

A publication of FHN

Volume 13, Issue 4

Insight

Good Grades

*FHN Excels at
Quality, Safety,
Leadership*

**'I Feel So
Much Better!'**
*Hope for Allergy
Sufferers*

**The Most
Important
Letters in
Healthcare**



We're here, for you.

FHN



MARK GRIDLEY, PRESIDENT AND CEO

'Tis the Season for Joy and Gratitude, and We Give Thanks for You

It is a wonderful thing that each year ends with a season full of giving thanks and cherishing time spent with the ones we love.

Though people may call these months the “holiday rush,” I hope you are able to take some time to enjoy this most joyous season.

Looking back at this year, I am very thankful for the talented, caring people who comprise the FHN team and their drive to provide healthcare excellence for the people of our communities. Their patient-centered efforts to continually enhance the quality of care have earned our organization some very good grades to celebrate this season, as you'll read about beginning on page 5.

We're very excited to share the remarkable story of Vivian Fehr Moss and how she has been making a difference in the health of her community since 1940 – and will continue well into the future, thanks to a generous gift in her memory from her family. That matching grant is an important part of our year-end campaign raising funds to purchase new hospital beds for FHN Memorial Hospital.

We also have an update from FHN Orthopaedic Surgeon Greg Dammann, MD on our well-regarded new VELYS™ robotic-assisted knee replacement procedure. It has already made a difference in quite a few patients' lives!

The recent cold weather has brought us all indoors and kicked off cold and flu season again. This year's addition of RSV means it's more important than ever to keep close tabs on respiratory symptoms and see your primary healthcare provider if necessary. The FHN team includes more than 20 doctors and advanced practice providers welcoming new patients – you can read a little bit more about them on page 8.

Speaking of the sniffles, we'll also hear how a simple Ear, Nose, and Throat (ENT) procedure has helped clear up one Freeport woman's allergy symptoms. Our ENT team has a number of minimally invasive options available that might help you, too!

Finally, we are thrilled to be able to celebrate many of our Festival of Trees events in-person this year (though we're being mindful about restrictions and hope you are, too). I hope you'll have a chance to join us as we celebrate the joy of the season, and give thanks for all of the wonderful people who make northwest Illinois such a great place to live. ■

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 12 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.

Note: Photographs taken during the pandemic have followed proper safety protocols.

'I Feel So Much Better!'

ENT Patient Finds Relief: 'Allergies No Longer Control My Days'

Sneezing, runny nose, congestion, drainage, fatigue, and headache are unpleasant for anyone. But Jennifer Newman of Freeport suffered with these symptoms every single day, until two procedures from FHN Ear, Nose, and Throat (ENT) Surgeon Terry Donat, MD, FACS, FICS gave her back a normal life.

Chronic, year-round allergies were the culprit. Jennifer explains, “I tried typical medications and treatments, but did not find relief.” Her two most tenacious triggers? Dust mites and animal dander. “I always needed a tissue close by and was sick and tired of feeling miserable,” she shares. She tried to avoid allergens, but just going about her everyday routine easily stirred up her symptoms. As a dog mom, she missed having her precious canine sidekick in the house with her. They had to make do with outside playtime.

After a friend referenced an article in the newspaper about new ENT procedures that might be able to help, Jennifer consulted with FHN Otolaryngologists Shawn Shianna, MD and Dr. Donat. She was thrilled to learn there were options that might help alleviate her constant discomfort.

During the exam, Jennifer also discovered that she had a particular type of deviated septum, which contributed to her allergy problems as well as her chronic headaches*. Dr. Donat recommended septoplasty surgery to straighten this cartilage in the nose, which separates the nostrils. He also suggested that Jennifer consider ClariFix®, a minimally invasive treatment using cryotherapy, which employs a cooling probe to freeze a small, inflamed area in the back of the nose. The ClariFix®

Now that Jennifer had the ClariFix® procedure at FHN, she can cuddle in the house with her dogs, Jameo and Nova, without suffering from allergies. This procedure can typically be done in the office with minimal downtime and speedy recovery.

device interrupts out-of-balance nasal nerve signals to reduce runny, stuffy nose symptoms.

Jennifer decided to move forward with both procedures. Typically, ClariFix® can be done in the office with just a local anesthetic, with minimal side effects. Since she was also having surgery to repair her deviated septum, Jennifer had both procedures done during outpatient surgery at FHN Memorial Hospital, under general anesthesia.

The results have changed her life. Now, Jennifer can enjoy a campfire, spend time outside, and cuddle with her canine companions – in the house! – without uncomfortable consequences.

“Allergies no longer control my days and I have eliminated my headache medications. I feel so much better! I still have an occasional sneeze or feel stuffy for a day, like when the furnace gets turned on, but I am not bothered by my allergies on a regular basis. It is wonderful to feel free of that burden.”



“I would recommend FHN’s ENT group to others suffering from chronic allergies,” Jennifer says. “Everyone was great – kind and well informed. Dr. Donat even personally called me the next day to follow up. I feel really good about my care.”

More than 50 million people in the U.S. suffer from chronic rhinitis, which results from inflammation of nasal membranes. It can be triggered by allergies, as well as other causes. Dr. Donat emphasizes, “Many people suffer needlessly, unaware that simple treatments can almost immediately improve their symptoms with few, short-term side effects. I encourage those frustrated with relentless allergies – or who wish to reduce or eliminate their need for daily pills and nasal sprays – to consider these new alternatives! It is also important for people to know we never routinely use nasal packing, as was often done in decades past. Procedures are much simpler now, and less intrusive for patient comfort and recovery.”

**Septoplasty is not a treatment for migraine headaches*



▲ Jennifer Newman and Dr. Terry Donat chat in an exam room after Jennifer received allergy relief from two ENT procedures.

Take a Deep Breath Through Your Nose

(If You Can't, the FHN ENT Team May Be Able to Help)



Dr. Donat and the FHN ENT team offer a number of minimally invasive in-office procedures that may be able to help those who suffer from chronic sinusitis or trouble breathing through their nose.

Relief is wonderful in all its forms

... and if you are seeking your relief from chronic sinusitis, persistent nasal drainage or real trouble breathing though your nose, you now have even safer, more effective and long-lasting treatments available to improve the quality of your life.

Minimally-invasive procedures for these conditions – often performed in the office under local anesthesia – are a practice focus for Board-Certified FHN Ear, Nose, and Throat (ENT) Surgeon Terry Donat, MD.

These new procedures also provide patients relief from fears which may prevent them from pursuing sinus and nasal surgery, such as the long-outdated practice of nasal packing for days after surgery. Dr. Donat's team hasn't routinely used nasal packing for any of the nasal or sinus surgeries discussed here for more than 25 years.

BALLOON SINUPLASTY

Balloon sinuplasty is an FDA-approved surgical procedure designed to bring relief to patients suffering from sinusitis. For individuals who have tried medications unsuccessfully and often develop sinus infections repeatedly or for prolonged periods that fail medical therapy, this is often the one treatment that yields results. Balloon sinuplasty comes as a great relief to many patients who have experienced prolonged discomfort that impacts their daily lives.

During the balloon sinuplasty procedure, we open and remodel your inflamed sinuses with a carefully positioned balloon using local anesthesia. The procedure is not as invasive as traditional sinus surgery and the recovery process is much faster, since there is no cutting of bone or lining tissues. There is little bleeding and most patients have restored sinus

function and are able to return to work and normal activities within a few days. There is also a reduced need for intraoperative and postoperative pain medications.

CLARIFIX®

Clarifix is an FDA-approved surgical procedure designed to bring relief to patients suffering from months or years of troublesome nasal drainage (rhinorrhea) and congestion, usually from nasal allergies, changes in weather, inhaled irritants, or overactive nasal nerves, all of which cause chronic nasal inflammation (rhinitis).

Candidates for the ClariFix procedure may be experiencing a far-too-frequent watery nose; congestion which alternates sides of the nose; congestion in the morning; post-nasal drip; constant clearing of the throat; or difficulty sleeping due to a runny nose.

ClariFix® is the only solution that addresses the root cause of a runny nose, regardless of the cause, in nearly all cases, without significant risks of bleeding, even for people taking blood thinners, and without the side effects of high-dose medications or other more complex treatments.

While seasonal or daily oral medications like nasal sprays containing antihistamines and steroids can provide great symptom relief, it often seems like symptoms still break through or patients understandably grow tired of having to use their medications over such long periods of time.

In fact, Dr. Donat notes, some physicians now feel that the extended need for medication and/or nasal sprays for years on end isn't doing our best to ease our patients' suffering, when their symptoms can be managed far better using Clarifix. Because of this, we do not necessarily require an extended period of time to prove medications have failed before considering Clarifix to reduce or eliminate our patients' reliance upon medications.

During the Clarifix procedure, which takes less than an hour under local anesthesia, we use another type of carefully positioned balloon to dramatically cool (cryotherapy) and partially freeze specific nerves in the back of the nose to relieve congestion and to reduce the amount of excess nasal mucous production, beginning over the next several weeks after the procedure and lasting at least several years.

After Clarifix therapy in the office, you may typically return to work on the same or next day. Clarifix is effective in more than 80 percent of patients with a first application and may be safely and effectively repeated, if needed.

Cryotherapy is safe and effective and has been used for decades in countless successful medical procedures. Applying the tools of cryotherapy to rhinorrhea treatment is an innovative modern solution that works. ClariFix® calms the out-of-balance nerves and puts an end to the dripping, running, and swelling.

LATERA®

The spots on the sides of your nose where you pinch your nose or you might, much more dramatically, place a clothespin, to fully block your breathing is called the nasal valve. The nasal valve is the narrowest part of your airway from out in the world all the way down to the depths of your lungs.

For many people, the nasal valve area seems to be a big contributing factor, or even the biggest source, of moderately to severely blocked or collapsed nasal breathing. Nasal valve collapse also can result in increased snoring, habitual sniffing, the desire to try external nasal strips, and mouth breathing, which may further affect your quality of life, quality of sleep and even be bothersome to those close to you.

Since the nasal valve is such a narrow area, any alteration in the structure of the nose affecting this area can result in increased resistance or blocked airflow. The most common causes of nasal valve collapse are previous rhinoplasty, nasal trauma and congenital weakness and age-related weakness of the upper and lower nose cartilages. While nasal valve collapse

during vigorous physical activity may be normal, its collapse during normal breathing when awake or asleep is certainly not.

Latera is an FDA-approved minutes-long surgical procedure performed under local anesthesia designed to specifically strengthen the position of the upper and lower nasal cartilages by placing an absorbable nasal implant into the side wall of your nose above your nostril. Supporting the cartilage there serves to reduce nasal valve collapse, nasal airway obstruction and help you breathe better. It has been shown in studies to be effective in 90 percent of patients.

The implant is fully resorbed by the body within a few months, leaving behind only the enhanced strength of the surrounding tissues.



If it feels like you can re-imagine taking your most satisfying deep breath ever through your nose – you can.

You can enjoy the fresh air, the refreshing scents, and the energy that only comes from being able to breathe again. You don't have to suffer longer from sinusitis, excessive nasal drainage or nasal airway obstruction. You no longer need to rely on medications or breathing strips for incomplete, temporary relief. You don't have to risk an invasive surgery or prolonged recovery to find lasting solutions. Would it be ridiculous to ask you to take a deep breath again through your nose?



DR. DONAT is a fellowship-trained and board-certified facial plastic and reconstruction surgeon who also focuses on the external aesthetic appearance (rhinoplasty) and the interplay of the internal structures of the nose to make breathing comfortable day or night, while active or sleeping.

Dr. Donat serves on the Board of Directors (2021-2027) for the American Board of Facial Plastic and Reconstructive Surgery (ABFPRS). He also has served for nearly 20 years as one of the eight ABFPRS written board exam reviewers who determine the annual exam content and as an ABFPRS oral board examiner of U.S., Canadian and now international surgeons seeking primary certification or maintenance of certification meeting US board credentialing standards.

Good Grades Across the Board

FHN's Quality Team Is More Than 1,000 Experts Strong



Everyone on the FHN team – from your primary care provider to the lab techs whose work enables providers to reach accurate diagnoses, the IT team that keeps us all online, the facilities and environment services team providing a safe and clean environment, to the friendly folks who greet you at any of our locations with our numerous skilled clinical and support services family of caregivers – has the same goal: Provide the best possible care to our patients, even as the art and science of healthcare itself grows and changes every day.

Those changes don't happen on their own; that's where FHN's Quality team enters the picture. Our Quality team members collect and study data, talk to patients and their families, ensure FHN complies with regulatory standards, and work to develop processes and policies to strengthen patient care processes across the organization.

◀ FHN's organization-wide Quality team is headed up by (left to right) Chief Quality Officer Rebecca Pedersen; MD, President and CEO Mark Gridley, MBA, FACHE; Clinical Quality Director Doreen Timm, MSN, RN, APN/CNS-BC; and Chief Medical Officer Clarence Parks, MD.



We work with all FHN team members to proactively improve processes. The person who uses a process every day in his or her job is the expert in that process, and will know how to make it better. We're here to help.

– FHN Clinical Quality Director Doreen Timm, MSN, RN, APN/CNS-BC



A NATIONWIDE EFFORT

FHN's Quality team works with other quality experts and organizations across the country to keep improving healthcare right here in northwest Illinois.

Our experts share data with and get "grades" from national groups like Vizient, Leapfrog, and Centers for Medicare and Medicaid Services (CMS) to help us benchmark our clinical outcomes against similar hospitals and work on continuous improvement.

Vizient's annual hospital rankings act as a report card for all of the participating healthcare organizations. Each organization is "scored" on six main points – patient-centeredness, effectiveness, equity, safety, efficiency, and mortality. Each organization's score, much like a student's grade, is a reflection of what they are doing well, and what needs work.

FHN received 4 stars in Vizient's 2022 ratings, a good score and cause for celebration for the entire FHN team. "We're excited to see the work everyone has done pay off," Doreen says. "And we're even more excited to work with Vizient to focus on more improvement in the future!"

Even more important than an annual score, Vizient uses current patient outcomes data to host collaborative quality improvement efforts throughout the year. "Those collaboratives allow FHN's experts access to new concepts that are being used nationally," Doreen says, and allows them to apply those concepts to workflows here. "It provides an extra level of support in our process improvement journey."

"I am very proud of the patient-centric approaches the entire FHN team has made to continually enhance the quality of care throughout our organization," says FHN President and CEO Mark Gridley, MBA, FACHE. "Our team takes these kinds of improvements seriously,

because they are caring for their own family members and friends."

A MISSION-CRITICAL EXAMPLE

Doreen points to one of the more than 30 process improvement teams operating right now within FHN as an example: The workflow around bar code scanning and medication administration.

"Simply giving the correct medication in the correct dosage to the correct patient is a high-risk workflow – it has to be correct," Doreen says. She cites the case of RaDonda Vaught, a former ICU nurse at Vanderbilt University Medical Center who faced homicide charges after a medication error contributed to the death of a patient in 2017.

"Our teams have made tremendous strides in increasing our rate of patient scanning, which means every patient is scanned prior to giving a medication, ensuring the right patient is receiving the right medication."

MORE HIGH MARKS

FHN administration learned just before this issue of Insight went to press that our team's focus on continuous quality improvement has earned another accolade: **FHN Memorial Hospital in Freeport has earned an "A" in Leapfrog's annual Hospital Safety Grade program – the only A-rated hospital in northwest Illinois.**

The program evaluates nearly 3,000 hospitals each year on how well they keep patients safe from harm. A hospital's Safety Grade can tell you more about things like:

- How well does my hospital prevent infections and encourage handwashing?
- Does my hospital value patient safety by supporting strong healthcare teams?
- Are there protocols and standards in place for preventing errors at my hospital?





◀ FHN President and CEO Mark Gridley and FHN Innovative Learning Team Leader Karen Kryder accept the National Center for Healthcare Leadership (NCHL) BOLD Program Distinction Award at the NCHL Organizational & Leadership Excellence Conference in Chicago on November 15.

BOLD RECOGNITION PUTS FHN ‘IN VERY GOOD COMPANY’

Early this fall, the National Center for Healthcare Leadership (NCHL) recognized FHN as a BOLD Program of Distinction awardee.

BOLD – Best Organizations for Leadership Development – honorees are chosen based on final scores and responses to the NCHL National Healthcare Leadership Survey, and include The Cleveland Clinic Foundation; The University of Texas, MD Anderson Cancer Center; and Mount Sinai Health System.

“We are in very good company,” says FHN President and CEO Mark Gridley, MBA, FACHE. “It’s typical for much larger organizations to receive this recognition, and FHN is one of the few rural healthcare organizations to receive this distinction.”

The BOLD recognition was established to point all healthcare organizations toward practices firmly grounded in sound scientific principles and best available evidence for effectiveness and to promote leadership development as critically important to healthcare organizations.

FHN was recognized for having the highest scores on leadership within the monitoring and achieving results dimension of the survey, an important part of any organization’s focus on continuous improvement.

“We’re very proud to have been recognized in this category,” Gridley says. “It’s a testament to how our leadership is mentored and developed to make decisions that are truly the best for our community’s health.” ■

Improving Quality Care Through Evidence-Based Practice Initiatives

FHN has long been dedicated to quality and excellence in healthcare. Today, FHN’s focus on Evidence-Based Practice (EBP) is continuing to help FHN team members – from multiple areas – focus even more on these vital objectives.

EBP has been around at FHN for years, mostly spearheaded by nursing professionals. Simply put, EBP is an approach that focuses on learning best practices, conducting literature/ research review, and applying that evidence to improve performance. Clinical Professional Development Specialist Tammy Stadermann, MSN, RN, NPD-BC, CMSRN, who is heavily involved with EBP, says, “Even though we are a small rural hospital, we bring these best practices, from all over the world, and incorporate them into our community’s care.”

Expanding the EBP Program

EBP interest goes beyond nursing to other disciplines and departments, such as radiology, speech therapy, and physical therapy, which is an exciting growth opportunity that will improve care and streamline processes, according to Clinical Nurse Leader Tracy Love, MSN, RN, CNL, who has been a long-time EBP committee member and student mentor.

“Eventually, we want to expand the program to include more disciplines and areas of the hospital. They can work with the EBP Committee to learn about EBP or work through a project, or another option is to become a ‘fellow’ –



To our team of talented staff committed to **delivering healthcare excellence** in our community

or student – by demonstrating a need, researching options, and proposing sustainable changes.”

With the help of the current EBP committee, fellows access resources to expand their studies and find pertinent information. They learn to search for the aforementioned ‘best practices’ – essentially procedures accepted as being most effective in a certain situation – and adapt and incorporate them into FHN’s care parameters.

Tammy is excited about the possibilities. She says, “EBP has a long history at FHN, and we have seen incredible improvements made through the years, thanks to the curiosity and initiative of our team.”

EBP Through the Years

Indeed, FHN has implemented important initiatives because of EBP. From 2010-2022, FHN team members have completed more than 28 EBP projects. An additional 12 projects have been added with the past two EBP Fellowship Programs. The following is a sample of some of those projects over the years:

- **2010-2012:** Reduce bedrest protocol for Cath Lab patients – Laura Mack, MSN, RN

- **2015-2019:** Early recovery after surgery – Keri Wall, BSN, RN
- **2021:** Lead nurse confidence improvement during cardiac arrest – Tonya Newill, BSN, RN

What will be next? Under the guidance of the EBP Committee, six new fellows are just embarking on their projects, such as speech language pathologist Beth Smith, SLP, who is focused on improving swallowing function prior to/during/post head, neck, and throat cancer diagnosis and treatments.

EBP Impacts Patients

“We are excited to expand EBP opportunities that will improve clinical outcomes, staff retention, financial responsibility, and ultimately patient satisfaction,” says EBP team member and Diabetes Quality Coordinator Megan Christiansen, MSN, BSN, RN, CNL. “Patients will absolutely be touched by this program, and it is supported by administration throughout the organization, including the FHN Foundation, which helps provide financial support for education and materials. They consider it an investment in staff development.”



CLOSING THE GAP FROM EVIDENCE TO ACTION

Learning EBP guiding principles is key to this development. “Everything we do, everything we teach, everything we aspire to must keep these core principles in mind as we facilitate and support a culture of inquiry and Evidence-Based Practice at FHN,” stresses Tracy. “They include promoting the concept; providing educational tools and assistance; linking mentors with clinical staff; promoting research and practice through inquiry, evidence, and science; and providing resources and guidance in the use of EBP.”



◀ The FHN Evidence-Based Practice (EBP) Committee is enthusiastic about expanding the approach to improve quality at FHN. Committee members are: Krista Montgomery, Sara Piefer, Tonya Newill, Leanne Raders, Tracy Love, Megan Christensen, Laura Mack, Candice Nepean, and Tammy Stadermann. If you know any of these EBP committee members, be sure to ask them about their work!

Members not pictured: Doreen Timm, Tabitha Graves, Keri Wall, and Tracy Hays.



‘Our Hearts Are Full, Knowing that Mom is Still Taking Care of Patients Through This Gift’

Moss Family Honors Mom with a 250K Matching Grant

Hospital in Chicago for her affiliation (similar to today’s clinicals), where she commented “she saw diseases that she thought never existed!”

When her husband was in the Navy, she also worked in West Virginia, where she encountered extreme segregation; and California, where she focused on polio convalescence.

DEDICATED TO THE POWER OF MEDICINE

She was an inspiration for many years as a night nurse, floor supervisor, and nursing instructor at Freeport Memorial Hospital (now FHN Memorial Hospital). Later in life, she served as a surgical nurse and assistant to local ophthalmologists Dr. Elwood Kortemeier and Dr. Raymond Alberts.

Throughout the years, she always loved her job and was proud of her profession. An ardent supporter of the Nursing Alumni Scholarship fund, Vivian wanted to provide assistance to

others who were interested in joining her cherished calling.

Her family is keenly aware of Vivian’s dedication to her career. In fact, her children were immersed in the nursing culture growing up, watching their mom make caps from a special pattern, starching and ironing them, and putting them on with white bobby pins.

Daughter Janet says that she and her siblings have vivid memories of Vivian giving them shots of penicillin. “All of us remember those shots, and even though it is not an especially fond memory, it represents Mom to us all – nurturing, compassionate, and dedicated to healing.”

Vivian Moss was a vibrant lady. She was committed to her family, her church, her community, and her profession. As a registered nurse and nursing educator, she touched the lives of many patients and students in our region.

This year, Vivian continues to improve the lives of area patients. Though she passed away in 2021, her three children, along with their families, have donated a matching grant of \$250,000 to the FHN Foundation. This gift is earmarked to purchase new beds and mattresses at FHN Memorial Hospital, the very place where Vivian was dedicated to providing care and comfort at patient bedsides.

CHOOSING HEALTHCARE AS A CAREER

Born in Afolkey in 1919, Vivian Fehr decided to become a nurse after suffering from scarlet fever during her senior year at Dakota High School. Her daughter, Janet Whiton, recalls her mom’s clear remembrance of a quarantine note posted on her door. This experience was a turning point, prompting Vivian to pursue an advanced degree and a lifelong commitment to healthcare.

While earning her RN degree from the Deaconess (now FHN) School of Nursing, Vivian went to Cook County

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“Mom strongly believed in the power of medicine, and even though she was hit hard by the isolation of the COVID-19 pandemic, she kept a positive attitude.”

– Janet Moss Whiton,
Vivian’s daughter

◀ Vivian Fehr Moss graduated from Deaconess Hospital (now FHN) School of Nursing in 1940. Now, more than 80 years later, this impressive lady is still impacting local healthcare through a memorial donation given by her loving children.

Instructing student nurses was an important part of Vivian's commitment to healthcare. Her favorite group? The nursing class of 1966, whose members confirm she was "born to teach."



Janet also shares, "Perhaps it reminded her of stories from the Spanish flu pandemic, when she was born, or the seclusion required by her scarlet fever. But she did not complain and was one of the first to roll up her sleeve for the COVID-19 vaccination at Parkview, where she lived joyfully for many years. Luckily, we were able to gather there for her 100th birthday. It was quite a celebration!"

A LEGACY OF GIVING

Indeed, Vivian Fehr Moss lived a long life of celebration – 101 years. In addition to her faith, her family, and her nursing career, Vivian loved music and made it part of her daily routine. Up to the end, she was singing favorites like "Take Me Out to the Ballgame," rooting on the Cubs, and "Count Your Blessings," one of her favorite hymns.

"That song represents her benevolent nature well," says Janet, "and its message influenced the family's decision to honor Mom's life with a gift to the FHN Foundation. She was a generous person, an active person, and a real 'Energizer Bunny.' She got things done, and now, in her memory, we will help get these new beds for FHN. She would be pleased, and our hearts are full, knowing that Mom is still taking care of patients through this gift."



▲ Left photo: Vivian Moss turned 100 years old with a celebration that included her children, grandchildren, and great-grandchildren. They are thrilled that Vivian – who lived to be 101! – will be honored with a \$250,000 matching grant from their family. It will help buy new beds and mattresses for FHN Memorial Hospital.

Right photo: Vivian poses with her three children – Bob Moss, Jim Moss, and Janet Moss Whiton – at her 100th birthday party.

If you would like to contribute to the "new hospital beds year-end campaign," visit the Foundation page at fhn.org/foundation for more details. Or, you can call the FHN Foundation at **815-599-7213** to give or to obtain additional information. Your gift will be matched up to \$250,000 in donations.

Vivian's nursing cape, pin, and handmade cap are among the vintage items on display at FHN.



The Most Important Letters in Healthcare? Y-O-U

Cold and flu season is upon us in northwest Illinois, and after the past couple of years, we've learned to take those innocent coughs, sneezes, and sore throats much more seriously. That's why it is important to have a primary healthcare provider for you and your family.

Like an old-fashioned "family doc," you can call their office if you come down with a bad cold that won't go away, a rash, or other minor illness or injury. Establishing with a primary care provider (also called a PCP) also gives you easy access to the expertise and care of FHN's wide range of specialty care providers, should you need them.

So, how do you go about finding a PCP for you and your family? The process is very easy, actually – just call our **Find Primary Care** line (**815-599-7060**) during business hours (Monday – Thursday 7 a.m. – 6 p.m. and Friday 7 a.m. – 5 p.m.) and we'll work with you to find the right provider for you. In fact, you'll have an appointment before you hang up the phone!

Our patient service representatives will help you find a provider who is close by and accepts your insurance. (We do advise that you have your health insurance information handy when you call so we can make sure we help you find an eligible provider.) We take pride in going the extra mile to make sure that when you choose us for your care, you're making the right choice.

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WHAT DO ALL THOSE LETTERS MEAN?

FHN has more than 20 caring, talented primary care providers at offices throughout northwest Illinois, many of whom are welcoming new patients now.

FHN's primary healthcare physicians specialize in Family Medicine, Internal Medicine, and Pediatrics. Their credentials are **-MD**, for those who have earned a medical degree, and **-DO**, for those who have earned a doctor of osteopathy degree. The degrees are equal, and mean that your provider has graduated medical school and completed an internship and residency. Visit any of our physicians' pages online to learn where he or she attended school.

FHN'S ADVANCED PRACTICE PROVIDERS

An Advanced Practice Provider (APP) is a healthcare provider who is not a physician but has completed advanced education, training, and certification and can diagnose and manage acute illnesses and injuries and stabilize long-term chronic illnesses in collaboration with other members of your healthcare team. They prescribe medications and order and interpret laboratory tests, x-rays and developmental and screening tests to identify their patients' health problems, risk factors and strengths.

FHN's family nurse practitioners are registered nurses (RNs) who have continued their education and clinical healthcare training and have earned a graduate degree in advanced practice nursing. A nurse practitioner can actually earn a doctorate degree in nursing! A number of the providers on FHN's primary healthcare provider team have earned DNP credentials, the highest level of education.

Nurse practitioners take a special exam after training in their area of interest. The credentials after a nurse practitioner's name are his or her area of certification, followed by **-BC**, which

stands for Board Certified. Common certifications include:

FNP-BC – board-certified family nurse practitioner

GNP-BC – board-certified geriatric nurse practitioner

ANP-BC – board-certified adult nurse practitioner

CNM-BC – board-certified nurse midwife

NPWH-BC – board-certified nurse practitioner for women's health

AGACNP-BC – board-certified adult gerontology acute care nurse practitioner

PMHNP-BC – board-certified psychiatric mental health nurse practitioner

FHN's nurse practitioners can serve as primary healthcare providers to people of all ages, including newborns. They focus on working with their patients and providing all the information necessary to make informed decisions about any treatments needed.

You'll also find certified physician assistants (identified by the credential **-PA-C**) caring for patients throughout FHN, from primary healthcare to surgery. They can serve as primary healthcare providers, conducting physical exams, diagnose and treat patients' illnesses and injuries, and provide preventive healthcare counseling as well as write prescriptions.

Most physician assistants have earned a master's degree in an intensive medical program lasting two to three years. All physician assistants are licensed to practice medicine in cooperation with a physician.

All of our primary care providers work hand-in-hand with our team of specialists – FHN has providers in more than 35 specialties, and we work with hospitals and health systems in Rockford, the Chicago suburbs, and the University of Wisconsin – Madison to make sure our patients have access to the specialty care they need.

Oh, and there's one last great perk to having an FHN primary care provider – MyFHN. Our online patient portal lets you manage your healthcare online, from checking on appointments to getting test results and even request prescription refills. MyFHN also gives you a convenient way to ask your provider a non-emergency question – send a secure email to him or her through MyFHN and you'll hear back within a business day or two.

We hope you'll give us a call soon – we're eager to work with you to achieve and maintain your family's best health!

NURSE PRACTITIONER PRIMARY CARE PROVIDERS IN THE REGION:



Amanda Veeder, FNP-BC
FHN Jo Daviess Family Healthcare Center – Stockton
815-947-3211



Lynda Borsdorf, FNP-BC
FHN Jo Daviess Family Healthcare Center – Lena
815-369-3300



Heather Lutz, FNP-BC
FHN Family Healthcare Center – Tele-health



Angie Conklin, FNP-BC
FHN Family Healthcare Center – Mount Carroll
815-244-4181

PRIMARY CARE PROVIDERS IN FREEPORT:



Tamisha Bonvillain, FNP-BC
FHN Family Healthcare Center – Burchard Hills Family Medicine
815-599-7170



Angela La Dow, FNP-BC
FHN Family Healthcare Center – Burchard Hills Family Medicine
815-599-7170



Julianne Ross, FNP-BC
FHN Family Healthcare Center – Burchard Hills Family Medicine
815-599-7170



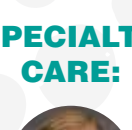
Timothy Rupnow, FNP-BC
FHN Family Healthcare Center – Burchard Hills Family Medicine
815-599-7170



Lynda Shiro, FNP-BC
FHN Family Healthcare Center – Burchard Hills Internal Medicine
815-599-7740



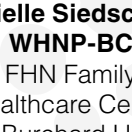
Tiffany Kuhlmeier, FNP-BC
FHN Family Healthcare Center – Highland View Drive
815-235-3165



Danielle Siedschlag, WHNP-BC
FHN Family Healthcare Center – Burchard Hills Women's Health
815-599-7750



Michele Wilkinson, AGACNP-BC
FHN Memorial Hospital Hospitalist Team



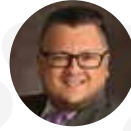
Cheri Gertsch, FNP-BC
FHN Specialty Care – Harlem Avenue Supportive Care



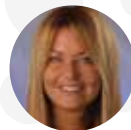
Sara Smith, WHNP-BC
FHN Family Healthcare Center – Burchard Hills Women's Health
815-599-7750



Judy Cullor, FNP-BC
FHN Family Healthcare Center – Burchard Hills Orthopaedics and Sports Medicine



Nicholas Krueger, AGACNP-BC
FHN Memorial Hospital Hospitalist Team



Tami LaSala, AGACNP-BC
FHN Memorial Hospital Hospitalist Team



Kara Hofmaster, GNP-BC



Susan Rahn, FNP-BC



J. Steve Harweger, AGACNP-BC
FHN Specialty Care – Stephenson Street Cardiology



Chelsea Hartzell, FNP-BC
FHN Specialty Care – Stephenson Street Gastroenterology



Cassandra Reed, FNP-BC
FHN Specialty Care – Stephenson Street Surgery



Terri Groezinger, PA-C
The Center for Wound Healing at FHN Memorial Hospital

CARING FOR PATIENTS AT LOCAL NURSING FACILITIES:



Kara Hofmaster, GNP-BC



Susan Rahn, FNP-BC



From Al Evon FHN Foundation Director

As we near the end of the year, many of us think about supporting the causes we care about. This year, I encourage you to ask yourself the following questions as you consider your charitable giving:

- Look back at your previous donations; what gift did you make that brought you the most joy?
- About what causes and missions are you the most passionate?
- What would you like your gifts to accomplish?

Based on your answers to those questions, identify your top three charitable interests this year, and then see how you can assist those organizations in making a positive impact. The gifts you give – whether time, talents/skills, advocacy, or financial support – will make a difference.

If health and wellness is one of your top causes, we would be honored if you would consider a gift to the FHN Foundation. Right now, we have a very special opportunity for you to double the impact of your donation.

HOW YOUR GIFTS ARE MAKING AN IMPACT

Beyond the FHN Foundation's current fundraising initiative, one of my goals is to share information with you regarding how the FHN Foundation stewards the donations that you generously provide to us. I believe it is important that you see how your dollars are at work improving lives in northwestern Illinois and southern Wisconsin.

Earlier this year, we asked for your partnership to build a newly expanded area that would support additional Women's Health services at FHN's Burchard Hills location. I am pleased to say that the construction on this project is nearly completed. I look forward to providing you with future updates on this expansion, as well as other projects.

All gifts to the FHN Foundation make a difference and help to save and change lives. Moreover, 100 percent of every gift is used for its intended purpose and makes an impact in the region FHN serves.

Thank you for helping to provide access to quality medical services, improved community life, and healthcare excellence for yourself, your family, friends, neighbors, and co-workers.

Thanks to a generous family, whom you can read about in this issue of *Insight*, the FHN Foundation has a matching gift of \$250,000. That donation will be used to help purchase new beds and mattresses for the hospital.

Rest and a comfortable night's sleep are never more important than when you are in the hospital. Just like the beds we have at home, hospital bed frames and mattresses age and there is a need to replace them. That time for replacement is now at FHN.

Of course, not only do hospital beds need to meet the needs of the patient, they also need to support the healthcare team. Hospital beds help to prevent patient falls and healthcare acquired conditions, such as painful bed sores. Unlike beds we may purchase for our own homes, hospital beds and mattresses have additional specialized functions.

TO DONATE toward the new beds and mattresses, double your dollars, and double the impact made by your gift, you can:

- Give **ONLINE** at <https://fhn.org/donate-now.asp>: Use the "Donate" button and then select "New Hospital Beds" from the drop-down menu.
- **CALL** the FHN Foundation office at **815-599-6441** or **815-599-7213** to make a credit or debit card gift over the phone, or to inquire how to make a gift of appreciated assets, such as stocks.
- **MAIL** a gift to the FHN Foundation office, 1045 West Stephenson Street, Freeport, IL 61032.
- Consider directing your Required Minimum Distribution from your **IRA** or a gift from a Donor Advised Fund to the FHN Foundation.



◀ Ob/Gyn Certified Medical Assistant Jessica Carson and Ob/Gyn Nursing Operations Leader Jessica Ward stand in the entrance of the newly expanded Women's Health area at FHN Family Healthcare Center – Burchard Hills.



Five Things You and Your Knees Should Know about VELYS Robotic- Assisted Surgery ...

with FHN Orthopaedic Surgeon
Greg Dammann, MD

Last summer, I did my first knee replacement using VELYS™ technology. This new solution provides data collected during the knee replacement procedure to allow for real-time decision-making. It not only enhances accuracy and precision, it allows me to better personalize for each individual patient's anatomy. Here are some key facts about VELYS to educate and inform *Insight* readers:

1

No, the robot does not do the surgery, but it sure is a sophisticated and reliable sidekick in the surgical suite. It helps me enhance accuracy and precision. I consider it a very state-of-the-art assistant!

2

I have already completed 75 surgeries using VELYS technology since I started using the procedure in July of 2022. My take? It has been a great addition to our capabilities. Up to 40 percent more patients are going home the same day due to this enhanced method, and people seem to appreciate the simplified experience – no additional CT scans or other pre-op imaging is required.

3

Patients are noticing less pain with this procedure. At the hospital and at follow-up visits, I am seeing decreased discomfort and less demand for pain medication.

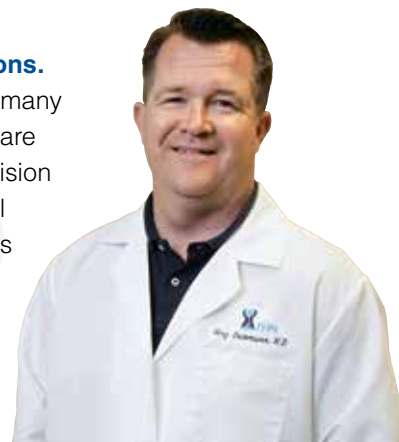
4

VELYS speeds up physical therapy. Of course, it is an important part of a patient's recovery, but trends are showing shorter recovery times compared to previous approaches. Patients are healing more quickly.

5

If you are suffering from knee pain, you have options. Discomfort and limited mobility are a real problem for many people. If you are considering knee replacement and are unsure about next steps, VELYS might make your decision easier. Come in for a thorough consultation and get all your questions answered. I like talking with my patients about their unique issues.

Greg Dammann, MD



**KIMBALL
STURTEVANT,**

VELYS knee
replacement patient

“

My pain has been minimal and I am more flexible than they expected I would be, so my PT has been reduced from three times a week to two times a week. I consider that pretty amazing progress.”



We hope you've been able to join us for some of our Festival of Trees events this year – together really is a great place to be! We are proud to be your locally governed and operated healthcare organization. The decisions we make and the actions we take all have the same goal; healthcare excellence for our community. Our team members are your neighbors, friends, and family, and we're honored to be a part of our community.

Thank you to our tremendous FHN team members for making 2022 a great year, from caring for (and celebrating) the first baby of the year to events and programs you see pictured here. FHN is planning more fun events, programs, classes and group meetings for 2023; visit our calendar at www.fhn.org for details. Have a wonderful holiday season, and we wish you and your loved ones a Happy, Healthy New Year!



Insight



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