

Insight

**‘Enjoying the Ride’
Local Woman Fights
Cancer with FHN’s Help**

**From the Walls Out —
Surgical Suite Upgrades**

**Handy Chart: Patient
Care Options at FHN**



We're here, for you.

FHN



MARK GRIDLEY, PRESIDENT AND CEO

Time for Thanks Giving ...

The **holiday season is upon us** and while Thanksgiving gives us a specific day to remember all for which we are grateful, we at FHN are thankful every day for the privilege of providing healthcare excellence for our friends and families.

As I keep that in mind, I welcome you to this issue of INSIGHT! There are stories about people who have thanked us for their care, from treatment at the **Leonard C. Ferguson Cancer Center at FHN Memorial Hospital** to one of our own people who can literally now breathe easier. You'll read about individuals who are glad they returned to FHN after having worked in other organizations, and schools who've thanked us for the financial prizes they received for their participation in our **Miles And Minutes** activity program. We're happy that these individuals have experienced the commitment to excellence that we strive to bring to every interaction with our staff, our patients, and the community!

To return to what I'm grateful for, there's info about the planned **enhancements to our surgical suite** and the debut of our **new Crisis Stabilization Center**, both being supported by generous donors to the FHN Foundation. Attending our **Festival of Trees Gala** is another way you can support the Crisis Stabilization Center—I'm really looking forward to it. Our whole **Festival of Trees** calendar is included, offering something for everyone throughout the holiday season, with many opportunities to spend time with family and friends during this busy time.

I'm also excited about our **new virtual visits!** While not intended as a replacement for in-person visits, **FHN**ow will come in handy for times you just can't make it to an in-person appointment—your care can be provided over the phone, on a tablet, or from your desktop. It's available to anyone, whether or not they're current FHN patients, and sign-up is super-easy.

Our next issue of INSIGHT will kick off the year 2020, so this is my opportunity to wish you and your family a wonderful holiday season. We are always grateful for the privilege of serving as your healthcare provider — **thank you for choosing FHN!**

Ladies' Night Out!



More than 150 ladies joined the FHN Women's Healthcare Team for our October "**Slice of Time**" events. Participants learned about a new less-invasive procedure available to help with sinus problems, ways to make their home safer and avoid falls, and heard about FHN's new Complex Care Management program. They also got the "scoop" on the planned FHN Crisis Stabilization Center. We've got more fun in store for our February events – Like us on Facebook to get the details first!

FHN is an award-winning regional healthcare system committed to the health and well-being of the people of northwest Illinois and southern Wisconsin. Organized in 1995, non-profit FHN is comprised of FHN Memorial Hospital, the Leonard C. Ferguson Cancer Center at FHN Memorial Hospital, and 13 family healthcare centers in 5 counties spanning northwest Illinois offering primary and specialty medical care, hospice, and outpatient mental health services. For more information about us, please visit www.fhn.org.

Sinus Procedure Took Lena Woman From *‘Totally Miserable’* to Running a 10K



After sinuplasty surgery, Amanda Heimann enjoys playing outside with her children.

Most people know what it is like to have a sinus infection. No fun. But for those who suffer from chronic sinusitis, it can become a draining and debilitating ailment.

Stuck in a State of Perpetual Lethargy

“I was miserable,” says Amanda Heimann, a Lena wife and mom and FHN Central Business Office team leader, when talking about her chronic sinus infections. “I was prescribed three different antibiotics over seven months, but I still never felt great. I had constant pressure across my cheeks, suffered from headaches, was hoarse and nasally, and felt stuck in a state of perpetual lethargy. My kids kept asking why I didn’t want to participate in activities like I used to. It was stressful.”

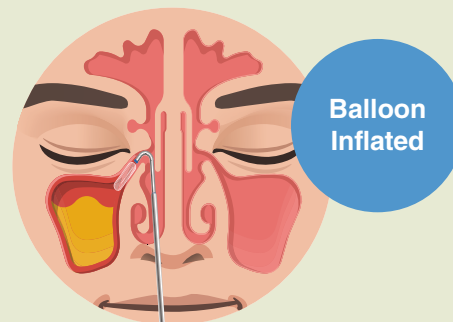
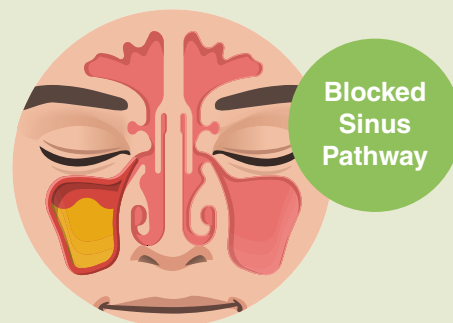
Amanda had heard about new sinus procedures at FHN, and asked her family practice physician Rebecca Pedersen MD, CPE, FAAFP, and ear/nose/throat spe-

cialist Shawn Shianna MD, about them. After examinations, they suggested that Amanda could be a good candidate for a simple sinus procedure called balloon sinuplasty, and ordered a CT scan. Then she consulted with Terry Donat MD, FACS, FICS, who confirmed her sinus passages were inflamed and blocked ... and that he could help. She had found her solution and was more than ready to proceed. “Dr. Donat explained exactly what he would do throughout the procedures, how long the entire procedure would take, and what to expect for recovery. I left my appointment knowing I

was in good hands and had all my questions answered.”

Balloon Sinuplasty is Safe and Successful

Studies have proven that minimally invasive balloon sinus dilation, also called balloon sinuplasty, can provide long-term relief by opening blocked passageways for 94 percent of patients. It is a safe, fast, and effective procedure, often performed under local anesthesia in the doctor’s office. Amanda ended up having balloon sinuplasty on her frontal sinuses, where the CT scan showed it would be most effective, and sinus surgery on her sphenoid, ethmoid, and maxillary sinuses. After just a couple days off work (due to the sinus surgery – recovery from balloon sinuplasty is typically less), she felt like a new person. Today, she is symptom-free. Though she knows she may still get a sinus infection, she is gratified that she can expect it to be briefer and less severe than her pre-



vious experiences. No more “constant pressure.”

“I can’t believe how much better I can breathe,” exclaims Amanda. “I was struggling to keep up with my kids and finding it difficult to breathe when running, something I had been doing for fun and fitness. Now I’m back to running around with my kids and I recently competed in my first 10K race! I am so happy I had these sinus procedures at FHN, performed by people I work with and trust.”

To find out more about balloon sinuplasty at FHN, visit www.fhn.org/sinuplasty.



Winning the Fight Against Cancer for 18 Years

Carol Richards has been fighting cancer for eighteen years, and she takes it all in stride. She is simply not one to sit and dwell.

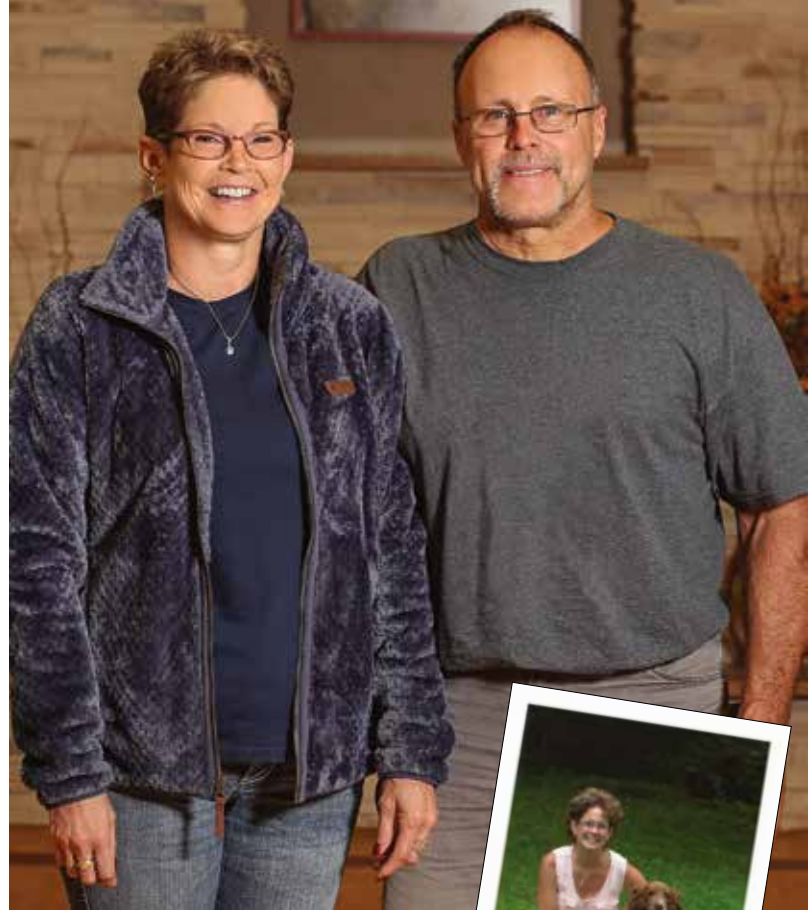
She will be on preventive chemotherapy for the rest of her life. She knows it. She accepts it. And she deals with it, every 3 – 4 weeks at the Leonard C. Ferguson Cancer Center at FHN Memorial Hospital in Freeport.

Her journey started in 2001 with a breast cancer diagnosis. She had a mastectomy and reconstructive surgery in Milwaukee. In 2009, a persistent cough took her to FHN otolaryngologist Shawn Shianna, MD, an ear/nose/throat specialist who was concerned her cancer may have spread. Unfortunately, he was right.

Dealing with Bad News

According to Carol, “Dr. Shianna immediately referred me for a scan, and my cancer had metastasized to my brain and lungs. At that time, I had radiation and chemotherapy at FHN’s Ferguson Cancer Center in Freeport. I have been getting chemo here ever since – for over 10 years. I live in Chana, about a 50-minute drive, but it is well worth it. If it weren’t for

Arshad Shaikh, MD, and Carol chat just before a recent chemotherapy session. After 10 years, they share a strong bond.



Carol fights cancer for herself, her partner, Rocky, her dogs, and for all her friends and family.



Dr. Arshad Shaikh and the wonderful nurses, I am not sure I would be here.

One thing that has really helped is that they always explain everything to me in ‘normal’ terms and check in with me throughout my treatment session, which lasts about two hours. After all the years I have gone there, I know they care for me as a person, not just a patient. I am more than just a medical file to them.”

Choosing the Cancer Center

Julie Nampel, director of the Leonard C. Ferguson Cancer Center at FHN Memorial Hospital, shares that some patients who come to FHN had their original diagnosis or surgery out of town. “We care for patients who were originally diagnosed and/or treated at medical facilities elsewhere, yet choose FHN for their chemotherapy or radiation. We work with their physicians to ensure the best continuum of care, and the patients benefit from the innovative treatment we provide, often closer to home.”

Luckily, Carol tolerates her chemotherapy treatment quite well. “I am on a drug that was new at the time I started taking it,” she explains. “It doesn’t make me very nauseated or tired, so that helps me get back to work quickly and lead an active life. I enjoy time on the boat, four-wheeler, snowmobile, or motorcycle. I love being outside for a ride!”

Finding the Right Regimen for Each Patient

Dr. Shaikh agrees that Carol's chemotherapy has been effective. "It is gratifying to find a regimen that consistently works and is well-tolerated, especially for a long-term patient who requires regular treatment," he explains. "This is a major priority in oncology, and we work hard to find and tailor the right combination of medication for each patient. In Carol's case, that unique match helps her maintain her enthusiasm and energy so she stays active and engaged — which also enhances her prognosis."

In fact, studies show there are tangible benefits of exercise during cancer treatment. According to the Harvard Health Blog, in one analysis of 61 clinical trials of women with all stages of breast cancer, those who exercise during treatment had significantly improved quality of life, fitness, energy, and strength, as well as significantly less anxiety and depression. It matters.



Carol prepares for treatment with the help of Emily, one of the cancer center nurses who has cared for her "from the beginning."

As for Carol, she is content on the back of a bike or seeking another adventure on the river with her supportive boyfriend, Rocky, who has been with her through everything for more than 20 years. "Rocky has played a huge part in keeping me active and loving life. I am happy that I feel good and I am going to enjoy each day. I have had cancer for a long time, and the treatment is part of my routine – a regular item on my to-do list. With great care and a positive outlook, I will just keep on enjoying the ride."

State-of-the-art Radiation Oncology at FHN

FHN's alliance with Paramount Oncology Group (POG), an innovative cancer care organization based in Dubuque, Iowa, allows us to provide state-of-the-art care for patients like Carol, including stereotactic radiosurgery that precisely targets radiation in fewer high-dose treatments than traditional therapy, which can help preserve healthy surrounding tissue, greatly improving patient outcomes.



Letter From Tonya Meyer,
FHN Foundation Executive Director

Festive Fun – For a Great Cause

Everyone looks forward to a party. But the FHN 2019 Festival of Trees Gala set for 7–11 p.m. Friday, Nov. 22 at Grand River Hall in Freeport, is more than just a party; it is an opportunity to improve the care available to people experiencing a mental health crisis. The funds raised at this year's Gala will support our Crisis Stabilization Center at FHN Family Counseling Center, to be located at 421 West Exchange Street.

Currently, someone experiencing a mental health crisis may spend many hours, or even days, in our Emergency Department until they can be transferred to an inpatient unit or simply stabilized and released back into the community. The FHN Crisis Stabilization Center will provide coordinated care in a local, relaxing, living room-type environment until they can be transferred or until a care plan can be established and the patient is better prepared to go home.

In order for us to renovate current storage space into our Crisis Stabilization Center, we need to raise more than \$700,000. We have a "head start" of more than \$300,000, thanks to the generosity of many of our donors including Furst-McNess Company, the Ferguson Foundation, and Nancy Seeley.

So as you pick out your favorite dress or polish your dancing shoes in preparation for our Gala, remember that this one night is part of something so much greater. It's a chance to provide a safe, calming environment to people in our community when they need it most.

Please buy your ticket today at fhn.org/gala and be generous at our silent auction or with our giving tree. If going to a Gala isn't your thing, we welcome your gift at our Foundation, 1045 W. Stephenson St., Freeport IL 61032 or donate online at fhn.org/donate. Please contact me at 815-599-7213 or tmeyer1@fhn.org if you have questions or would like further information.



FHN Surgery Department—Upgrading for Even Better Care!



Residents of northwest Illinois and southern Wisconsin don't have to travel far to receive high-quality surgical care. Providers at FHN deliver a wide range of surgical services close to home, including general surgery, vascular surgery, ophthalmology, obstetrics, orthopaedics, ear, nose and throat, and podiatry. With FHN's experienced surgeons and compassionate support staff, you will have the personalized care you need every step of the way.

While many improvements and enhancements have been undertaken to ensure patient safety and provide the ability to offer ever-more-advanced surgical procedures, it is time for another overarching upgrade at FHN. The last significant upgrade of this magnitude for the Surgery Department at FHN Memorial Hospital was undertaken almost 20 years ago.

Upgrade to be Completed in 2020

The \$1.5 million project includes updates to the flooring and modern high-tech surfaced walls and ceilings, as well as state-of-the-art lighting and video equipment that will keep us at the forefront of these technologies for many years to come. The proposed upgrade project will be completed in phases as we continue to provide uninterrupted, safe, and compassionate surgical services for FHN patients.

Our new video laparoscopic equipment (pictured at left) will be LED, all-digital, and high-definition. It will help distinguish critical anatomy with nine dedicated surgical camera specialty settings—including infrared technology—to provide an enhanced visual assessment of blood flow using fluorescent light. This advanced military-grade technology helps surgeons see clearly through suboptimal conditions sometimes encountered during laparoscopic procedures.

While the Surgery Department at FHN has maintained an enviable record of patient safety, the walls, floors, ceilings and other surfaces in the surgical suites have endured many years of complex and rigorous maintenance in order to provide maximum infection control barriers. New, more durable surfaces will not only ensure patient safety but also enable staff to be more efficient in their processes, thus minimizing patient wait times.

"With these upgrades to the surgical suite environment, FHN staff can assure patients they will receive care in our best-possible, safe, and sterile environment that upholds the highest standards and best practices," says Director of Surgical Services Mary Al-Khazraji, MSN, RN, CNOR.

To find out more about surgical services available at FHN, visit fhn.org or call 1-877-6000-FHN (1-877-600-0346) ext. 965.

Many other talented surgeons have privileges in FHN's surgical suites. They perform specialized

OBSTETRICS AND GYNECOLOGY



Farouk Isawi, MD,
FACOG



Keith Martin, MD,
FACOG



Ruhee Sidhu, MD,
FACOG

OPHTHALMOLOGY



Hanny Isawi, MD

ORTHOPAEDICS



Gregory Dammann, MD



Kevin Draxinger, MD

Our Providers Offer a Wide Variety of Surgical Services

These brief biographies give you a quick look at three of FHN's general surgeons. We are proud to have such a diverse and accomplished team. A more complete list of FHN's talented professionals with surgical privileges is shown below.



Barry Barnes, MD, FACS

received his medical degree from Hahnemann University (now Drexel University) School of Medicine in Philadelphia, PA. He served his residency as chief resident in general surgery at Good Samaritan Hospital in Cincinnati, OH.

Dr. Barnes was a trauma surgeon and departmental chair of surgery at St. Mary's Health Center in the greater St. Louis area and was the Chair of FHN's Department of Surgery from 2007-2010. He is a Fellow of the American College of Surgeons and a member of the American Society of Breast Surgeons and the Society for Surgery of the Alimentary Tract.



Rafael Castro MD, FACS, WCC

earned his medical degree from the University of Santo Tomas in Manila, Philippines. His residencies include Philippine General Hospital in Manila; and the University of Illinois Metropolitan Group Hospitals Residency Program at the Illinois Masonic Medical Center in Chicago.

Dr. Castro served as Chief of Department of Surgery for Silver Cross Hospital in Joliet, IL. He is a Fellow of the American College of Surgeons and a member of the American College of Physician Executives. In 2020, Dr. Castro will be concentrating his efforts on caring for patients at the FHN Vein Center and Center for Wound Healing.



Spyridon Theodorakis, MD, FACS

received his medical degree from University of Athens Medical School in Athens, Greece. His residencies include General Surgery at Athens University (Cancer Hospital of Piraeus) in Athens, Greece; and Rush Presbyterian Hospital, Mount Sinai Hospital Medical Center in Chicago.

Dr. Theodorakis is experienced in surgical oncology (the surgical removal of cancers) and is a Fellow of Surgical Oncology at Tulane University in New Orleans, LA; and Head and Neck Cancer at Roswell Park Memorial Hospital in Buffalo, NY. In the coming year, Dr. Theodorakis will be moving into full time in general surgery.

Non-Employed Providers* with Surgical Privileges at FHN

OBSTETRICS AND GYNECOLOGY

Mark Behnam, MD
Linda Holt, MD
Padmavathi Pagadala, MD
Eric Simons, MD

OPHTHALMOLOGY

Michael Altaweel, MD
Mihai Mititelu, MD

ORTHOPAEDICS

Andrew Blint, MD
Ryan Kenny, DO

PODIATRY

William Bush, DPM
R.K. Dickey, DPM
Carol Wisniewski, DPM

GENERAL SURGERY

Kendall Boone, MD
Michael J. Kikta, MD
Sara Mijal, MD
Anthony Zappia, MD
John Player, DO

UROLOGY

Mark E. Cormier, MD
Catherine Eden, MD
Michael Fumo, MD
Frederick Luke, MD
Daniel Sadowski, MD
Eric Taylor, MD
Richard Valadez, MD

*These providers are not employees or agents of FHN.

surgeries from tonsillectomies to tendon repair, hysterectomies to vein surgery.

OTOLARYNGOLOGY (Ear, Nose, and Throat)



Terry Donat, MD,
FACS, FICS



Shawn Shianna, MD,
FACS, FICS



Richard Bell, DPM



Syeda Roshan, DPM



Roland Tolliver, DPM

PODIATRY



VIRTUAL HEALTHCARE VISITS AVAILABLE FOR JUST \$59



A Doctor 'On Call' 24/7, 365 Days a Year

Sometimes, it just isn't convenient – or even possible – to get in to see your healthcare provider: Your teen comes home from school with what looks suspiciously like pinkeye; you've got a sore throat, but a busy schedule; or you're traveling and feel an ear infection coming on.

We're pleased to offer you an "always there" option – a virtual visit through **FHN**ow!

FHN's new telemedicine app **FHN**ow gives you access to a board-certified physician via smartphone, tablet, or desktop computer, and your virtual visit is just \$59.

FHNow is designed to be a convenient way to consult a healthcare provider when offices are closed or when patients aren't able to schedule an appointment in person. It is not a replacement for in-person visits with your primary healthcare provider.

FHNow is available to anyone – you don't need to be an FHN patient to use the app. FHN patients can have the notes from their e-visits forwarded to their FHN primary care provider.

An **FHN**ow virtual visit is appropriate for non-emergency illnesses and injuries such as:

- Sinus and ear infections
- Colds
- Flu
- Sore throats
- Upper respiratory infections
- Ear problems
- Pinkeye

FHNow visits also are appropriate for:

- Dermatologic conditions
- Rashes
- Eczema
- Warts
- Cold sores

Appointments are available immediately or can be scheduled in advance, and **FHN**ow physicians can send prescriptions to area pharmacies.

Lab work, x-rays and other services requiring in-person care are not available through **FHN**ow, and children under 36 months with a fever must be referred for in-person care. Support for multiple languages is available through **FHN**ow.

Virtual visits are \$59, payable by credit or debit card. No insurance can be processed through the **FHN**ow service; check with your insurance provider to see if the fee is reimbursable.

The fee may qualify for reimbursement from HSA or FSA funds; check with your HSA/FSA provider for details.

You can sign up for **FHN**ow in a number of ways – choose what's easiest for you:

- Download the **FHN**ow app from the Apple App Store or Google Play and follow the signup instructions.
- Visit **MDLive.com/FHN**ow and click "Get Started" at the top of the page.
- Call toll-free 1-800-400-MDLIVE (6354) and choose option No. 1.
- Text FHNDOCTOR to 635483 and let Sophie, your personal health assistant, get you signed up.

Patient Services Options

	FHN Primary Care
Contact info	<ul style="list-style-type: none"> • Your primary care provider or 1-877-6000-FHN (1-877-600-0346) ext. 965 if you don't already have a primary care provider – you'll have an appointment before you hang up the phone • Locations and appointment hours vary – more at www.fhn.org/locations
Services offered	Quick summary: Full primary care services and treatment for illnesses and injuries for all ages newborn to senior, quick appointments for non-life-threatening situations generally available within one or two days (call your provider for specifics). For more, see www.fhn.org/locations
Onsite providers/staff	<ul style="list-style-type: none"> • Primary care – Family Medicine Physicians and Nurse Practitioners • Physician Assistants (PA) • Certified Medical Assistants (CMA) • Nurses • Patient Service Representatives (PSR)
Hours	Most primary care offices are open extended hours before and after the traditional workday, and many also offer appointments on Saturdays – call your provider for specifics
How do I make an appointment?	Schedule through your primary care provider – if you don't have one, call 1-877-6000-FHN (1-877-600-0346) ext 965 and you'll have an appointment before you hang up the phone
Average cost/visit, not including lab work, x-rays, or other services (varies, depending on reason for visit)	\$69 minimum (may not apply with some insurance plans, Medicare, and/or Medicaid)
Payment	<ul style="list-style-type: none"> • Most insurance* • Medicare • Medicaid, including Medicaid Managed Care of Illinois • Self-pay • Cash, check, credit cards • Visit co-pay may be required at time of visit (check with your insurer or your primary care provider) • Can pay balances online

* ACTIN Care Groups, Aetna, Align Networks, Ambetter, AmeriPlan, BlueCross BlueShield, Cigna, C SmartHealth, Swedish American Health Alliance Network/Staffcorp (Rockford Area), The Alliance,

With the addition of **FHN**ow, you have more options than ever for FHN healthcare in our region. The chart below shows visit options for both non-life-threatening circumstances and more serious situations. All of these are entry points that can lead to additional appointments with FHN Specialty Care providers if needed; for more information on the 40 specialties we offer, please visit www.fhn.org/specialtycare.

FHN Community Healthcare Center	FHN ^{ow} Virtual Visits	FHN/Physicians Immediate Care Urgent Care	FHN Memorial Hospital Emergency Department
<ul style="list-style-type: none"> 10 W. Linden Street, Freeport (same building as the Stephenson County Health Department) 815-599-8414 	Access FHN ow from your phone, smartphone, table, or desktop computer by signing up using one of the following methods: <ul style="list-style-type: none"> Download the FHNow app from the iOS App Store or Google Play and follow the signup instructions Visit MDLIVE.com/FHNow and click "Get Started" at the top of the page Call 1-800-400-MDLIVE (6354) and choose Option #1 Text FHNDOCTOR to 635483 and let Sophie, your personal health assistant, get you signed up in minutes! 	<ul style="list-style-type: none"> 1009 Fairway Dr., Freeport 815-986-4200 More at physiciansimmediatecare.com Check wait times/reserve visit time at physiciansimmediatecare.com (click at upper right) 	<ul style="list-style-type: none"> 1045 West Stephenson Street, Freeport 815-599-6000 More at www.fhn.org/specialtycare
Quick summary: Full primary care services for non-life-threatening illnesses and injuries, all ages, by appointment (no walk-ins, although appointments can often be scheduled the same day you call).	Quick summary: Non-emergency illnesses and injuries such as sinus and ear infections, colds and flu, sore throats, upper respiratory infections, ear problems, pink eye, nausea, allergies, etc.; also dermatology for conditions such as eczema, rashes, warts, cold sores, etc. <ul style="list-style-type: none"> Multiple language support Cannot be used to treat children with urinary symptoms Children under 36 months with fever MUST be referred to their pediatrician, urgent care center, or emergency department. For more, see www.fhn.org 	Quick summary: Non-life-threatening injuries and illnesses, emergent sutures, enhanced x-rays, diagnostics and lab work, setting/casting broken bones/dislocations, audiograms, EKGs, spirometry, more extensive immunizations/physical exams, occupational medicine services for work-related injuries, drug and alcohol testing, and a variety of work-related physical examinations. For more, see page 6 at www.fhn.org/docs/Insight_V8_5_2017.pdf	Quick summary: Full hospital capability, including diagnosis and emergency treatment for victims of accidents or other forms for trauma as well as treatment of various medical problems requiring immediate attention. Can also transfer patients to other hospitals/specialty institutions as needed.
<ul style="list-style-type: none"> Primary care – Family Medicine Physicians and Nurse Practitioners Patient Service Representatives 	Onsite/online providers: <ul style="list-style-type: none"> Care notes forwarded to your FHN provider for inclusion in your medical records Prescriptions can be forwarded to the area pharmacy of your choice 	PIC does not promote themselves as an option for primary care; they employ: <ul style="list-style-type: none"> Physicians Physician Assistants Nurse Practitioners Radiologic Technologists Patient Care Technologists (CMAs) Patient Care Coordinators (PSRs) 	Full medical staff and specialty services <ul style="list-style-type: none"> Physicians/Advanced Practice Providers (APP) such as Nurse Practitioners and Physician Assistants Certified Medical Assistants Nurses Emergency Room Technicians
<ul style="list-style-type: none"> Monday 8:30 a.m. – 5:30 p.m. Tuesday – Friday 8:30 a.m. – 4:30 p.m. 	<ul style="list-style-type: none"> 24 hours a day 7 days a week 365 days a year 	<ul style="list-style-type: none"> Monday–Friday 8 a.m. – 8 p.m. Sat/Sun – 8 a.m. – 4 p.m. Holidays 8 a.m. – 4 p.m. except for Christmas and Thanksgiving (refer to website for specific holiday hours) 	24/7/365 (24 hours/day, everyday)
Call 815-599-8414	<ul style="list-style-type: none"> Just log in and set it up! Service is immediate or can be scheduled for a specific date and time You can make the call, or ask FHNow to call you 	<ul style="list-style-type: none"> Can reserve a time online Can also check online for wait times physiciansimmediatecare.com (click at upper right) Walk-ins 	Walk-ins only – no appointments made
\$30 minimum (may not apply with some insurance plans, Medicare, and/or Medicaid)	<ul style="list-style-type: none"> \$59 Lab work, x-rays and other services requiring in-person visits are not available through FHN^{ow}; please see your FHN provider or visit FHN/Physicians Immediate Care Urgent Care 	\$155-280	\$300 minimum
Care Meridian Health Plans visit, based on your insurance care provider's office)	<ul style="list-style-type: none"> Virtual visit payment of \$59 must be made at time of visit by credit card, debit card, or checking account transfer This is a fee-for-service health service, so no insurance can be processed through the FHNow service; check with your insurance provider to see if the fee is reimbursable. The fee may qualify for reimbursement from HSA or FSA funds; check with your HSA/FSA provider for details. 	<ul style="list-style-type: none"> Most insurance* (co-pays that may be required by your insurance carrier are due the day of your visit) Medicare Medicaid, including Medicaid Managed Care Meridian Health Plans of Illinois For uninsured/self-pay, payment in full required at the time of service; visit prices begin at \$155 in Illinois Cash, check, credit cards Can pay balances, if any, online following any payments required the day of your visit Self-pay 	<ul style="list-style-type: none"> Most insurance* Medicare Medicaid, including Medicaid Managed Care Meridian Health Plans of Illinois Self-pay Cash, check, credit cards Can pay online

FHN Healthcare Career and College Fair Draws a Crowd

Over 150 people explored the many career opportunities related to healthcare at FHN's free Healthcare Career and College Fair on Oct. 2.

The event's exhibition hall was filled with representatives from 18 area colleges and universities presenting their programs and curriculum. Healthcare subject matter experts were on hand to discuss a variety of healthcare career options.

To find out more about career opportunities at FHN, visit fhn.org/careers.



Another Successful Year for Miles And Minutes

Eight area schools received checks from FHN this fall, thanks to their fans who counted their exercise minutes for FHN's Miles And Minutes program.

AVERAGE MILES PER PARTICIPANT winners:

Eastland – 260.97 miles (\$2,000);
Dakota – 233.41 miles (\$1,000); and
Chadwick-Milledgeville – 202.60 miles (\$500)
Pictured with FHN President and CEO Mark Gridley.



MILES PER SCHOOL SYSTEM winners:

Eastland – 98,611 (\$2,000);
Tri-County Christian – 80,839 (\$1,000); and
Aquino Catholic Schools – 52,502 (\$500)



Help Shape Local Healthcare — Join FHN's Patient & Family Advisory Council



The input of our patients and families is vital to our success in providing care and services needed by our communities, and FHN's Patient & Family Advisory Council (PFAC) helps the community participate in that process.

PFAC members work in partnership with FHN staff by providing patient and family perspectives, opinions, and suggestions with the focus of improving patient experience, increasing safety, and enhancing the quality of care throughout the organization.

We are now welcoming applications for this Council; if you are interested or would like more information, please call 815-599-6876. THANK YOU!



Get to Know the Supply Chain Team at FHN



Pictured Clockwise – SOURCING: Chad Gasmund, Lavonne Wichman, Bill Coppernoll, Monte Moore, Joe Bennett • **PRINT SHOP:** Alysson Julius and Julene Siegmeier • **COURIER:** Allan Drew • **CENTRAL SUPPLY:** Diane Kunz, Bill Schuler, Karen Hauser • **RECEIVING & STOREROOM:** Steve Hasenyager, Gary Ruter, Louise Nilles, John Manning

Simply put, the Supply Chain Team orders and distributes all of the medical supplies to all of the offices and departments at FHN. While the team also includes the copy and print center and courier service, its core responsibility is to keep the hospital, family healthcare centers, and specialty care locations continually supplied with medical materials.

“We hold approximately a quarter-million dollars of supplies in our storeroom at any given time and distribute them wherever they’re needed without the wait,” says Supply Chain Director Bill Coppernoll.

The Supply Chain Team is comprised of Sourcing, Receiving & Storeroom, Central Supply, the Print Shop, and Courier Service.

Thanks to the continued development of internal partnerships, the **Sourcing** team works closely with our finance department to expand our e-commerce opportunities.

The energetic **Receiving and Storeroom** team harnesses the tools of e-commerce to maintain high efficiency, with electronic receiving now a key component of our processes.

The **Central Supply** team at FHN implemented a 2-bin system (an adaptation of a manufacturing Kanban system), allowing us to restock additional areas in the hospital without any supplementary staff.

The **Print Shop** expertly manages all day-to-day print operations, system-wide mailings, and a massive fleet of multi-function devices in all FHN offices.

The **Courier** team melds a traditional messenger service with newer logistics methods to deftly manage the daily logistical complexities of FHN’s many locations.

The Supply Chain Team manages to get all of this done and still finds the time to have fun. Each year, they enjoy some friendly competition by holding a chili cook-off that is a favorite for FHN staff. This year’s winner, Chad Gasmund in Sourcing, shares his deceptively simple “secret recipe” below.

Chad’s “Come-Busta-Bowl” Chili

INGREDIENTS

- 2 pounds ground beef
- 14 ounces canned kidney beans (rinsed and drained)
- 28 ounces canned spicy chili beans (do not drain)
- 14 ounces canned mild chili beans (do not drain)
- 14 ounces canned tomato sauce
- 4 heaping tablespoons brown sugar
- ¼ cup ketchup
- ¼ cup minced onions

INSTRUCTIONS

- In large skillet on stove top, brown ground beef and drain excess fat from meat.
- Add the cooked ground beef and all remaining ingredients in a 6 quart slow cooker and stir.
- Cover and cook for 3 hours on high.



Welcome to FHN's Wellness Calendar

FHN is proud to offer many opportunities for you to learn about health and wellness—from informational programs and events to free health screenings all year long. (This information was correct at the time of publication. Please see FHN's online calendar at www.fhn.org for additions or changes.)

Blood Pressure Screenings¹



Location	Time	Date	Details
Liberty Village Estates	10:30–11:30 a.m.	Nov. 13 Dec. 11 Jan. 8	2140 Navajo Drive, Freeport
St. John's Lutheran Church	12:30–1:30 p.m.	Nov. 13 Dec. 11 Jan. 8	625 Country Lane, Lena
Salvation Army	10 a.m.– noon	Nov. 14 ³ Dec 12 Dec. 26 Jan. 9	106 W. Exchange Street, Freeport
New Jerusalem Church of God	11 a.m.– 1 p.m.	Nov. 21 Dec. 19 Jan. 16	4 E. Iroquois Street, Freeport
Mt. Calvary Church of God in Christ	10 a.m.–noon	Nov. 23 Dec. 28	420 Challenge Street, Freeport
Freeport Lincoln Mall	10 a.m.– 2 p.m.	Nov. 25 Dec. 13	1255 W. Galena Avenue, Freeport
Pecatonica United Methodist Church Food Pantry	10 a.m. –noon	Nov. 26 Dec. 24	528 Washington Street, Pecatonica
Freeport Area Church Cooperative (FACC)	9–11:30 a.m.	Dec. 4	514 S. Chicago Avenue, Freeport
Golden Meals	10 a.m. –12:30 p.m. 10:30 a.m.–noon	Dec. 13 ² Jan. 10 ³ Dec. 10 Jan. 14	524 W. Stephenson Street, rear entrance, lower level, Freeport
Joseph's Pantry Faith Center	4–6 p.m.	Nov. 19 Dec. 17	203 W. Pleasant, Freeport
Pearl City Methodist Church	9–11 a.m.	Dec. 28 Jan. 11	411 S. Main, Pearl City

¹ No cost or registration required; open to the public. ² Free blood pressure, glucose, and foot health screening. Please do not eat or drink anything other than water for 8 hours before the glucose screening test. ³ Free glucose screening (ends at 10:30 a.m.). Please do not eat or drink anything other than water for 8 hours before the test. ⁴ Free blood pressure, cholesterol, glucose, and foot health screening. Please do not eat or drink anything other than water for 8 hours before the cholesterol and glucose screening tests.

Flu Shot Clinics



Location	Time	Date	Details
Adult-only clinic is \$28 (quadrivalent for adults under age 65) or \$62 (high-dose for 65+) cash or check payable to FHN. No out-of-pocket expense if you are over 65 and covered by Medicare Part B (please present Medicare card) or a Medicare HMO accepted by FHN (list available at each location – covered persons MUST present the Medicare HMO card instead of the Medicare card for billing process). No other insurance coverage can be processed. Per government regulations, no Medicaid cards can be accepted. All clinics based on availability of vaccine. No cost or registration required for blood pressure check. For more information, call 815-599-7437.			
Sullivan's Foods – Mt. Morris	1–3 p.m.	Nov. 13	101 E. Highway 64, Mt. Morris
Carroll County Senior Center	9 a.m.–noon	Nov. 22 Dec. 2	306 N. Main Street, Mount Carroll ♥

♥ Flu Shot Clinic and Blood Pressure Screening

Mobile Rx Pantry Program Pickup Days



Location	Time	Date	Details
Participants who have qualified and received a voucher can pick up their supply of produce, milk, eggs, and frozen and canned meats from the Mobile Rx Pantry program, a partnership between FHN's Connect the D.O.T.S. (Doors of Team Support) and the Northern Illinois Food Bank. Screenings are held at the pickup site from 11 a.m. – noon before each event and at every FHN Top 50 Blood Pressure Screening – a complete list is available at https://tinyurl.com/FreeportMobileRx . For more information, call 815-599-6402.			
Freeport Lincoln Mall	Noon – 2 p.m	Nov. 25 Dec. 13	1255 W. Galena Avenue, Freeport

Training and Education



Class	Time	Date	Details
Prenatal Class	5–9 p.m.	Nov. 19	FHN Memorial Hospital, 1045 W. Stephenson Street, Freeport—Conference Dining Room This class provides information about pregnancy, labor, delivery, Cesarean sections, and postpartum recovery. Registration is required; call 815-599-6221.
Safe Sitter Essentials® with CPR	9 a.m. – 3:30 p.m.	Nov. 23 Dec. 14	FHN Memorial Hospital, 1045 W. Stephenson Street, Freeport Class designed to prepare students in grades 6–8 to be safe when they're home alone or babysitting. Full-day course is \$50, which includes the Safe Sitter Essentials Student Handbook and completion card and basic CPR skill practice. (Class does not qualify for CPR certification.) Financial assistance is available for eligible students; call 815-599-6707 for more information about eligibility. Register online at www.fhn.org/safesittercpr .
Breastfeeding Class	7–9 p.m.	Dec. 3	FHN Memorial Hospital, 1045 W. Stephenson Street, Freeport—Conference Dining Room Instructor is Annette Gielenfeldt. Registration is required; for more information or to register, call 815-599-6221.

Community Programs



Program	Time	Date	Details
Talk—Anemia*	1–2 p.m.	Nov. 22	Prairie View Assisted Living, 500 E. McNair Road, Winnebago
Talk—Incontinence*	1–2 p.m.	Dec. 18 Dec. 27	WinnPrairie, 1545 S Forest Road, Freeport Prairie View Assisted Living, 500 E. McNair Road, Winnebago
Collective Goods Book Sale	10 a.m. to 4 p.m. 9 a.m. to 3 p.m.	Dec. 5 Dec. 6	Conference Dining Room (CDR) on the lower level of FHN Memorial Hospital Looking for a present for that special someone or just want to treat yourself? Collective Goods brings a variety of books, electronics, baking equipment, children's toy, and more to FHN for a convenient shopping experience. A small portion of every sale is donated back to the FHN Foundation Partners in Giving campaign.
Memory Café*	2–3:30 p.m.	Dec. 19 Holiday Cookie Party Jan. 16	SR Center, 216 E. Stephenson Street, Freeport.

*No cost or registration required; open to the public.

Support Groups



Group	Time	Date	Details
The First Steps Grief Support Group*	10–11:30 a.m.	Nov. 19 Dec. 17	FHN Memorial Hospital cafeteria meeting rooms—Lower Level For more information, call FHN Spiritual Care Coordinator Sean Huguenin at 815-599-6160.
Perinatal Loss Support Group	6:30–8 p.m.	Nov. 21 Dec. 19 Jan. 16	FHN Memorial Hospital Private Dining Rooms 1 and 2—Lower Level A safe and supportive space for parents who have lost a child through miscarriage, stillbirth or shortly after birth to cope with and share their emotions. Call 815-599-6160 for more information or to register.
Living Through Grief*	6–7:30 p.m.	Nov. 25 Dec. 9 Dec. 23 Jan. 13	FHN Memorial Hospital Cafeteria Dining Rooms—Lower Level For more information, call 815-599-7240.
Adult Diabetes Support Group*	1–2 p.m.	Jan. 7	FHN Memorial Hospital Globe Room—Lower Level Topic is Achieve Your Goals in 2020. No charge; registration not required. For more information, call 815-599-6253.

*No cost or registration required; open to the public.

Vein Screenings



Location	Time	Date	Details
FHN Memorial Hospital	2–5 p.m. 3–6 p.m. (by appointment)	Dec. 11 Nov. 19	Schedule a free screening at the FHN Vein Center to see if our experts can help. Non-cosmetic treatment options are covered by most insurance carriers, including Medicaid. For an appointment, call 815-599-VEIN (8346).

Festival of Trees



Program	Date	Time	Details
FHN Festival of Trees Gala Casino Royale	Nov. 22	7 – 10 p.m.	Grand River Hall, 101 S. Liberty Street, Freeport Enjoy a huge hors d'oeuvres buffet, music, dancing, and a holiday silent auction while trying your hand at James Bond-quality casino games from roulette to blackjack. This year's FHN Festival of Trees Gala will provide funding for a new Crisis Stabilization Center for FHN Family Counseling. Help us support the continuation and expansion of numerous therapies and programs for all sorts of life's challenges for our community. Tickets are \$75 for one; \$130 for two. Purchase online at fhn.org/gala or at the door..
Santa Visits	Nov. 24	1 – 4 p.m.	Freeport Public Library, 100 E. Douglas Street, Freeport No charge; visit with Santa and receive a holiday gift from FHN.
	Nov. 26 Nov. 28 Dec. 3 Dec. 10 Dec. 12 Dec. 17	5-7 p.m.	
	Nov. 30 Dec. 7 Dec. 14 Dec. 21	1-3 p.m.	
Storytime With Santa	Dec. 5 Dec. 19	5 – 7 p.m.	Freeport Public Library. Listen to a holiday story or two in Santa's visiting area. Free; all children will receive a small holiday gift from FHN.
FHN Festival of Trees Community Holiday Tree Lighting	Nov. 24	5 p.m.	In front of FHN Memorial Hospital, 1045 W. Stephenson Street, Freeport Enjoy refreshments and holiday caroling, and special guests will be on hand to "flip the switch" and turn on Freeport's holiday tree. Santa will be there, so make sure the kids have their lists ready! No charge; for more information, visit www.fhn.org .
FHN Community Festival of Trees Kickoff	Dec. 2	5:30 – 7 p.m.	Freeport Public Library, 100 E. Douglas Street, Freeport FROSTY FAMILY FUN: Enjoy an evening of holiday fun for the whole family. Sing Christmas carols with Sean Huguenin, make "holiday slime," play "holiday bingo", enjoy making a holiday treat, and enter for a chance to win a \$100 gift card for the holidays. No charge or reservation required. The Community Festival of Trees continues through December 28. People's Choice voting is open through Saturday, Dec. 14. Hosted by FHN and the Freeport Public Library.
FHN Festival of Trees: Singin' at the King	Dec. 5	5:30 – 7:30 p.m.	MLK Center, 511 S. Liberty Avenue, Freeport Enjoy holiday music from area school choirs. Suggested admission is one canned good or non-perishable item per person for area food pantries. Santa will be there, so make sure the kids have their lists ready! For more information, visit www.fhn.org .
Festival of Giving	Dec. 6	6 a.m. – 6 p.m.	HCC Student Conference Center, 2998 W. Pearl City Road, Freeport Join Big Radio, FHN, Highland Community College and the Salvation Army for a Festival of Giving – we'll be collecting toys and money to benefit underprivileged children in our area.
FHN Community Festival of Trees – last day for People's Choice voting!	Dec. 14		Freeport Public Library, 100 E. Douglas Street, Freeport Enjoy holiday trees decorated by local service organizations, clubs and church groups competing for prizes. Trees are on display through December 28. Hosted by FHN and the Freeport Public Library.
Freeport Community Luminaria Night	Dec. 22	Dusk	Stephenson Street and Lincoln Boulevard, Freeport Enjoy the beauty as residents in the neighborhood near FHN Memorial Hospital decorate their sidewalks with luminaria to celebrate the season.

HOLIDAY MOVIES	Frozen 2 (PG)	Nov. 23 10 a.m.	FHN Festival of Trees Holiday Movie Series Classic Cinemas Lindo Theatre, 115 S. Chicago Avenue, Freeport Hosted by FHN and Classic Cinemas Lindo Theatre. All tickets are \$4 unless noted, limited seating available; no advance ticket sales. All children attending will receive a special holiday gift.
	Polar Express (G-13) FREE	Nov. 30 10 a.m.	
	Playmobil: The Movie (Not Yet Rated)	Dec. 7 10 a.m.	
	Jumanji: The Next Level (PG-13)	Dec. 14 10 a.m.	
	Star Wars: The Rise of Skywalker (PG-13)	Dec. 21 10 a.m.	
	White Christmas	Dec. 11 1 p.m. & 7:30 p.m.	Hosted by FHN and Classic Cinemas Lindo Theatre. Enjoy this holiday classic featuring Bing Crosby and Danny Kaye for the cost of a contribution to area food pantries. Limited seating available; no advance ticket sales. Ed Finch and Alan Wenzel will lead a discussion after the movie. All children attending will receive a special holiday gift.



You've Got a 'License to Give' at the Gala!

Do you have your tickets for the FHN Festival of Trees Casino Royale Gala? This year's Gala, set for 7–11 p.m. Friday, Nov. 22 at Grand River Hall in Freeport, promises a lavish evening full of spy-themed fun, including huge hors d'oeuvres and dessert buffets, music, dancing, and a holiday silent auction—and of course, some James Bond-quality casino games from roulette to blackjack.

Come in holiday party attire or have fun attending in spy gear – serious or spoof! From Bond movie theme songs and Sherlock Holmes to *Get Smart* and Austin Powers, there are options galore.

This year's FHN Festival of Trees Gala will help to fund the new FHN Crisis Stabilization Center, a special unit near FHN Memorial Hospital in Freeport for people experiencing a substance abuse or behavioral health crisis. The Center will be the first in the area to address behavioral health issues in a more healing environment while reducing demands on our hospital's Emergency Department. (It will be located in the same building as the FHN Family Counseling Center.)

Like FHN on Facebook to hear about chances to win a Gala ticket, or play it safe and get your ticket online at **FHN.org/CasinoRoyale** today! You can also get tickets at M45 Marketing Services, 524 W. Stephenson Street in Freeport, or pay at the door the night of the event.

We look forward to seeing you at CASINO ROYALE, because when it comes to supporting healthcare in your community, we know that "nobody does it better"... than you!



OB is Online

When you're having a baby, you have lots of questions. **Why is your body changing? What are your nutritional needs? What medical tests are important to schedule?** Pregnant

patients just got a new online resource to make it easier to access helpful answers to these questions – and more – from FHN's Obstetrics staff.

The OB section of **FHN.org** includes a detailed pregnancy guide, summaries by trimester, helpful videos, class registration links, and much more, putting valuable information at your fingertips, whenever you have time to review it.

FHN's entire Obstetrics team is dedicated to helping you have a healthy pregnancy, a fulfilling birth experience, and a prepared entry into motherhood. Most of all, we aim to give your baby a healthy start in life! Check out our new OB web content at **fhn.org/ob**.



to our team of talented staff committed to delivering healthcare excellence to our community.



BOOMERANGERS' RETURN TO FHN:

They're Glad They've Come Back—and So Are We!



A *boomerang* employee is someone who has left an organization and has returned to that same employer later. There are many reasons why people leave organizations, but what's significant is the reasons that they return. We spoke with boomerang employees at FHN to find out what encouraged them to come back and continue their careers with us.

Samantha Toay



After six years in Admitting and Registration and Administration, Samantha left FHN to work in agri-business because of her family background in farming. While she enjoyed the work, she missed the daily interaction with other employees, patients, and community members while she was at FHN. She came back this past July to serve as Volunteer Services Coordinator and

HR Specialist and is doing great things with our many volunteers.

"I very much enjoy the people and the family-feel here at FHN. I feel like I have a specific purpose here," says Samantha. "Even though I'm not involved in the clinical side of things, I'm here to try to impact people in a positive way and I feel like I've been given the opportunity to do that here."

Michelle Kelly, MSN, RN, CMSRN

After working at FHN for three years as a professional registered nurse, Michelle Kelly left to work for another organization for a short time. In 2018, she returned to take a nursing leadership position as Operations Leader in our Medical-Surgical/Pediatrics Departments. She's glad she came back.

"I really enjoy working in the family-friendly atmosphere here at FHN. You're not just another warm body here — people know your name. I feel like I make a positive difference in my role in the department. I'm so proud of the commitment to safe patient care, and the priority it is given at FHN."



Shawn Shianna, MD

Dr. Shawn Shianna practiced at FHN for more than 20 years, serving several years in leadership positions on the medical staff, before leaving in 2015 to be close to family in the Atlanta area. He returned this past February and finds the environment at FHN to be much more to his liking.



"The smaller size at FHN allows you to feel comfortable picking up the phone and talking directly to the director of nursing or a radiologist, or whomever you need to speak to in order to provide better care to individual patients," Dr. Shianna says. "I've often thought about the fact that a lot of our providers and other professionals are pretty smart cookies. Many of them could

practice at high-profile institutions in Chicago or Milwaukee. They choose to be here because they want to be here, because of the high-quality care that FHN provides."



Career Opportunities at FHN

"We have been extremely fortunate to have had a number of outstanding professionals come back to the FHN family after leaving for various reasons," says FHN Talent Acquisition Specialist Carol Boeke. "They bring with them knowledge and experience gained from other institutions and in different roles. We couldn't be happier that they've chosen to join us again."

Whether you're a former FHN employee looking to *boomerang* back to us, or you're interested in finding out more about careers at FHN, visit fhn.org/careers or contact Carol Boeke at cboeke@fhn.org or 815-599-6706.

Insight



We're here, for you.

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