



# Communique

August 3, 2017

A CGH Medical Center Publication

## In This Issue:

- CGH Hematology/Oncology Receives QOPI Cancer Care Recertification from ASCO
- Culture of Caring
- Dr. Schmelzel and Betty Neubauer Retirement
- CGH Main Clinic Welcomes Jennifer Eide, APN-BC
- Going the Extra Mile
- Call for CGH Artists
- OneAmerica Appointments
- CGH Employee Caring Fund School Supply Drive
- August Employee of the Month
- Hospital Happenings

## CGH Hematology/Oncology Receives QOPI Cancer Care Recertification from ASCO

CGH Medical Center's Hematology/Oncology Department has received re-accreditation by the Quality Oncology Practice Initiative (QOPI®) Certification Program, an affiliate of the American Society of Clinical Oncology (ASCO). The QOPI® Certification Program provides a three-year certification for outpatient hematology-oncology practices that meet the highest standards for quality cancer care.

"ASCO's QOPI certification recognizes those oncology practices that are committed to delivering the highest quality of cancer care," said ASCO President Daniel F. Hayes, MD, FASCO. "By achieving certification, these practices have demonstrated their commitment to quality and safety excellence in the care they deliver to patients, as well as to the continuous process of quality improvement."



*Pictured in the front from left to right are Dr. Mir Alikhan, FACP and Dianne Limesand, APN, FNP-BC. Pictured in the back row from left to right are Heather Matznick; Teresa Stern, MA; Jamie Shockley, MA; Lisa Hudson, RN; Barb Weets, RN; and Missy Anderson. Not pictured is Mia McDermott, APN, NP-C.*

QOPI is a voluntary, self-assessment and improvement program launched by ASCO in 2006 to help hematology-oncology and medical oncology practices assess the quality of the care they provide to patients. Following an evaluation of their entire practice and documentation standards, the QCP staff and steering group members verify through on-site inspection that the practice meets core standards in all areas of treatment, including: treatment planning, staff training and education, chemotherapy orders and drug preparation, patient consent and education, safe chemotherapy administration, and monitoring and assessment of patient well-being.

"We're very proud of this recertification, as it emphasizes our commitment to provide the highest level of care for our patients," said Dr. Mir Alikhan, FACP.

This certification for outpatient oncology practices is the first program of its kind for oncology in the United States. Oncologists can achieve certification by demonstrating practice consistent with the highest standards of care. The QCP seal designates those practices that not only scored high on the key QOPI quality measures, but meet rigorous safety measures established by ASCO and the Oncology Nursing Society (ONS).



**QOPI® Certification Program**

Quality Cancer Care: Recognizing Excellence

To become certified, CGH had to submit to an evaluation of their entire practice and documentation standards. The QCP staff and steering group members then verify through on-site inspection that the evaluation and documents are correct and that the practices met core standards in areas of treatment.

# Culture of Caring

One Mission. One Vision. One Team.

## COMMUNICATION

### HAVE YOU HEARD?

**Do you know what our patients say about us? Here are just a few recent patient comments.**

*Elliott and Micah in CCU did a fabulous job explaining everything. All staff in the CCU talked to me & treated me like a person . . . not just a patient.*

*The doctor explained what he did so I could understand.*

*The nurse anesthesiologist was amazing and helped calm my fears about going under.*

*Everyone I came in contact with, relating to my visit to CGH Medical Center for a colonoscopy, was friendly, professional, and dedicated to making my visit as comfortable & worry-free as possible. They were great!*

*I was delighted to see that Amy was the person that checked me in. She was available on a previous visit and was very professional, understanding, competent, and engaged in conversation. She is the epitome of care and customer service.*

*My experience has been excellent. I was treated with care, courtesy and empathy for my situation.*

*I didn't have to wait for test or staff to let me know what was going to happen. I was very nervous and they were all kind to me and calmed me down.*

*Dr. LeMay, his nurse and the radiology staff were amazing. They answered all of our questions and really made me feel that they cared about me and my treatment.*

# Congratulations!

A retirement open house was held on Wednesday, July 26 for **Dr. Mark Schmelzel** and **Betty Neubauer, RN** from Main Clinic Surgery. Community members, patients and staff lined the Main Clinic atrium to share retirement well wishes.

Dr. Schmelzel retired after 13 years at CGH and 33 years as a surgeon. Betty retired with 35 years of service at CGH.

**Thank you both for your dedicated service!  
Dr. Schmelzel and Betty,  
you will be greatly missed!**



Dr. Mark and Eileen Schmelzel



Betty Neubauer, RN



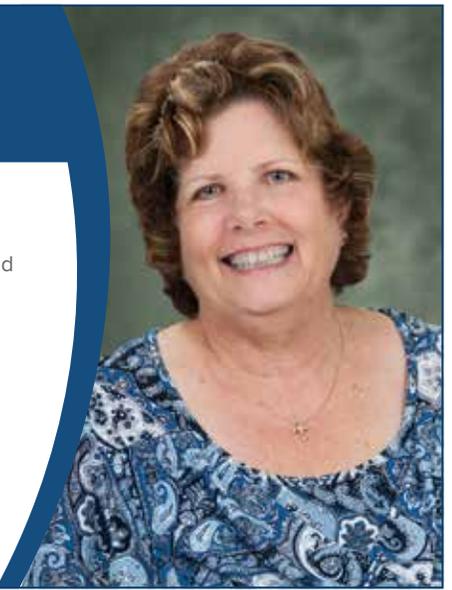
CGH Main Clinic Welcomes

# Jennifer Eide, APN-BC (Cardiology)

CGH Main Clinic is pleased to welcome Jennifer Eide, APN-BC to the Cardiology department. Jennifer is a Certified Nurse Practitioner by the American Nurses Credentialing Center and has advance practice experience in cardiovascular disease management. Jennifer received her MSN from Loyola University in Chicago, Illinois, and her BS in Nursing from Northern Illinois University in DeKalb, Illinois. Jennifer has worked in the nursing field for 26 years, most recently as a nurse practitioner since 2011. In addition, Jennifer is certified in Basic Life Support and Advanced Cardiac Life Support.



To schedule **(815) 625-4790**  
an appointment, **101 E Miller Rd, Sterling, IL 61081**  
please call **www.cghmc.com**



## Going the Extra Mile



Johnny Hearn and Brandon McCloud

On Wednesday, July 12, the CGH POM department received a call from Case Management asking if POM could transport an electric wheelchair to Chicago for a patient who was being taken by ambulance.

Pictured are CGHers Johnny Hearn and Brandon McCloud loading the chair into the BioMed van. Johnny and Andy Bird then deliver the chair to Chicago.

**Thank you to our POM department for going the extra mile to help out a patient in need!**

## One America Appointments

**One America will be making an onsite visit to conduct individual appointments on Wednesday, August 23 in the Ryberg Auditorium from 7 a.m. to 5 p.m.**



They will be here to help educate employees on the CGH Medical Center retirement plan, walk you through the enrollment process and online platform, and answer any sort of financial and retirement questions you may have.

If you would like to set up an individual appointment, please e-mail Tracey McCaslin and let her know a couple time options that work best for your schedule.

## Call for CGH Artists

**Please get your artwork ready for the 2nd annual Employee/Staff/Physician Art Show!**

We will be putting out applications soon, and would love to have as much participation this year as possible! Staff members can enter up to five pieces for display and sale. The show will run from early September until late November, so keep creating your works of art!



## School Supply Drive

The CGH Employee Caring Fund is sponsoring a School Supply Drive for the Sterling-Rock Falls Community School Supply Closet. Boxes for donations will be located in Administration, Human Resources, Main Clinic GI, Main Clinic Business Office and in Beth Warner's office now through Friday, August 11.



Many school aged children in our area are in need of supplies, so we ask that you give as you are able. The Community School Supply Closet provides basic tools such as pencils, pens, paper, folders, crayons, glue, note cards, rulers, markers and book bags.

Monetary donations can be dropped off to Melissa Cushman in HR or to the Main Clinic Business Office.

# AUGUST 2017

## Employee of the Month



**Serena Lahey**  
Lead RN, Float-Hospital



**I live in:** Rock Falls

**Joined CGH on:** July 11, 2011

**Education:** ADN from Sauk Valley Community College, currently pursuing BSN

**Family:** Husband, Matt; son, Rhett (4 months); and dog, Garth (9 years)

**Proudest Achievement:** Becoming a Mommy in March

**Hobbies:** I enjoy drag racing with my husband (motorcycles) and spending time with Matt, Rhett and Garth. I love traveling with friends and family. I am super proud to work here and very humbled to be chosen for this.

Serena is the perfect float nurse. She gets along with her peers and fits in as a team member in each department. She is a certified wound care nurse and a valuable resource for physicians, nurses and patients when wound care is needed. She is currently working on BSN completion and deciding on what area of masters to pursue. As a preceptor coordinator, Serena arranges new float nurses' orientation for the best fit and best experience. She keeps in touch with new nurses during orientation and acts as a long-term mentor. She also is active in arranging nursing students to shadow RNs. She coordinates a student RN internship program which helps in the recruitment and retention of new nurses as well as assists in transition from student to RN.

**We congratulate her on being chosen August's Employee of the Month.**

*Purpose, Worthwhile Work, Making a Difference!*

### Hospital Happenings

#### FY18 Mandatories

FY18 online mandatories are now posted on your CGH University To Do page. If you have any questions, please do not hesitate to contact Staff Development in Human Resources at ext. 4845.



#### Protecting Your Back Workshop

Join Dr. Curtis Coyle, CGH Chiropractor, for a FREE spinal care workshop on **Tuesday, August 22 at 6 p.m.** in Classroom 1. Discussion will include the most common causes of back pain, headaches, whiplash, prevention alternatives and self treatment options.



#### Blood Pressure and Blood Sugar Screenings

Screenings are held on the first Thursday of the month (**September 7**) from **8 to 9:30 a.m.** in the CGH Main Clinic lobby; second Thursdays (**August 10**), from **11:30 a.m. to 1 p.m.** in the CGH Medical Center lobby; and third Thursdays (**August 17**), from **3 to 4:30 p.m.** at County Market in Sterling.

#### Evacuation Device Training Sessions

Evacuation device training sessions are open to all staff. The upcoming schedule for August is below and sign-up is on Lifeline.

Date	Time	Location
August 16	9 a.m.	OB Classroom
August 16	12:30 p.m.	OB Classroom
October 18	8 a.m.	OB Classroom
October 18	12:30 p.m.	OB Classroom
October 18	2:30 p.m.	OB Classroom

Growing Healthier

## Speaker Series

*Dialogue that Makes a Difference*

AUGUST

### Shoulder Pain & How to Fix It

**Thursday, August 24**  
**6:00 p.m.**

CGH Ryberg Auditorium  
100 E. LeFevre Road, Sterling

*Presented by: Dr. Jeffrey Thormeyer*  
CGH Orthopaedic Surgeon

**Enjoy refreshments and giveaways!**

Registration appreciated but not required.  
To register, visit [www.cghmc.com/growinghealthier](http://www.cghmc.com/growinghealthier)  
or call (815) 625-0400 ext. 5716  
for more information.

Find us on Facebook