

Insight

A publication of FHN

Volume 4, Issue 4

Beyond Words

**Therapy
Dogs at
FHN**

**FHN Festival
of Trees**

**Hospice
Celebrates
20 Years**

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We're here, for you.

FHN



MICHAEL PERRY, MD, PRESIDENT AND CEO

Welcome to the Last INSIGHT of 2013!

It hardly seems possible that another year has flown by so quickly! This issue of INSIGHT is jam-packed with stories about FHN out and about in your community, accomplishments we've achieved, and information about new providers and services.

activity to win prize money for the school of their choice. Our goal for Miles And Minutes was to get people excited about exercise and to reward that with support for schools in our communities. Over 1,500 participants logged more than three million minutes of exercise during the summer, or almost 57 thousand hours. I'd like to thank all the participants and congratulate the winning schools. With this much success, we'll be sure to do it again!



I'm also excited about launching FHN's first official therapy dog program, *Beyond Words*. The program will be the recipient of funds raised at our Festival of Trees Holiday Gala –



I hope I'll see you at *Casino Loyale* on November 23, or at one of the many other family-oriented holiday events that are part of the FHN Festival of Trees.

Enjoy the holiday season!



We're very proud of being named the top healthcare entity in the area for patient safety by the world's largest, completely independent, non-profit product- and service-testing organization. This is our second year for this recognition. This was

the first year that surgical excellence was also measured, and we were recognized well in that specific area, too.

Our Miles And Minutes physical activity program over the summer was a big success. The program encouraged participants to be active and log various types of physical

Health Check Pays Off for Students, Schools



Here's the breakdown:

- Freeport High School – 238 students (2 clinics) - \$4,760
- Aquin Schools – 33 students - \$660
- Pearl City – 53 students - \$1,060
- Forrestville Valley – 84 students (2 clinics) - \$1,680
- Lena – 32 students - \$640
- West Carroll – 127 students (3 clinics) - \$2,560
- Pecatonica – 86 students (2 clinics) - \$1,720
- Warren – 72 students (2 clinics) - \$1,440
- Orangeville – 12 students - \$240
- Eastland – 64 students - \$1,280
- Stockton – 35 students - \$700

The annual sports physical is a requirement for all student-athletes. For FHN, it's a chance to combine a check for good health with a different kind of check – a donation to area schools!

This year, 836 students took advantage of 17 sports physical clinics at locations across northwest Illinois, raising a total of \$16,740 to donate to 11 area schools.

The physicals meet IHSA eligibility requirements for sports and are offered every year. Watch www.fhn.org late next spring for dates and locations!

ON THE COVER:

Harry, a Great Pyrenees certified therapy dog, enjoys the attention of a chemotherapy patient at the FHN Leonard C. Ferguson Cancer Center. Harry is a rescue dog from an organization like Freeport's Friends Forever Humane Society.

Beyond Words

Especially at the holidays, actions speak louder than words. So, we're very proud, as we are every year, to share many opportunities for you and your family and friends to be together to enjoy the holidays.

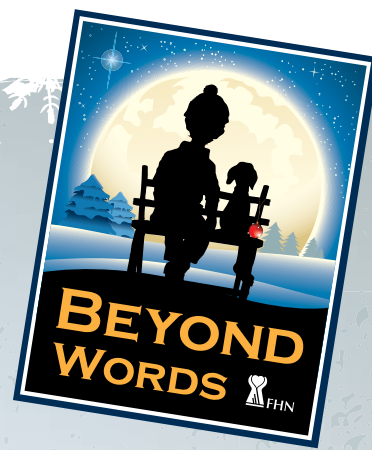
We hope you will join us at one or all of FHN's Festival of Trees events – as always, there's something for everyone!

Join us as we flip the switch to start the holidays by **lighting the community tree** in front of FHN Memorial Hospital at 5 p.m. on Sunday, Nov. 24. Cookies, cocoa and some special visitors promise to get the holidays off to a great beginning.

The FHN Festival of Trees **Holiday Family Movie Series** continues with a family-friendly movie, specially priced, every Saturday morning, November 9 through November 30. We'll end the movie series just before Christmas with two special showings of *White Christmas* – starring Bing Crosby, Danny Kaye, Rosemary Clooney, and Vera Ellen – on December 18.

Our popular **Community Festival of Trees** at the Freeport Public Library showcases the tree-decorating skills of non-profit organizations throughout the region. A panel of judges will award cash prizes in several categories and

you can vote for your own favorite in the People's Choice competition, which also includes a cash award. Trees will be displayed



December 8 through January 6, but voting for People's Choice closes December 21.

Singin' at the King brings area school choirs together Thursday, Dec. 12 at the King Community Campus for this popular holiday music program. There's nothing like a children's choir to set a great tone for the season. **Santa visits and storytelling** at the Freeport Public Library round out offerings for the whole family.

Adults in the family will want to mark their calendars for the FHN Festival of Trees **FHN Casino Loyale Holiday Gala** on Saturday, Nov. 23. Open to the public, guests will enjoy a festive evening of casino-style games from poker to roulette, wonderful food, music, dancing, and auction-shopping, all "on the strip" in downtown Freeport. Proceeds benefit the FHN's first official therapy dog program, and 10 percent of the proceeds will be donated to the Friends Forever Humane Society.

A complete list of dates and times for FHN Festival of Trees activities can be found at www.fhn.org.

As your healthcare providers, we know that spending time with your friends and family is a great way to reduce the stress that often accompanies the year-end holidays as you also make and share memories that will last a lifetime. So join us at any or all of these events and as you do, remember that the holidays are a great time to demonstrate the idea of our theme, Beyond Words. This season, let your words be kind ... and your actions shine. Happy Holidays from all of us at FHN!



Save Saturday, November 23 for Fun and Games at FHN's *Casino Loyale* and Place a Bet on the Power of Pet Therapy!

On Saturday, November 23, you can enjoy one of the biggest holiday parties in the area while supporting FHN's new therapy dog program!

It will come as no surprise to animal lovers that the benefits of pet therapy are well-documented. As a result, pets are also becoming integrated in mainstream traditional healthcare. In treating depression, for example, pets lend a strong therapeutic effect both in provider offices as well as at patients' homes. With depression directly affecting 10 percent of us every year (indirectly impacting up to 25 percent of a community), the human health value of a furry friend shouldn't be underestimated!

The annual FHN Festival of Trees Holiday Gala this year will raise funds for the first therapy dog program at FHN. All dogs in the program will be certified by accredited trainer Jan Carlson and Carlson Canine Camp. Proceeds will also benefit overall depression treatment efforts, and 10 percent will be donated



to Friends Forever, where people have been providing forever homes to homeless pets for 60 years while improving their own lives immeasurably at the same time.

The event this year has been dubbed *Casino Loyale* (with just a bit of a nod to James Bond 007). It'll be a fun night of Vegas-quality, casino-style games from poker to roulette, food, music, and silent auction shopping. There'll be great prizes, and you'll be able to feel like a high roller without ever leaving northern

Illinois. Attendees from last year's casino event are still talking about it, so be sure you don't miss out!

Everyone is welcome – you can buy tickets online at <http://tinyurl.com/casinoloyale>.

So as man's – and woman's – best friend joins clinical practices from cancer treatment to psychological therapy, we hope you'll join us at this festive event. Start the holiday season right at FHN's *Casino Loyale*!

Beyond Words

FHN's Therapy Dog Program

Sit. Stay. Heal.

Therapy dogs like those who will be part of FHN's *Beyond Words* Therapy Dog program are naturally interactive and provide relief during long days in healthcare settings, helping patients shift their focus away from discomfort or anxiety.

The animals' unconditional love and attention brighten everyone's day – patients, families, visitors, and staff alike. Among other benefits, medical research has shown that a visit from a therapy dog can initiate and sustain physiological signs of relaxation such as decreased blood pressure, heart rate, and respiratory rate as well as providing encouragement and lightening the environment in physical and/or emotional therapy and rehabilitation.

Each therapy dog team (dog and handler) will need to meet strict eligibility criteria and successfully complete a nationally standardized behavioral exam. Their services will be available throughout the hospital and other offices, and patients will be able to request a dog to be present for specific times or treatments, such as chemotherapy sessions, a patient's birthday, or even just to make a youngster feel better about getting a shot.

More details will be available at www.fhn.org as the program is finalized, and dog owners interested in becoming part of the program are very welcome. Thank you for your support of the FHN *Beyond Words* Therapy Dog Program at the FHN *Casino Loyale* Holiday Gala!

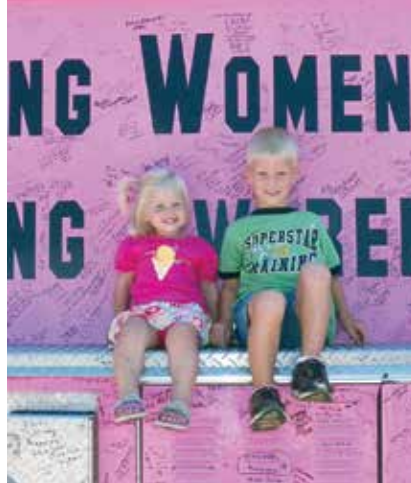


Jan Carlson, certified therapy dog trainer and owner of Carlson Canine Camp, and her certified therapy dog, a papillon named Cody, visit with a patient at the FHN Leonard C. Ferguson Cancer Center. Cody is also a rescue dog.



From left (standing): Carole Dickerson, therapy dog volunteer and Frances, her rescue poodle; Marilyn Smit, therapy dog volunteer and Harry, her rescue Great Pyrenees; Jan Carlson, therapy dog volunteer, trainer, and owner of Carlson Canine Camp, and Cody, her rescue papillon; (seated) FHN physician Robert Geller MD, MS, FACP, FIDSA and Doggie and TC, his Yorkshire terriers; FHN *Beyond Words* Coordinator and Director of Volunteer Resources Kay Brooks and Bella, her Australian shepherd; FHN hospitalist Alan E. Esker, MD and Charlie, his beagle.

Sit. Stay. Heal.



National Pink Heals Tour Provides Hope and Support to Freeport Residents

What started out as a retired Arizona firefighter's personal crusade against cancer came to Freeport in July and made a very big, very pink impression on the community.

The Pink Heals Tour in Freeport included a parade of pink fire trucks and police vehicles that helped create awareness and raise funds for women fighting cancer. The grand entrance – which started just off I-90, grew on Routes 75, 20, and 26, and culminated in central Freeport – included 15 escorts from area towns, tributes from fire stations and ambulances along the route, and emotional onlookers including healthcare workers

and supportive citizens. The pink procession circled FHN Memorial Hospital and the FHN Leonard C. Ferguson Cancer Center, went to Cub Foods, hit Highland Community College, encouraged members of RAMP, and made personal visits to Liberty Village and several area homes. They ended the evening at a downtown block party hosted by This Is It Eatery's Randy Skeens.

How Did We 'Get Pinked?'



It all started when Roxanne Goodman's firefighter son-in-law from Memphis got involved with this national movement.

She explains, "He was inspired and the more he talked about Pink Heals, the more it got under my skin. It didn't take me long before I was convinced I wanted the national tour here in Freeport. That took three years of tenacity, but it was worth all the effort, no doubt."

Joining Roxanne and her husband Dennis in the project were close friends Toni and Tom Pinner. Roxanne explains, "We spread the bug! When the phone call came that the national tour of Pink Heals put Freeport on the 2013 schedule, I immediately called Toni and her husband, Tom, a retired firefighter. We were ecstatic."

Roxanne and Toni were very impressed with the community support they received. "Freeport really stepped it up," said Roxanne. "We asked and people helped, and then asked if they could help further. It was phenomenal. From pink carnations to pink pencils, to balloons and the banner across Stephenson Street, the community came out and supported us big time. Terry Egan from the FHN Foundation planned the dedication of pavers at the Cancer Center's Healing Garden so that Pink Heals founder Dave Graybill could participate and Elliott Graphix made over 400 T-shirts in six weeks as part of our fundraiser. They were a big hit and sold out. Now, every time I see someone in a Pink Heals T-shirt, I get excited all over again!"

Toni agrees. "We did not have one issue. We were absolutely thrilled with the support we got from the start and the response we received the day of the event. Everything went off without a hitch, thanks to folks like Kurt Steffen at Cub Foods who were so generous with their time and energy."

Memorable Moments

Though the entire day went as planned, certain moments stand out as special to the organizers. According to Roxanne, "I'll never forget arriving at the block party in the first truck, named Karen after a cancer survivor, and seeing all the people there to share their love and support. It was extraordinary. So was the dedication of the participating firefighters from across the country who donate their vacation time to keep the Pink Heals tour on the road. Because of them, it doesn't cost a penny to bring the tour to town and all the money raised stays local. We gave four families financial support and presented a \$5,100 check to the Ferguson Cancer Center because of the generosity of the firefighters and the surrounding community. It was surreal."

There was also a shining moment at Cub Foods that pretty much summed up the day for Roxanne. She explains, "The pink trucks were on display in the

1. Many Pink Heals participants wore pink-themed clothing – and big smiles.
2. Pink Heals founder Dave Graybill and FHN Foundation Executive Director Terry Egan.
3. A special sentiment is shared on one of the Pink Heals vehicles.
4. As part of the Pink Heals itinerary, pavers were dedicated at the Leonard C. Ferguson Cancer Center's Healing Garden. See more at <http://www.youtube.com/pinkheals-Freeport>.



parking lot and pink carnations were being sold for a donation. An elderly gentleman took one carnation and slipped a contribution into the pot. The volunteer noticed it was a \$100 bill, and felt she needed to call out to make sure the man realized how much he had

given. He simply said 'yes' and walked away. That's just the kind of day it was."

Toni especially remembers making a home visit. "It was an honor and a privilege to visit a cancer patient I know

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and give her a boost. My sister is a breast cancer survivor and it just made the whole day very personal to me. The day was for her, and for everybody who faces, has faced, or will face a battle with any kind of cancer. It was just very important to me. So was the chance to thank and honor all the firefighters who put so much time into the Pink Heals effort. That really resonated with me after living with a dedicated fireman for over 30 years.”

People came from all over the area to experience Freeport’s Pink Heals Tour, sign the trucks honoring a survivor or lost loved one, or simply to show support for those facing a challenging diagnosis. They came, they saw, they provided hope ... and if Roxanne has anything to say about it, they’ll come again.

“I am going to try to get the tour back,” she declares. “We showed the people involved that Freeport is a great

community that comes together to show support, love, and encouragement to women fighting cancer. Most events last two to six hours and ours lasted 12. They said they have never seen so much support, never had a block party ... they even had a Freeport firefighter mechanic fix ‘Karen’s’ alternator before they departed to help them stay on the road. I think they were impressed. And I know they made a difference through Pink Heals.”

Summer Exercise Pays Off Six Schools Win FHN Miles And Minutes Money

Having fit – and faithful – fans paid off for six schools in FHN’s service area this fall. The schools were winners in FHN’s Miles And Minutes summer fitness program, which encouraged participants to be active and log their physical activity to win prize money for the school of their choice.

“Our goal for Miles And Minutes was to get people excited about exercise, and to reward that with support for schools

in our communities,” says FHN President and CEO Michael Perry, MD. “Our participants logged more than three million minutes of exercise over the summer, so we feel like it is a double bonus – better health for them and extra money for their school.”

FHN’s Miles And Minutes had 1,557 participants, who logged more than 56,519 hours (3,391,182 minutes, to be exact!) of exercise from June 1 through August 31.

The winners are:



Miles per School System:

- Freeport Catholic – 1,066,503.04 miles (\$2,000)
- Tri-County Christian – 973,657.96 miles (\$1,000)
- Orangeville – 319,335.86 miles (\$500)

Average Miles per Participant:

- Forrestville Valley – 199.12 miles (\$2,000)
- Pearl City – 192.55 (\$1,000)
- Immanuel Lutheran – 181.07 miles (\$500)

Other school districts that fared well in the competition included:

Miles per School System:

- Immanuel Lutheran – 284,844.33 miles
- Pearl City – 227,329.71 miles
- Forrestville Valley – 131,800.94 miles

Average Miles per Participant:

- Orangeville – 176.36
- Freeport Catholic – 176.11
- West Carroll – 150.08
- Tri-County Christian – 141.71
- Warren – 124.86



Freeport Catholic



Forrestville Valley

Looking Back on a Long Career

Jane Miller Says Goodbye to FHN After 62 Years

Jane Miller gives new meaning to the label “long-term employee.” This lively lady worked at FHN for 62 years, longer than any other tenured employee, retiring at the end of August. And she never really thought about working anywhere else.

According to Jane, “It was just a good place to work. They let me go part-time when my children were born, sent me to classes to become better educated, and were trendsetters in regards to flexible scheduling as early as the 1950s. I always felt my contributions were valued. I had some great bosses and learned a lot!”

Jane started working at what was then called Deaconess Hospital on Sept. 4, 1951, in the medical records department, relying on shorthand and a top-of-the-line Royal manual typewriter to get the job done. Through the years, she worked in insurance, reception, and transcription departments at the hospital, the old Exchange Street clinic, and at the current Stephenson Street clinic. She credits transcription services as her all-time favorite. “There was always something new to learn – new doctors, new drugs, new conditions, and new treatments. It was really interesting, and I had a great group of co-workers,” Jane reflects.

The ‘Good Old Days’ Weren’t Always So Good

She has vivid memories of some pretty stark medical realities from ‘back in the day.’ Jane recalls, “When I started at the hospital, the entire first floor was polio patients. We had iron lungs in the hallways and hot wool packs were used to help prevent paralysis.” The eradication of polio was an incredible medical milestone that Jane will always remember. “It was a horrible condition and some people suffered terribly. It was wonderful to find a cure and see the need for that floor disappear.”

The same holds true with the ability of OB doctors to better deal with the Rh factor of babies’ blood. Jane remembers,



“Dr. Wachtel, a prominent local pediatrician at the time, was on the leading edge of implementing ‘exchange transfusions’ that helped babies thrive when their blood was incompatible with their mother’s. Now, of course, they administer Rhogam, but at the time, it could be a real scare. He was a great doctor and a very nice man.”

When Jane was pregnant with her babies, the hospital allowed her to continue working, while many other local employers required women to quit or take a leave of absence. “I remember a comment or two from people who thought I shouldn’t be there,” Jane recalls. “My boss told me to ignore it and just keep smiling. It worked. But I still only got a short time off when my babies were born, and THAT was tough ... the benefits people get today are so much better than years ago!”

People Make it Special

Though memories swirl together, Jane says nice things are what stand out about the FHN staff and her co-workers. “Over the years, I have been happy to see a big emphasis on patient-focused care – kindness is everywhere. Some people really have been exceptional. Dr. Spencer Phillips was a wonderful doctor and such a gentleman. The nursing directors from the early days also made quite an impression on me. They were commanding individuals – very professional, they had to be – but they were still so caring and patient. We all called each other by our last names then ... I remember Bawinkel and Starr, among others. And of course my fellow employees in transcription, where I just left, were as great as they could be. I will miss them, but I am ready for retirement. I have lots to do!”

Everyone at FHN wishes Jane well as she tackles new terrain and enjoys retirement with her husband Russell. Her familiar face will not soon be forgotten ... how could it be after six decades?

“Hospice is not all about dying.

Hospice is about living.”

Founder of FHN Hospice Reflects on Program’s 20th Anniversary



Dixie Beyer knows a lot about death... and even more about life. As the founder and former operational leader of FHN’s Hospice program, she has helped many people negotiate the unknown, make the most of their final days, and ultimately face their end with dignity and peace.

As FHN Hospice reaches its 20th anniversary milestone, Dixie is especially proud to reflect on the program’s humble beginnings and the impressive strides that have been made

over the years. She explains, “When Carol Sword hired me in 1993, we were a small group with a big mission, and we started from scratch. There were just four of us – Carol, Chaplain Don Swanson, me, and a part-time social worker from Rockford. We served about five people a week in Stephenson, Carroll, Jo Daviess, and Winnebago counties. Now the staff is 21 strong with a volunteer core of approximately 60 amazing people that serves 50-60 patients a week...sometimes more. They touch a lot of lives and I am so incredibly proud of the staff’s dedication and devotion to patients and their families.”

Committed Staff and Volunteers Make a Difference Every Day

The hospice program staff, perhaps surprisingly, has very low turnover – something of which Dixie is very proud. “It takes a special person to work with hospice. It requires patience, compassion, and dedication, along with the ability to constantly confront grief. FHN hospice has a super staff and seldom has to recruit new members. Employees simply stay,” Dixie declares, “and they make a difference every day, whether at nursing homes, at FHN Memorial Hospital, or in patients’ homes. Same thing holds true with our volunteers.”

FHN HOSPICE MILESTONES

1993:

Program started and gained Medicare certification.

1995:

Implemented “Tree of Memories” program to remember lost loved ones over the holidays.

1998:

Negotiated contracts with nursing homes in participating counties, culminating in a dramatic increase in patients. Started doing in-service training once a year with nursing home staffs.

2001:

Three staff members earned Hospice Palliative Nurse certification. Numerous other certifications have followed by all levels of the staff.

2002:

Dixie Beyer received the first plaque for Pain Resource Nurse of the Year. (FHN Hospice nurses have also received that recognition from 2004 to 2012.)

2003:

Participated in training to become a “Powerful Tools for Caregiving” leader.

CDs and DVDs were created to help people understand the hospice story.

2007:

Started special children’s “Rainbows” program for grief support.

One volunteer who typified the word's definition was veteran Carolyn Crank, who died last summer. According to FHN Hospice Volunteer Coordinator Sheryl Pitts Wolff, "Carolyn was asked to speak at many of our training classes for volunteers about what it was like to be a volunteer. Her words were always inspiring and helpful. When she became our patient last March, she did not stop helping us. She filled her last months continuing to be a teacher and a mentor. She came with her granddaughter, Grace, and her portable oxygen tank to speak to our graduating class at the end of May. Both her words and her presence – now speaking as a hospice patient – were as powerful and passion-filled as always. Many people think of hospice and think of death – of giving up, of losing hope. But Carolyn knew that hospice is not about dying. Hospice is about living. She not only understood this, she lived this belief. She was an exemplary hospice volunteer. She was an exemplary hospice patient. She was our friend. We will miss her greatly." To read Carolyn's inspirational final speech, which was printed in a national hospice palliative care organization's magazine, go to <http://tinyurl.com/carolyncrank>. As an additional tribute, a portion of her memorial will be used to teach 'therapeutic touch' to help comfort patients.

"We are proud to serve the community and are gratified when people call and ask for our help, sometimes through the generations. It is our honor to be a part of their families during an important part of life. In the past 10 years, we have served approximately 5,000 families, and we have likely served close to 10,000 since 1993."

FHN Hospice Operational Leader Anita Caruso

Facing Grief is a Personal Journey for Each Person, Each Family

Though Dixie has a long history in a hospice setting, she too has been on the other side. She explains, "My brother died from lung cancer at the age of 52 and I needed the help of hospice. I learned I couldn't be a sister and a nurse. The experience helped me better understand what patients and their families endure and reminded me that each scenario is unique. Different things bring comfort to different people. Some are bolstered by pet therapy. Others find peace through music. Whatever enhances the quality of the patients' days, that's what hospice strives to provide. Hospice is about living ... right up to the end."

While Dixie's time is done as hospice operational leader, she is still one of the program's most passionate advocates. She declares, "As I reflect on the hospice program, I can't say enough about the great people that get involved. The staff earns their stellar

reputation every day and the volunteers are the 'heart of hospice' -- walking dogs, picking up groceries, helping out caregivers, and just doing whatever it takes to enhance a patient's final days. They are special people and they make a difference long after a patient has died – in fact, families are assisted by hospice for a full year after the loss and many benefit from the Grief Support Group and the twice-a-year memorial service conducted by current hospice Chaplain Diane Jochum for bereaved families. I may be retired, but I still consider myself a top supporter of FHN hospice services. I am really grateful to hospice veteran Anita Caruso who carries on the mission and does a fabulous job as the current operations leader. It helps to hand your job over to a seasoned and knowledgeable leader, and Anita is that. Her dedication and expertise will make the next 20 years of FHN Hospice just as strong as the last 20."

Supporting the Community – Receiving Community Support

Currently led by Caruso and Sue Hartje, Director, FHN Hospice continues to serve families and friends in the area. Sue states, "The strength of our hospice is our ability to be true partners – to work with physicians, nursing home staff, families, and patients – to provide patients what they need at the end of their lives. The strongest testament to this ability is the willingness of people to recommend us. Twenty years of providing quality care to our communities is a reputation we plan to continue for the next 20 years, and beyond."

2008:

Held open house to celebrate 15th year. Two more staff members were certified to lead "Powerful Tools for Caregiving" seminar, sponsored by FHN Hospice and the Senior Resource Center.

2010:

Started special veteran's program in which veterans are recognized in special home ceremonies.

2011:

Implemented 11th Hour program, where volunteers who have gone through extra training sit with people nearing the end.

2013:

Open House being planned (TBD) to celebrate the 20th anniversary and mark November as National Hospice Month.

FHN gets high marks

Safety study lists hospital in state's top four

Reprinted with permission from *The Journal-Standard* (Sunday, August 25, 2013)

FREEMONT — Dr. Michael Perry, president and CEO of FHN, had a broad smile on his face when he opened the August issue of Consumer Reports magazine. It was there he read that FHN had again been recognized among the top four hospitals in Illinois for safety for the second consecutive year.

Perry said he was unaware FHN was being looked at, but added he is proud to again receive the recognition.

Perry said the findings are totally unsolicited from the unbiased findings by Consumer Reports, which collects the data from government sources. FHN is required by law to report the data.

"We are very proud to be named a second time as one of the safest hospitals

but only 1,940 provided enough data to receive a safety score. A perfect safety score is 100. Hospitals were rated for safety, bloodstream infections, avoiding readmissions, drug information and surgery, based on adverse events. FHN's score was 64, which put it at the top 6 percent of hospitals (118 total), receiving a score 64 or greater. The highest score was 74, given to St. David Medical Center in Austin, Texas, and Bellin Memorial Hospital in Green Bay, Wis.

Perry said he did his own research on several area hospitals. Mayo Clinic scored only one point higher than FHN.

The top three hospitals in Illinois were OSF Saint James — John W. Albrecht Medical Center in Pontiac (70); Illinois

Valley Community Hospital in Peru (68); and Passavant Area Hospital in Jacksonville (66).

The three Rockford hospitals had scores of 50 and below: Rockford Memorial Hospital (50); Swedish-American Hospital (49) and OSF Saint Anthony Hospital (47).

CGH Medical Center in Sterling, KSB Hospital in Dixon and Monroe Clinic Hospital were not rated.



"This is due to our physicians, nurses and support staff that make FHN safe, all through their diligence to detail that gave us these numbers," Perry said.

More Scores

FHN was also one of 20 Illinois hospitals given a first- or second-tier rating for surgical capabilities by Consumer Reports. These ratings were announced in the September issue of the magazine.

Based on the second-tier ratings, FHN was among the top 20 percent of hospitals in the state for surgical capabilities. In this study, 2,463 hospitals across the nation were studied. Nine percent of them were in the first tier. FHN placed in the top 11 percent of the second-tier study.

"It is an honor to be named among the top 20 percent of hospitals in the state for our surgical capabilities," Perry said. "We believe these results are significant because no hospital can ask to be reviewed as part of this completely independent study.

"We think it's a good indicator of the overall quality of care we offer our patients, and it offers assurance that we can provide big city-caliber care in a comfortable setting close to home. These are our friends and neighbors we care for."

For more, visit consumerreports.org.

by Jane Lethlean
The Journal-Standard

"WE THINK IT'S A GOOD INDICATOR OF THE OVERALL QUALITY OF CARE WE OFFER OUR PATIENTS, AND IT OFFERS ASSURANCE THAT WE CAN PROVIDE BIG CITY-CALIBER CARE IN A COMFORTABLE SETTING CLOSE TO HOME.

THESE ARE OUR FRIENDS AND NEIGHBORS WE CARE FOR."

in the state," Perry said. "Consumer Reports uses publicly available data to provide unbiased ratings that focus on data from a patient perspective. We think it's an indicator of the quality of care our patients can expect throughout FHN."

Unlike last year when Consumer Reports measured data from 1,200 hospitals across the country, this year the magazine scored 4,000 hospitals in five categories for the second annual study,

Are e-Cigarettes Safe?

Electronic cigarettes, or e-cigarettes, are battery-operated devices that combine nicotine, other chemicals and flavoring into a vapor that can be inhaled. Because nothing is burned, they are “smokeless,” so they are often marketed as a safer, more polite alternative to tobacco cigarettes.

Don't be fooled, says FHN Family Nurse Practitioner Jessica Schultz. “Nicotine, in any form, is not a safe substance. It's addictive, and it affects your body's circulatory system, increases your heart rate and blood pressure, and can affect your lungs, as well.”

Nicotine – whether it's smoked, inhaled or absorbed through using chewing tobacco – can increase your chance of having a heart attack and of developing chronic, incurable diseases like emphysema and COPD (chronic obstructive pulmonary disease). There's no safe way to use nicotine, Jessica says.

“They may help hardcore smokers smoke a little less, but there can be even more nicotine – and other chemicals – in e-cigarettes. They might taste good and look cool, but they're not healthy.”

Schultz and other health advocates worry about that “cool” factor: The use of e-cigarettes by teenagers and middle school students has doubled in the past year.

“The flavors for e-cigarettes can sound good to kids – like gummi bears or chocolate – and e-cigarettes, unlike tobacco cigarettes, can be marketed on TV,” Jessica says. “But studies show that nicotine impairs adolescent brain development. It's extremely addictive, and it's extremely dangerous to minors.”

The U.S. Food and Drug Administration (FDA) doesn't currently regulate e-cigarettes, because the organization hasn't had time to study their safety. Illinois Governor Pat Quinn has signed a bill banning the sale of e-cigarettes to minors, effective Jan. 1, 2014.

“Stopping smoking or using nicotine is one of the hardest things to do,” Jessica says. “It's expensive, and it's bad for your health, no matter how you use it. E-cigarettes can lead to addiction just like regular cigarettes, so just don't start.”



New Location for FHN Foundation



The FHN Foundation is on the move – back to the organization's original offices in the Stephenson Street patient discharge area at FHN Memorial Hospital in Freeport.

“It's important that FHN's donors will be able to connect with Foundation staff when they are on FHN's main campus because community support is critical to having a health system that delivers excellence in patient care,” said Foundation Executive Director Terry Egan.

The staff relocated from FHN's Exchange Street location – still the home of FHN Family Counseling Center and the FHN Central Business office – in early October. The Foundation address has changed to 1045 W. Stephenson Street with the move, but the organization's contact information remains the same – call 815-599-6900 to learn more about how the Foundation helps FHN provide exceptional care for our communities.



Art in the Park!

Freeport is a proud sponsor of Freeport Art Museum's Art in the Park held each Labor Day weekend at Freeport's Krape Park.



FHN's Primary Care Team Welcomes New Providers

A physician honored for his work in public health and two new nurse practitioners have joined FHN's team of primary care providers.



In July, **Howard Waitzkin, MD**, joined the Internal Medicine team at FHN Family Healthcare Center – Burchard Hills in Freeport. He is board-certified in internal medicine and has been honored for his research and work in public health. He holds an undergraduate degree from Harvard University and a medical degree from Harvard

Medical School, and served his residency and fellowship at Massachusetts General Hospital in Boston and Stanford University Medical Center in Stanford, Calif.

Dr. Waitzkin has taught medicine at the University of California – Irvine, UCLA, and the University of New Mexico. To make an appointment with Dr. Waitzkin, call the FHN Family Healthcare Center – Burchard Hills at 815-599-7740.



Also in July, board-certified family nurse practitioner **Tiffany Kuhlmeier, BC-FNP**, joined the Burchard Hills Internal Medicine staff.

Tiffany began her nursing career at FHN after earning an associate's degree from Highland Community College. She continued her studies while she worked, earning first a bachelor's degree and then

a master's degree in nursing from Northern Illinois University in DeKalb. She has cared for patients as a med-surg nurse

and has worked in FHN's ICU, Telemetry and Obstetrics departments.

As a family nurse practitioner, she can diagnose and treat routine or minor ailments, manage acute illnesses and injuries and stabilize long-term chronic illnesses. She works in cooperation with FHN physician Timothy Jessen, MD, and can order tests and prescribe medications. Patients who cannot be seen at FHN FastCare or by the FHN provider on call are referred to Tiffany for same-day care.



Jessica Schultz, BC-FNP joined the Burchard Hills Internal Medicine team in September, working in cooperation with FHN physician Lawrence Luy, MD.

Jessica earned both her bachelor's and master's degrees in nursing from Concordia of Mequon in Mequon, Wis. She has cared for patients as a critical-care

nurse at SwedishAmerican Hospital in Rockford and at the GI Lab and FHN Leonard C. Ferguson Cancer Center at FHN.

As a board-certified family nurse practitioner, Jessica is credentialed and able to diagnose and treat routine or minor ailments, manage acute illnesses and injuries and stabilize long-term chronic illnesses. She can order tests and prescribe medications.

To make an appointment with Jessica, call her office at 815-599-7740.

What I love about working at FHN...

... is the opportunity to work close to home, working with our state-of-the-art equipment, the knowledge I've gained, and the people I've met."

Brittany, Certified Medical Assistant

You could love working at FHN, too. Go to Careers at www.fhn.org for a list of career opportunities.



CareersAtFHN



Have You Seen our New Gift Shop?

Lori's Gifts Debuts at FHN Memorial Hospital

FHN is proud to announce our partnership with Lori's Gifts, a national operator of hospital gift shops with 300 gift shops in hospitals around the country, including 26 in Illinois. As the new operating partner for the FHN Memorial Hospital gift shop, Lori's Gifts brings a number of exciting changes to delight visitors, patients and the community.

Lori's Gifts began in 1981 as a Hallmark store in Dallas, Texas. The organization's first hospital gift shop, which opened at the Medical Center of Plano in 1982, is still open today. Since then, Lori's has devoted itself exclusively to the hospital environment and has become the nation's leading operator of hospital gift shops.

The new FHN Memorial Hospital gift shop opened in October and features



merchandise assortments representing the best retail lines. You'll see everything from accessories to personal care items, gifts to snacks, sleepwear to flower

arrangements. Food choices include items that support a healthy lifestyle and Lori's is also committed to supporting our clinical departments by offering items focused especially on patient care and post-discharge needs. We also offer convenience items such as postage stamps and retailer gift cards as a service to our customers.

When you visit the new gift shop, be sure to sign up for a Gift Shop Rewards card. It's Lori's Gifts' customer loyalty program and allows you to accumulate points on every purchase of non-sale items. Once you accumulate 100 points, you'll receive a \$5 coupon that can be spent like cash in the gift shop.

We hope you'll stop by soon for a visit! Our hours are:

9 a.m. - 7:30 p.m. Monday – Friday
11 a.m. - 6 p.m. weekends and holidays

No-Hassle, All-Digital Convenience

FHN Extends Walk-In Wednesday Mammograms

FHN'S WALK-IN WEDNESDAYS HAVE BEEN A BIG SUCCESS, AND WE'RE CELEBRATING BY MAKING IT EVEN BIGGER!

"We've extended our no-appointment Wednesday hours into the afternoon to make getting a mammogram even easier," says Robin Scalise, director of diagnostic imaging for FHN. "You don't have to be an FHN patient; just register at Admitting in the hospital's atrium lobby and head to the Imaging Department check-in on the main level for your screening mammogram any Wednesday between 7:00 am and 3:00 pm."

The FHN Women's Diagnostic Center (located in the hospital's Imaging Department) offers all-digital mammography in a comfortable, relaxed environment close to home.

"Our all-digital mammography equipment creates digital files that are easier to adjust and read, which can result in fewer retests," Robin says. "That means fewer callbacks for retesting because of imperfect images and more convenience for our patients. Digital mammography also gives more



accurate readings for women under 50, women with dense breast tissue and women who are nearing menopause."

For more information about Walk-In Wednesdays for mammogram screenings and other services available at FHN, visit www.fhn.org or call toll-free 1-877-6000-FHN (1-877-600-0346) ext. 911.



Meet Our Doctors ...

You're probably used to hearing about new healthcare providers at FHN, and we're proud to be bringing you new faces, specialties and capabilities.

We're also proud of the providers who are already a part of FHN. You may know them as your family's healthcare provider, a member of your church, your neighbor, or the parent of your child's classmate. In INSIGHT, we like to take the opportunity to re-introduce them to you, so say hello again to Dr. Rovinder Singh Saini and Dr. Nicolai Hinds!



Nicolai Hinds, MD, FACOG

Board-certified obstetrician and gynecologist Nicolai Hinds, MD, has been caring for patients at FHN Specialty Care – Harlem Avenue in Freeport since 2009.

“My goal is to provide compassionate care to my patients. I do this by listening first, and then providing the patient with her options by drawing on the best therapies that medical science currently has to offer. I think the value of what we do as physicians is lost if our patients don't understand or agree with what we are recommending to them.”

Dr. Hinds has a medical degree from Emory University School of Medicine in Atlanta, Ga. and completed his Ob/Gyn residency at Henry Ford Hospital in Detroit. He teaches medicine at the University of Illinois College of Medicine in Rockford and makes frequent mission trips to Haiti to help the survivors of the 2010 earthquake.

He offers patients complete gynecological and obstetrical care, from fertility counseling and assistance to prenatal testing, family planning services and peri- and post-menopausal care. Dr. Hinds also offers non-surgical, permanent birth control (Essure®) and the NovaSure® procedure to reduce or eliminate heavy menstrual periods.

Dr. Hinds is a Fellow of the American College of Obstetrics and Gynecology.

Rovinder Singh Saini, MD



Dr. Singh Saini is board-certified in internal medicine and rheumatology, and has been with FHN since 1994. He cares for patients at the FHN Family Healthcare Center – Burchard Hills in Freeport and at the FHN Family Healthcare Center – Mount Carroll. He also cares for patients at the Center for Wound Healing at FHN, located at FHN Specialty Care – Stephenson Street in Freeport.

He earned his medical degree at Government Medical College in Amritsar, India, and completed residencies in internal medicine at Harlem Hospital in New York City and rheumatology at the Medical College of Virginia in Richmond, Va.

Dr. Singh Saini also is a board-certified clinical densitometrist who can interpret bone density tests to help in the diagnosis of osteoporosis.

“My training in both internal medicine and rheumatology helps me to take care of each of my patients as a whole person, whether they are dealing with arthritis, a condition like diabetes or just working toward their best health in general.”

Dr. Singh Saini is a member of the American College of Rheumatology.

TO MAKE AN APPOINTMENT with Dr. Singh Saini or Dr. Hinds, call us toll-free at 1-877-6000-FHN (1-877-600-0346) ext. 945.

Insight

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www.fhn.org

Editor: Sarah Rogers
Contributing authors: Julie Beach,
Marilyn Smit, Zac Smit, Sandra Stengel

Send your contributions,
story ideas or comments for Insight to
Sarah Rogers at sr Rogers3@fhn.org or call
1-877-6000-FHN (1-877-600-0346) ext 901.



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