



Communique

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A CGH Medical Center Publication

In This Issue:

- CGH Launches Virtual Care
- Culture of Caring: Empathy
- FY17 Mandatory Education
- CGH Dixon Vision Center Welcomes Dr. Edward Hanlon
- CGH Tampico Introduces Toni Ikens, APN, FNP-BC
- Mental Health First Aid
- Missi Armstrong, APN, FNP-BC Now Seeing Patients Full Time at CGH Walnut
- Code PALS
- Thank You
- Jackie Null Retirement
- Save the Date - CGH Health Foundation Events
- Employee Division Committee
- Hospital Happenings

CGH Launches Virtual Care - 24/7/365 Access to Healthcare

On February 20 CGH launched Virtual Care, a virtual clinic that offers 24/7/365 access to healthcare.

CGH Virtual Care provides patients with an exceptional care experience wherever they are and at any time using a computer, tablet, smartphone, or other telephone.

For \$35 per visit, patients can receive virtual urgent care services, including diagnoses, prescriptions, and scheduling of follow-up appointments at any of CGH Medical Center's 16 area clinics.

"At CGH, we believe that seeing your regular doctor, nurse practitioner, or physician assistant is very important for your continuity of care," said Shane Brown, VP of Physician Services. "However, we know there are times when you may need an appointment that doesn't fit your schedule or when clinic offices or Ready Care are closed. Having an option for 24/7/365 access to care for minor illnesses through a virtual visit is an option CGH is now happy to make available to everyone in our communities and service area."

CGH Virtual Care is built on clinical and technology partner Carena's Virtual Clinic Platform, and uses Carena's group of certified and contracted physicians, nurse practitioners, and physician assistants. The clinicians working in the virtual clinic will follow best practice guidelines to ensure that CGH patients receive high quality, evidence-based care.

"We are pleased to partner with CGH Medical Center to offer its patients new options for getting their care needs met," said Ralph C. Derrickson, CEO of Carena. "CGH Virtual Care uses our technology to put CGH's brand online, where it is most accessible to consumers, while offering patients an exceptional care experience from a healthcare system they know and trust."



Patients can access CGH Virtual Care today by visiting www.cghmc.com/virtual-care, calling 855-247-3532, or downloading the free app on their smart phone at "CGH Virtual Care," available on iTunes and Google Play.

Culture of Caring

One Mission. One Vision. One Team.



EMPATHY

We create a Culture of Caring through practicing the skill of Empathy. Empathy is putting yourself in someone else's position to understand their perspective and what they are feeling. Your leaders are currently giving you supportive education on what that exchange of empathy looks like in your departments. As we work through this leg of the Culture of Caring Journey, several thoughts help keep us on track.

"When people talk, listen completely. Most people never listen." ~ Ernest Hemingway

1.) Listen to Understand, Not to Respond. Listen to the other person before forming your opinion or response. Slow down and just hear what they are telling you.

"Sometimes all a person wants is an empathetic ear; all he or she needs is to talk it out. Just offering a listening ear and an understanding heart for his or her suffering can be a big comfort." ~ Roy T. Bennett

2.) If you don't know what to say to someone who is hurting, just let them know you are there and listening. You don't need a script or a perfect response. Just stay engaged and listen to their emotions. Acknowledge their suffering by giving them your full attention.

"It is much more valuable to look for strength in others, you gain nothing by criticizing their imperfections." ~ Daisaku Akida

3.) You choose to either criticize or empathize. It is impossible to both at the same time. Criticizing requires narrowed, negative thinking and is counterproductive. Empathizing lends itself to a more positive environment. Empathy is not just a skill, but also a choice.

"Self-absorption in all its forms kills empathy, let alone compassion. When we focus on ourselves, our world contracts as our problems and preoccupations loom large. But when we focus on others, our world expands. Our own problems drift to the periphery of the mind and so seem smaller, and we increase our capacity for connection - or compassionate action." ~ Daniel Goleman, Social Intelligence: The New Science of Human Relationships

4.) Assume positive intentions. People don't come to work with the singular goal of making your day difficult. They may make it difficult because of obstacles that they are facing, but that was not #1 on their to-do list of their day. Once you assume positive intentions and get that roadblock out of your head, you can empathize.

F17 Annual Mandatory Education

As of February 16, 64% of CGH employees have completed 2016-17 annual mandatory training.



This is an organization-wide requirement (100%) to be completed by the end of this fiscal year, April 30, 2017.



Log on to your CGH University employee profile. This assignment will be available on your TO DO page.

New employees complete this requirement upon attendance in the required online regulatory training session and monthly General Orientation.

If you have any questions, please contact Lori Vandermyde, Staff Training and Development

Coordinator, at ext. 4845 or laura.vandermyde@cghmc.com.

CGH Dixon Vision Center Welcomes Edward Hanlon, OD



Dr. Edward Hanlon is now seeing patients at the CGH Dixon Vision Center.

An optometrist with CGH Medical Center since 2008, Dr. Hanlon previously saw patients at the CGH Sterling and Morrison Vision Centers.

Dr. Hanlon received his Doctor of Optometry from the Illinois College of Optometry in Chicago and his bachelor of Science from Augustana College in Rock Island, Illinois.

To schedule an appointment with Dr. Hanlon in Dixon, please call 815-284-1600.



CGH Tampico Introduces Toni Ikens, APN, FNP-BC



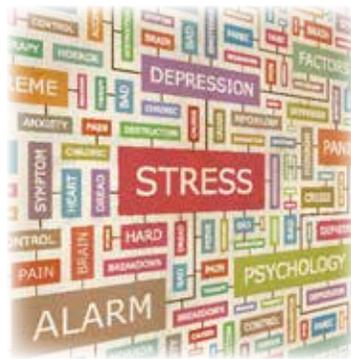
CGH Tampico Medical Center is proud to welcome Toni Ikens, APN, FNP-BC and to announce expanded hours. Toni has been a nurse at CGH Medical Center since 2004, most recently on the medical floor.

Toni received her MSN and BSN from Northern Illinois School of Nursing in DeKalb. She is a Certified Family Nurse Practitioner by the American Nurses Credentialing Center and is certified in Advanced Life Support.

Toni is currently accepting new patients at her office at the CGH Tampico Medical Center, Monday-Thursday, 8:00 a.m. to 5:00 p.m., and Friday, 8:00 a.m. to noon. To schedule an appointment, call 815-438-2538.

Mental Health First Aid

Mental Health First Aid helps you assist someone experiencing a mental health or substance use-related crisis. In the Mental Health First Aid course, you learn risk factors and warning signs for mental health and addiction concerns, and strategies for how to help someone in both crisis and non-crisis situations.



CGH will be hosting a Mental Health First Aid class four times this year on the following dates: Friday, March 3, Monday, May 1, Wednesday, August 16, and Tuesday, December 5.

Sign up is available on Lifeline. The first two classes are currently posted on Lifeline and still have seats available. Classes will be held from 8 a.m. to 5 p.m. Nursing and Social Work CEUs are available. Cost of materials and CEU processing is \$20.

Missi Armstrong, APN, FNP-BC Now Seeing Patients Full Time at CGH Walnut

With the addition of Toni Ikens to the CGH Tampico Medical Center, Missi Armstrong is now seeing patients full time at the CGH Walnut Medical Center.

Missi has been a Nurse Practitioner at the CGH Tampico and Walnut offices since 2013. She received her MSN and BSN from the University of Illinois at Chicago. Missi is a Certified Family Nurse Practitioner by the American Nurses Credentialing Center.



Missi is currently accepting new patients at the CGH Walnut Medical Center, Monday-Thursday, 8:00 a.m. to 5:00 p.m., and Friday, 8:00 a.m. to noon. To schedule an appointment, call 815-379-2161.



Code PALS

PALS = Pediatric Advanced Life Support

New Code,
Effective
March 13,
2017

In the event of a child/infant respiratory or cardiac arrest in the hospital or main clinic:

- ✓ Dial 5511, ask switchboard to page **Code PALS** and give location
- ✓ Switchboard operator announces **Code PALS** and location
- ✓ Initial responders bring **Pediatric Crash Cart** to room/area
- ✓ Code Blue team responds

Thank You

I would like to thank everyone at CGH Home Nursing, CGH Medical Center and CGH Clinics for their generous support, kind thoughts and prayers during my recent illness.

It is good to be back to a place that feels like home and people who feel like family.

Judy Hentges, RN
CGH Home Nursing

Congratulations!

Jackie Null retired on Tuesday, February 28 after more than 30 years in the CGH Dietary department. Congratulations Jackie! You will be missed dearly!



Jackie shares a moment with Cindy Zander, Vice President, while receiving her employee recognition award.



Nancy Gehrke, Dietary Manager, and Jackie pose by her photo collage.



Current and past members of the Dietary department gather to celebrate Jackie's retirement.

Employee Division Committee

Want to help your community and have fun doing it? Join the CGH Health Foundation Employee Division Committee! It's the 30th anniversary of the Foundation and we are celebrating!

Each year CGHers play a major role in changing lives and saving lives for children and adults in our area communities. Through your giving, you help nearly 25,000 people in need of healthcare services, medication, transportation, wellness education, and scholarships. Love on a Leash is another program sponsored with contributions from individuals, businesses and clubs throughout the Sauk Valley.



Save the Date CGH Health Foundation Events

It's time to start planning for the CGH Health Foundation's annual Silent Auction, Bake Sale, Dessert Auction and Vendor Show! 2017 is the Foundation's 30th Anniversary. Please help make these events bigger and better than ever!



If you would like to donate a basket or dessert item . . . or if you would like to be a part of the Vendor Show, please let Amanda Blaine (ext. 5575) or one of the co-chairs listed below know as soon as possible!

Silent Auction

Tuesday, May 9 from 7 a.m. to 3:30 p.m.

Co-Chairs: Mimi Hicks (Daycare) and Laurie Wetzell (Lab)

Bake Sale and Dessert Auction

Friday, May 12 from 7 a.m. to 1 p.m.

Co-Chairs: Janice Repass (Main Clinic - GI) and Taylor Ryan (Main Clinic - Internal Medicine)

Vendor Sale

This event is for CGHers to showcase their products!

(First come, first serve basis)

Friday, Sept. 15 from 7 a.m. to 3:30 p.m.

Co-Chairs: Nicole Bollman (Marketing) and Kim Hammer (Downtown Medical Center)

Cholesterol Screening

If you need your cholesterol checked, make an appointment at our upcoming screening on **Friday, March 24, 6 to 9:20 a.m.** 12-hour fast and appointment required. Call ext. 5716.

Blood Pressure and Blood Sugar Screenings

Screenings are held on the first Thursday of the month (**April 6**) from **8 to 9:30 a.m.** in the CGH Main Clinic lobby; second Thursdays (**March 9**), from **11:30 a.m. to 1 p.m.** in the CGH Medical Center lobby; and third Thursdays (**March 16**), from **3 to 4:30 p.m.** at County Market in Sterling.

\$5 Masquerade Jewelry Sale

The CGH Medical Center Auxiliary will be holding the popular \$5 Masquerade Jewelry and Accessories Sale in the Ryberg Auditorium on **Thursday, March 30** from **7 a.m. to 6 p.m.** and **Friday, March 31** from **7 a.m. to 3 p.m.** Cash, check, credit/debit cards and payroll deduction (with your badge) will be accepted.

Hospital Happenings