold/runny nose			✓	No
Sore throat (except strep)			✓	No
Flu			✓	No

\* Studies show that in otherwise healthy children and adults, antibiotics for bronchitis won't help you feel better.



To learn more about antibiotic prescribing and use, visit [www.cdc.gov/antibiotic-use](http://www.cdc.gov/antibiotic-use).



## ANTIBIOTICS AREN'T ALWAYS THE ANSWER.



Antibiotics save lives. Improving the way healthcare professionals prescribe antibiotics, and the way we take antibiotics, helps keep us healthy now, helps fight antibiotic resistance, and ensures that these lifesaving drugs will be available for future generations.



### The Facts:

When a patient needs antibiotics, the benefits outweigh the risks of side effects or antibiotic resistance.

When antibiotics aren't needed, they won't help you, and the side effects could still hurt you.

Common side effects of antibiotics can include rash, dizziness, nausea, diarrhea, or yeast infections. More serious side effects include Clostridioides difficile infection (also called C. diff) or C. diff, which causes diarrhea that can lead to severe colon damage and death. People can also have severe and life-threatening allergic reactions.

Antibiotics do not work on viruses, such as colds and flu, or runny noses, even if the mucus is thick, yellow, or green.

Antibiotics are only needed for treating certain infections caused by bacteria. Antibiotics also won't help for some common bacterial infections including most cases of bronchitis, many sinus infections, and some ear infections.

Taking antibiotics creates resistant bacteria. Antibiotic resistance occurs when bacteria no longer respond to the drugs designed to kill them.

More than 2.8 million antibiotic-resistant infections occur in the United States each year, and more than 35,000 people die as a result.

If you need antibiotics, take them exactly as prescribed. Talk with your doctor if you have any questions about your antibiotics, or if you develop any side effects, especially diarrhea, since that could be a C. diff (C. diff) infection which needs to be treated.

Reactions from antibiotics cause 1 out of 5 medication-related visits to the emergency department. In children, reactions from antibiotics are the most common cause of medication-related emergency department visits.

## IMPROVING ANTIBIOTIC USE



### Do I really need antibiotics?



**SAY YES TO ANTIBIOTICS** when needed for certain infections caused by bacteria.



**SAY NO TO ANTIBIOTICS** for viruses, such as colds and flu, or runny noses, even if the mucus is thick, yellow or green. Antibiotics also won't help for some common bacterial infections including most cases of bronchitis, many sinus infections, and some ear infections.



### Do antibiotics have side effects?

Anytime antibiotics are used, they can cause side effects. When antibiotics aren't needed, they won't help you, and the side effects could still hurt you. Common side effects of antibiotics can include:



Rash



Dizziness



Nausea



Yeast infections



Diarrhea

More serious side effects include Clostridioides difficile infection (also called C. diff) or C. diff, which causes diarrhea that can lead to severe colon damage and death. People can also have severe and life-threatening allergic reactions.

Antibiotics save lives. When a patient needs antibiotics, the benefits outweigh the risks of side effects.

**1 out of 5** medication-related visits to the ED are from reactions to antibiotics.

## Antibiotic Awareness Week 2019

MEMORIAL HOSPITAL

# ANTIBIOTIC STEWARDSHIP PROGRAM



ASP Committee Members (L-R, B-F): Richard Clasen, IT Director; Deb Mevert, OR Manager; Kristi Williams, Assistant CNO; Martha Roth, Safety Director; Becky Bunselmeyer, PI Director; Georgia Allen, CP Director; Randy Dudenbostel, Materials Management Director; Deepanjali Dummi, HIM Director; Kathy Winkler, Pharmacy Director; Susan Diddlebock, CNO; Dr. Lisa Lowry-Rohlfing; Angela Mohring, Infection Control.

U.S. Antibiotic Awareness Week (USAAW), November 17-23, is an annual observance that highlights the steps everyone can take to improve antibiotic prescribing and use.

The Memorial Hospital Team is committed to professional excellence in providing safe, quality healthcare, compassion and service to patients, the community and each other. It is with this mission in mind, Memorial Hospital supports the development of an Antimicrobial Stewardship Program.

Optimizing the use of antibiotics is critical to effectively treat infections, protect patients from harm caused by unnecessary antibiotic use, and combat antibiotic resistance. The Memorial Hospital Antibiotic Stewardship team works with our team of providers to improve clinical outcomes by improving antibiotic prescribing.

Improving the way healthcare professionals prescribe antibiotics, and the way we take antibiotics, helps keep us healthy now, helps fight antibiotic resistance, and ensures that these lifesaving drugs will be available for future generations.

- *Antibiotics are only needed for treating certain infections caused by bacteria. Viral illnesses cannot be treated with antibiotics. When an antibiotic is not prescribed, ask your healthcare professional for tips on how to relieve symptoms and feel better.*
- *Antibiotics aren't always the answer. Know the facts and what questions to ask your healthcare professional.*
- *Anytime antibiotics are used, they can cause side effects. When antibiotics aren't needed, they won't help you, and the side effects could still hurt you.*

View full size information images at:

[www.mhchester.com/post/antibiotic-awareness-week-2019](http://www.mhchester.com/post/antibiotic-awareness-week-2019)

# What happened last quarter?

## Let's TACO-bout it!



Nursing administration at Memorial Hospital provided a “Let’s Taco-bout It” luncheon for their nurses Monday, October 18th in recognition of the recent 5 star CMS (Centers for Medicare and Medicaid Services) report for HCAHPS (the Hospital Consumer Assessment of Healthcare Providers and Systems) patient satisfaction survey.

“We wanted to recognize the outstanding work that is done by nursing staff across the spectrum at the facility who provide patient care

as all of those staff provide interactions with patients and shape the perception of our facility by patients and their loved ones,” said Kristi Williams, Assistant Nursing Director.

HCAHPS star ratings use data derived from patient surveys that includes nurse communication, Doctor communication, responsiveness by hospital staff, communication about medications, cleanliness and quietness of the hospital environment, as well as an overall rating of the hospital, and willingness to recommend to friends and family. In 2017 the hospital set a goal of reaching a 5 star patient satisfaction score by HCAHPS with CMS to be completed by 2021. We have reached the goal early and continue to strive to maintain the 5 star ranking.

### National distribution of overall hospital ratings

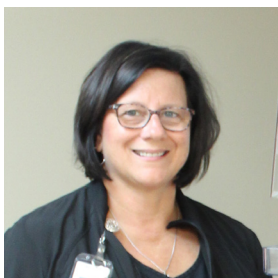
The following table shows the national distribution of the overall rating based on January 2019 results.

Overall Rating	Number of Hospitals (N=4,573, %)
5 stars	293 (6.41%)
4 stars	1,086 (23.75%)
3 stars	1,264 (27.64%)
2 stars	800 (17.49%)
1 star	282 (6.17%)
N/A <sup>[2]</sup>	848 (18.54%)

## Star Employees

Thank you to our “Star” employees! Their co-workers submitted “star cards” in their honor for going above and beyond. Memorial Hospital employees are encouraged to nominate “Star” employees each quarter. At the end of the quarter, ALL star cards are put into a drawing for monetary prize.

**Congratulations to our “Stars” for the quarter!** (L-R,T-B): Sherry Moore, CNA; CyBill DeRousse, MA; Tabitha Colvis, LPN; Lisa Wingerter, LPN; Jeanette Decker, RN; Rhonda Mott, RT(R)(M)(CT); Sarah Rathert, RN; Amelia Goetz, LPN; Carrie Jo Dierks, CNA; and Sarah Schenk, Patient Account Specialist.





Follow us on:

in f ig

Memorial Hospital Chester added an event.  
November 6, 2019

**MEMORIAL HOSPITAL WEIGHT LOSS GROUP**

TUE, NOV 12, 2019  
**Weight Loss Group Meeting**  
Tue Nov 12, 2019 - 2 Times -  
★ Interested  
You like Memorial Hospital Chester

Memorial Hospital Chester

Happy Halloween from Memorial Hospital, Chester Clinic, Steelville Family Practice, and the Therapy & Sports Rehab Center. Have a fun and safe time trick-or-treating!  
#happyhalloween #mhchester team

102 4 Comments

Memorial Hospital Chester

In celebration of Radiology Tech week, the diagnostic imaging department invited employees to tour their new Sensory Suite. The space has been re-designed to go with the new 3D Hologic Selenia Dimensions Mammography imaging system. The exam room provides an environment for the patient that is soothing with adjustable lighting, personal care comforts, and peaceful imagery and sound. The true focus is the patient and what they may need to make them as comfortable as possible for their exam.



Memorial Hospital Chester

Congratulations Jim Cushman, you are the winner of the Memorial Hospital Auxiliary's quilt raffle.

Memorial Hospital Chester Memorial Hospital Volunteers

Winner of the Auxiliary Quilt Raffle is Jim Cushman, husband of former MH employee Maria Ehlers Cushman! Thank you to everyone who purchased a chance for the quilt!

Memorial Hospital Chester

The Memorial Hospital Emergency Management team participated in the IHA (Illinois Health & Hospital Association) Emergency Preparedness Exercise Plan this week. The team was presented with a scenario and prompted with questions they may consider during a real world event. It was a great opportunity for the team to learn from multiple facilities across Illinois and was then presented to the entire group after each module. The exercise helps prepare the team for a possible real life event, making sure they are as prepared as they can be.  
#emergencymanagement #thisisanexercise #preparationiskey

Memorial Hospital Chester

Congratulations to the Performance Improvement and HIM departments!! These two departments were the winners of the drawing for 100% Department Influenza Vaccine Compliance. Both departments received a gift basket full of snacks and Memorial Hospital Swag. Thank you to all of our departments at all MH locations who also reached 100% Compliance to ensure a safe and healthy environment for our patients. #flufighters #focusonhealthcare #mhchesterteam

Instagram

mh\_chester  
Memorial Hospital Chester

Liked by albertini0515 and 9 others

mh\_chester Thank you to the Business Office and Admitting staff at Memorial Hospital for another fantastic annual Wassail Party! "Love and joy come to you, And to you your wassail too!" #wassailing2019 #happyholidays #merrychristmas

View 1 comment  
December 18, 2019

Liked by reidtia and 7 others

mh\_chester Memorial Hospital staff are conducting their annual fire extinguisher training this week. The hands-on review consists of instruction on what is expected of each

Memorial Hospital Chester is at Memorial Hospital Chester.

Thank you to Todd Wollmann, NR-P, CP-C and Dr. Shafer, Medical Director Region 4 St. Elizabeth Hospital, for their "Arch Night Out" presentation and hospitality. "Arch Night Out" is an educational event for nursing and EMS workers. This week's event covered Basic ECG Interpretation, 12-Lead ECG interpretation, and Stroke/CVA. Those in attendance were treated to a meal and earned continuing education units as well.  
#continuededucation #healthcaretraining #archaimedical #airmethods @Memorial Hospital Chester



## Employee Service Awards & Israel D. Newmark Memorial Winner 2019

(Continued from Page 1)

CyBill DeRousse, Amelia Goetz, Trevor Kelkhoff, Joetta McFarland, Debra Mevert, Angela Mohring, Amanda Rhyne, David Salger, and Kristi Williams. **10 Years**, Angela Albertini, Vicki Hamer, Jamie Hess, Laurie Richardet, and Linda Stern. **15 Years**, Lisa Larose, Allyson McGee, Emily Schroeder, Debra Stenberg, and Denise Wilson. **20 Years**, Renee Brown, Carrie Jo Dierks, and Tara Wittenborn. **25 Years**, Dr. Lisa Lowry-Rohlfing and Reta Mott. **30 Years**, Kenneth Stout. **40 Years**, Debra Herring. **45 Years**, Linda Rellergert.

Following the Service Awards, the 2019 retirees were recognized for their years of services as well. Those honored, included: Michelle Jany – 11 years, Leona Allwardt – 15 years, Mila Biermann – 16 years, Elizabeth Shemonie – 20 years, Sandra Degenhardt – 25 years, Brenda Hopfer – 26 years, and Kenneth Stout – 30 years.

The 2019 Israel D. Newmark Memorial Award winner was also announced. This year's winner, Adrienne Caby, was presented with a plaque by Chief of Staff, Dr. Stephen Platt. Caby has worked as an RN in the surgery department for the past nine years and prior to that she worked on med surge for seven years. Dr. Platt read the



5 Years



10 Years

following words from her coworkers, "[She] has put in countless hours with Cerner making updates to better serve her department and the hospital. She is not only a member of our team but a true example of a leader and teacher. She is always ready to learn new skills and has participated in continuing education, with this training she is now able to provide specialty services to patients in our community. She wears many hats and is willing to stay over when things are running late. She goes above and beyond with taking calls regarding orders and charges that can take many hours to research and find the solution." Caby, had these words to say about her career at Memorial, "I love the small community and staff that feels like family. We have the opportunity to develop more personalized care to our patients. I also really enjoy the surgery environment, it is an interesting and constantly changing role."



## VOLUNTEER & AUXILIARY NEWS



The Chester Senior Center hosted the Memorial Hospital Auxiliary's Annual Christmas Meeting on Friday, December 6. Pastor Jim Oppedal, of the First United Methodist Church, graciously offered to attend and give the prayer over the meal, the lighting of the Tree of Remembrance, as well as the installation of Officers. The lights on the indoor tree were turned on during his blessing, symbolizing the lighting of the Community Christmas Tree on the hospital front lawn. Pastor Jim explained that, "The Tree of Remembrance serves as a powerful symbol of hope." The tree out front of Memorial Hospital will shine brightly throughout December and January with hundreds of lights honoring loved ones over the Christmas Season. The Tree of Remembrance symbolizes life and the memory of precious relationships. Officers of the Memorial Hospital Auxiliary in Chester were installed at the meeting for another year's term: President, Mardell Granger; Vice Presidents, Lisa Feldmann and Carrie Jo Dierks; Secretary, Pat Koenegstein; Treasurer, Kathy Albrecht.

The Auxiliary of Memorial Hospital is a self-directed body of volunteers responding to the needs of the hospital communi-





15 Years



20 Years



Congratulations 2019 Retirees. Thank you for your years of service.



25 Years



30 Years



40 Years



45 Years

*Thank you for your years of service!*

ty through service. Auxiliary members join together to foster a supportive family spirit that supports patient care, community services and employees, and always upholds the hospital and its mission. Their services throughout the year include operating the gift shop at the hospital, raising funds for scholarships, assisting with the bloodmobile, and donating new equipment for the hospital. Through generous donations and memorials, the Auxiliary is able to assist the hospital in purchasing needed equipment for various departments. Funds collected this year through the Tree of Remembrance campaign will be used to purchase Samsung 32" Smart Healthcare Televisions along with pillow speaker interface for new patient rooms. These new devices come equipped with the latest technology: closed captioning, channel listings, hospital logo display, interactive options for call lights, patient guide access, on screen display language, and sleep tim-

ers. Along with all the smart TV apps you are used to. These smart devices will also be used as communication tools for the patients and give them one of the simple comforts of home.



The men and women of the Memorial Hospital Auxiliary are a valued asset to Memorial Hospital and our community. The role they play in assisting with the purchase of much needed equipment to continue the best quality of care possible is astounding.

**To learn more about the Memorial Hospital Auxiliary or Volunteer Program, visit:**

**[www.mhchester.com/volunteer](http://www.mhchester.com/volunteer)**

**or call Apryl Bradshaw at 618-826-4581 ext. 1299.**

## MEMORIAL HOSPITAL'S SERVICES

Bone Density Screening	3D Mammography
Chemotherapy & Infusion Center	Nuclear Medicine
CT Scans	Radiology/X-Ray
Diabetic Resources	Same Day Surgery
ECG & EEG	Sleep Disorder Treatment & Lab
Endoscopy	Sonography/Ultrasound
Intensive Care Unit	Swing Bed Program
Lung Screening	Treadmill Stress Testing
MRI	

## MEMORIAL HOSPITAL'S SPECIALTY PROVIDERS

*Bringing Specialty Clinic Doctors to you  
so you don't have to travel away from home.*

<b>Allergy/Immunology</b> Douglas Berson, M.D.	<b>Obstetrics/Gynecology (OB/GYN)</b> Amanda Carroll, D.O.
<b>Audiology</b> C. Joseph Hopper IV, AuD	<b>Oncology/Hematology</b> Justin Floyd, D.O.
<b>Cardiology</b> John Groll, M.D. Raffi Krikorian, M.D. Gangadhar R. Malasana, M.D.	<b>Ophthalmology Surgeons</b> Bart Jones, M.D.
<b>Gastroenterology</b> Charmaine Edwards, M.D.	<b>Orthopedics</b> Bret Miller, M.D.
<b>General Surgery</b> Ziya Baghmanli, M.D. Margret De Guzman, M.D.	<b>Pain Management</b> Paul Juergens, M.D.
<b>Nephrology</b> Randall Cowart, M.D.	<b>Podiatry</b> Amanda Hart, DPM
<b>Neurology</b> James Goldring, M.D.	<b>Urology</b> Wesley Howell, PAC Sam Stokes III, M.D.
	<b>Vascular Surgery</b> Ricardo Rao, M.D.

To learn more about our specialists call Memorial Hospital Specialty Clinic at (618) 826-4581 ext. 1366

## Welcome New Employees

Amanda Crites	Robin McFall
Tammy Light	Nicole Dethrow
Tina Pickett	April Loos
Brittany Ditto	Krystal Willis

## Congratulations Retirees

Debra Dudenbostel  
Linda Rellergert

## 24 HOUR EMERGENCY ROOM SERVICE



## CONVENIENT CARE

### HOURS:

MONDAY-SATURDAY 8AM-8PM

SUNDAY 11AM-3PM

Except Holidays

A Triage Nurse will perform an initial assessment. The Triage Nurse and/or Physician shall have final authority in determining whether the patient's medical condition qualifies them for treatment in Convenient Care.

If the patient does **NOT QUALIFY**, they will be offered Emergency care.

If the patient **DOES QUALIFY**, they will be charged for this service at a reduced rate. Any testing (lab tests, X-rays, etc.), supplies used, or medications given are at an additional cost. Additional reviews of X-ray or lab work may be necessary and will be charged separately.



## JOIN OUR TEAM

- Paid PTO and Holidays
- Paid Pension
- Tuition Reimbursement Program
- Insurance Options: Health, Dental, Vision, & more.
- Discounted services up to 60% off for services provided by Memorial Hospital, Chester.
- Fitness Program
- Deferred Compensation

View current positions & apply at:  
[www.mhchester.com](http://www.mhchester.com)



Sign-up for an electronic newsletter at:  
[www.mhchester.com](http://www.mhchester.com)



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