



Communique

March 1, 2018

A CGH Medical Center Publication

In This Issue:

- CGH Partners with NRC Health
- CGH Health Foundation Annual Reception
- CGH Rock Falls Medical Center Ground Breaking
- CGH Pictorial Directory
- Mohs Surgery
- Culture of Caring
- CGH Health Foundation Employee Division Committee
- Thank You
- CGH Caring Fund Member Drive
- Ash Wednesday Clergy
- CGH Snowbird Softball
- Hospital Happenings

CGH Medical Center partners with NRC to Embrace Star Ratings and a Patient-Centered Approach to Care



CGH has begun a partnership with National Research (NRC Health) with access to National Research Transparency solutions. We will use existing patient experience survey data to publish independently verified ratings and reviews on our own website and physician profile pages, coming soon.

Dr. Keith Martin, CMO, talked about the vital expansion of this partnership to grow the organization and improve the patient experience.

“Studies increasingly show health system selection to be driven by prior experiences and reputation. With upwards of 77 percent of patients trusting online reviews as much as personal ‘word of mouth’ recommendations,” Dr. Martin said.

“The NRC solution we’re adopting creates increased awareness for our services, earns patient trust, and promotes the exceptional care our teams deliver.”

“These ratings and reviews will give patients a powerful tool to make more informed decisions about our physicians and the superior service and quality of care they can expect to receive as a CGH patient,” said Katy Renkes, Patient Experience Specialist. “Our decision to partner with NRC was an easy one. They have a proven best-practice approach to help market-leading systems that implement this type of transparency program.”

“We’re proud to partner with a progressive health system like CGH Medical Center as they amplify a more patient-centered model of care,” said Keith Covert, National Transparency Manager at NRC. “Listening to your patients and, in return, allowing them to read and learn from the experiences shared by thousands of patients builds a high level of confidence and trust. It’s an honor to partner with CGH along this journey.”



CGH Health Foundation Annual Reception

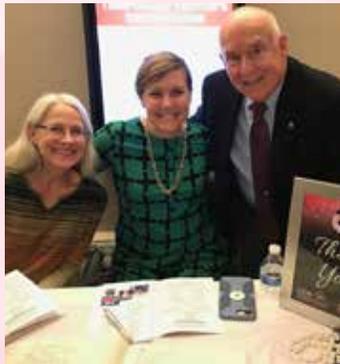
Thirty years of caring was celebrated, with special recognition given to Charter Members and Tree of Life donors, during the CGH Health Foundation Annual Appeal reception on February 21.



Dr. Matthew Cutter, CGH Health Foundation Board Chair and Medical Division Chair announced the 2017 CGH Health Foundation Annual Appeal goal succeeded expectations with a total of \$363,059.

Fifteen individuals, three businesses and one club were honored for being the only contributors who made a gift during the first fund drive that are continuing to give today. They were also acknowledged at special Pearl Parties hosted during the past anniversary year.

Foundation Campaign General Chairman Marty Benson announced over \$360,000 had been raised toward the \$350,000 goal. Thirty-nine individuals, businesses and groups were honored during the special Tree of Life dedication ceremony.



CGH Health Foundation Board Trustees welcomed guests to the Annual Appeal reception on February 21. Pictured from left to right are Susie Kennedy, Amy Springman and Roger Wait.

"Thank you to our past, present and new donors for your support in making the Sauk Valley a better place to raise your families," said Mrs. Benson. "Your gifts are a testament to your amazing compassion for others and commitment to better health."

During the last 30 years, nearly \$5.5 million has been donated and invested right back into the community. Under-served children and adults have received free to low cost healthcare services. Wellness education centering on heart disease, stroke, cancer, diabetes and obesity has been a major focus. Scholarships have been awarded to several hundred college-bound students and capital items have been funded.



#30CGHFF
#PearlAnniversary
#PursuingHealthierLives

JOIN US AS WE CELEBRATE THE **GROUND BREAKING** FOR OUR NEW CGH ROCK FALLS CLINIC

WEDNESDAY, MARCH 7, 2018 • NOON
1315 DIXON AVENUE, ROCK FALLS, IL



PLEASE PARK AT SELMI'S

CGH Pictorial Directory LAST CHANCE!



FINAL DATES: CGH Medical Center is going to be offering a printed photo directory of employee head-shots similar to a church directory. All are eligible for a free 5x7 print of your choosing.

Grot Imaging Studio will be set up in Classroom 1 **Friday, March 9** taking **employee head-shots** and department photos from 10 a.m. to 4 p.m.

Sign up is strongly encouraged but **walk-ins will be accommodated**. Visit www.heartbeatcgh.com/photos to **reserve a time**. Badge images will be used in the directory for employees who have not been able to make any of the previously scheduled dates.

Mohs Surgery



Can anyone tell me what is going on over at the Main Clinic? Is there some kind of Zombie Apocalypse? Did Kmart have a blue light special on gauze pads? (For starters, who actually remembers blue light specials at Kmart?) NO, it's just another typical Mohs surgery day in the Dermatology department, and those walking wounded you see roaming the halls aren't zombies or Kmart frequent flyers, they are patients of Dr. Stees and his fine staff. Together, they are on a crusade to rid the Sauk Valley and surrounding communities of basal and squamous cell carcinomas! They have even been known to go after some specific melanomas from time to time.

What is Mohs surgery? The Mohs procedure involves surgically removing skin cancer layer by layer and examining the tissue under a microscope until healthy, cancer-free tissue around the tumor is reached (called clear margins). Mohs surgery is the most effective treatment for most types of skin cancer and removes the least amount of normal, healthy tissue. Last month, IDPH did their initial CLIA inspection, of the Mohs laboratory, and they had an excellent inspection, so next time you see Dr. Stees or his staff tell them congratulations!

Pictured above from L to R are Sherri Gascoigne, LPN; Dr. Stees, Haley Sibley RN; and Colleen Jacobs, Mohs Technician.

Thank You

I would like to thank those who have expressed their sympathies for my sister. The gift of the beautiful statue and lighted memory box with the gracious wording remind me of her and our closeness that we shared. Thank you also for the flowers and cards as they really touched my heart.

Dorothy Brown
Transcription

**CGH Employee Mandatory Education
FY 2017-2018
completion required by April 30**

Culture of Caring

One Mission. One Vision. One Team.



"Be careful of your thoughts; they may become your words at any moment."

When we begin with empathy, assume positive intentions and listen to understand, we build strong relationships through healthy communication.

Employee Division Committee



***Want to help your community and have fun doing it?
Join the CGH Health Foundation Employee Division
Committee and help raise funds for those in need.***

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 annually 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. It's time to start planning for the annual Silent Auction, Bake Sale and Dessert Auction!

Want to find out how you can help? Come chat with Mary Jean Derreberry and Mary Spitzer, Employee Division Co-Chairs, on Tuesday, March 6 from 11 am to 1 pm outside of the cafeteria. These ladies will be there to tell you more about the CGH Health Foundation and what it means to be on the Employee Division Committee. They will also answer any questions you have on how you can help.

Being on this committee is very flexible. We need volunteers to recruit baskets, baked goods and desserts as well as help set up, work and tear down our events. You can help a little or a lot, whatever works best for you!

We hope to see you on March 6!

Caring Fund Member Drive



The CGH Employee Caring Fund will be hosting a member drive outside the cafeteria on Wednesday, March 14 from 5 to 7 p.m.

and on Thursday, March 15 from 7 to 9 a.m. and 11 a.m. to 1 p.m. Stop by for a special treat and to learn more about the Caring Fund!

Become a new Caring Fund member or increase your current contribution by at least \$1 per pay period, and be entered into a drawing for a \$50 gas card. In addition, all current and new members that stop by will be entered into a drawing for an Easter gift basket.

The CGH Caring Fund is an employee-to-employee program, 100% funded by employee contributions. This money is used to send a thoughtful token to a fellow CGH employee in the event of a birth/adoption of a child, hospitalization, death of an immediate family member, or a personal catastrophe. The Caring Fund also funds scholarships for CGH employees.



CGH Snowbird Softball



Congratulations to the CGH Team for placing 2nd out of 18 teams at the 42nd Annual Snowbird Classic Softball Tournament at Dugout Sports Complex in Davenport, Iowa on February 2-3. All proceeds from the tournament supported Big Brothers Big Sisters of the Mississippi Valley.

Pictured in the front row from left to right are Missie Simmons, MJ Patten, Kristin Hood, Shannon Kuepker (Human Resources), and Korby Paul. Pictured in the back row from left to right are Marcus Klavenga, Dillon Stoner (POM), Eric Hinkle, Coty Connour, Joey Rhoads, and Ryan Parrish.



Big Brothers Big Sisters

Ash Wednesday Clergy

Thank you to all clergy members who came to CGH on Ash Wednesday for imposition of ashes in the chapel, as well as rounding on the patient care units.

Pictured from left to right are Pastor Tanya Tyler of First Christian in Sterling, Reverend Peg Williams of Grace Episcopal in Sterling, and Pastor Christian Berry of First Presbyterian in Sterling. Tanya and Peg are also volunteer on-call chaplains for CGH. Not pictured is Deacon John Kellen from St. Mary's Catholic Church in Sterling.



CGH AUXILIARY FUNDRAISER



LINEN SALE!

THURSDAY, MARCH 1ST

7 AM - 5 PM

FRIDAY, MARCH 2ND

7 AM - 3 PM

Cash, Credit/Debit cards & Payroll
Deduct is available for CGH employees!

NEW VENDOR! NEW VENDOR!

Hospital Happenings

Blood Pressure and Blood Sugar Screenings

Screenings are held on the first Thursday of the month (**April 5**) from **8 to 9:30 a.m.** in the CGH Main Clinic lobby; second Thursdays (**March 8**), from **11:30 a.m. to 1 p.m.** in the CGH Medical Center lobby; third Thursdays (**March 15**), from **3 to 4:30 p.m.** at County Market in Sterling; and third Fridays (**March 16**) at Westwood Fitness & Sports Center in Sterling.

Yoga Class at CGH

Yoga class is being offered in the CGH Ryberg on **Mon., March 5** (Classroom 1), **12** and **26**. Class begins at 5:15 p.m. The instructor is Carly Wike and the cost is \$5 per class. The class is open to CGH employees and their families and friends, and to HTP students from our workplace wellness partners. Class length is approximately 60 minutes. The money from this class, less instructor fee, will be donated to the CGH Health Foundation's Workplace Wellness initiative. If you have any questions, please contact Sherry DeWalt at ext. 5716.

