

A publication of FHN

Volume 11, Issue 3

Insight

**A COVID-19
Caring Story:
Pearl City Woman
Beats the Odds**

**We're Open.
We're Safe.
We're Here,
For You**

**Carrying
On Through
COVID-19**



We're here, for you.

FHN

We're Here, For You



Few of us could have recognized the ways our lives would change when our last issue of *Insight* was at the printer. Since then, many of us have been sheltering at home, learning to work remotely, taking on home-schooling our children

(something my family has been doing for a while so not entirely new for us), enduring financial losses, experiencing emotional strain, and perhaps even losing jobs. Others—over 100,000 Americans as of the time of this writing—have lost their lives to COVID-19 and their families have been permanently impacted. To say the least, it's been a challenging few months for us all.

During that time, FHN quickly transitioned to be able to treat COVID-19 patients in northwest Illinois while still caring for our non-COVID-19 patients as much as possible given restrictions from the Illinois Department of Public Health (IDPH). We recognized early the potential the pandemic had for disrupting our area's healthcare and had drive-through testing set up before the state shelter-at-home order was given. While the virus marched to the center of the country from the coasts, we trained our staff in new processes, secured Personal Protective Equipment (PPE), rescheduled appointments and procedures as authorized by IDPH, and organized FHN Memorial Hospital to completely isolate COVID-19 patients. Our talented physicians, leaders, and staff rallied to ensure we offer the latest treatments and administered care with compassion and skill. I could not be prouder of the FHN team during this time and I hope you share that pride.

We also embarked on a comprehensive effort to keep you as informed as possible about our many efforts to keep you safe. Through radio interviews, weekly videos and news articles,

and extensive social media, we communicated what we were doing and how our community could stay as healthy as possible. We're proud that our website has provided—and continues to provide—a wealth of information, all of it factually based and checked for accuracy.

So far, an overwhelming surge hasn't reached northwest Illinois. Yes, we have had patients, have them now, and will surely have more. But we've worked with the community, local employers, and public organizations to ensure we are prepared to care for you safely in all circumstances. We are just as eager as you are to do all we can to keep the virus from peaking again later this year.

We thank you for doing your part to keep us all safe. Social distancing, hand washing, wearing masks, and not being able to enjoy outings and activities is certainly not fun. Like many local businesses, FHN experienced a serious financial jolt as our patient visits dropped significantly. As your independent, locally owned healthcare organization, though, we have been able to make decisions that helped us weather this storm, just as we've weathered others for over 100 years. I am asking for your support to ensure we continue to "support local."

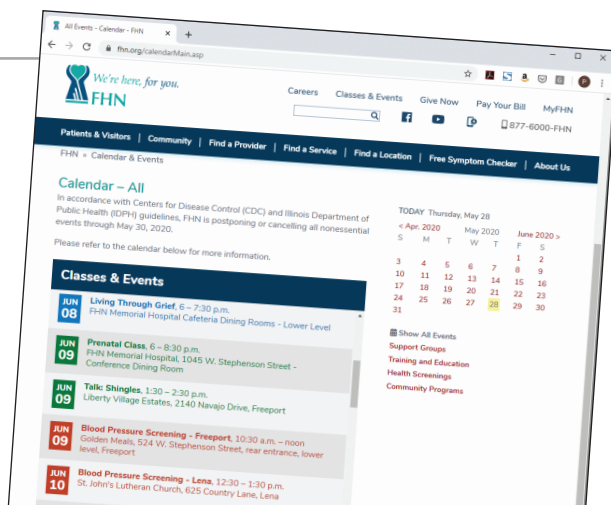
As you enjoy this issue of *Insight*, please know that during the challenges of the past few months, we never wavered in our commitment to caring for you and those you love. Our "tagline" has never been more meaningful to us as we look forward to welcoming you back. We hope it is meaningful to you, too, as in the months to come, we're open for you, we're safe for you, and ... we're here, for you.

As always, we are grateful for the privilege of serving as your healthcare provider—**please stay safe, and thank you for choosing FHN!**

Where's the Calendar?

You may notice this issue of *Insight* doesn't include our regular list of upcoming events. As the COVID-19 pandemic developed earlier this year, FHN postponed or cancelled nearly all of our in-person events and we continue to evaluate which ones, if any, may be safely resumed.

As of press time, Illinois had not yet changed its guidance on safe gatherings, no matter how small and as always, the safety of our communities is our highest priority. We will begin to reschedule events as soon as we can assure that everyone participating is safe, so keep your eyes on www.fhn.org for information on future events!



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

We're Open. We're Safe. We're Here, For You.

The COVID-19 pandemic has reminded all of us that our health truly is our greatest wealth.

Now that the Illinois Department of Public Health is allowing healthcare systems to "open up" for routine appointments and elective procedures, we'd like to remind you that the best way to get — and stay — healthy is to see your healthcare provider regularly. He or she can help you manage chronic conditions like diabetes or high blood pressure, and keep you on schedule for any screenings you may need.

Please don't put off visiting your FHN provider or scheduling appointments! Our offices and hospital are open, and we're as ready as ever to care for you and your family.

If you are experiencing a health emergency, don't hesitate to call 911 or go to the FHN Memorial Hospital Emergency Room. We are here and ready to care for you, and our facility is thoroughly cleaned and sanitized against COVID-19. Some situations you should consider an emergency include:

- Chest pain
- Difficulty breathing
- Stroke symptoms (difficulty speaking or swallowing, face drooping on one side, inability to lift one arm)
- Severe or uncontrolled bleeding
- Severe burns
- Broken bones that have pushed through the skin
- Severe, uncontrollable pain

If you are cautious about being out in public, please know that we've taken every possible precaution to keep



Whether you are visiting FHN Memorial Hospital or one of our Regional Family Healthcare Centers, know that we've taken every possible precaution to keep both you and our staff safe — from wearing masks and social distancing to vigilant cleaning and reorganizing for appropriate separation and isolation.



both you and our staff safe. From wearing masks and social distancing to vigilant cleaning and reorganizing our locations for appropriate separation and isolation, you can find details of the many steps we've taken throughout this *Insight* and on our coronavirus update page, www.fhn.org/coronavirus.

Our providers and staff are ready to welcome you, and we're asking you to start visiting us again now to help us continue to be a strong and viable part of your community. If you already have

an FHN provider, just call their office — if you need help finding a provider, call us at 1-877-600-0346 ext. 965.

As we all move forward together, some things will certainly be different. What won't change is our commitment to providing the best healthcare we can offer. We've been here since 1902 and with you as our partner, we look forward to being here for the rest of our second century too. Please call today and make that appointment you've been putting off — we're still here, for you!



When Do I Need ...

The best way to keep up with the screenings you need is to work with your healthcare provider. Your health history, and the health history of your family members, could affect when you need a particular screening.

Learn what screenings the American Cancer Society advises for men and women at what ages online: <https://tinyurl.com/FHNWhenToScreen>.

'You Are My Miracle'

Pearl City Woman Recovers from COVID-19 after 10 Days

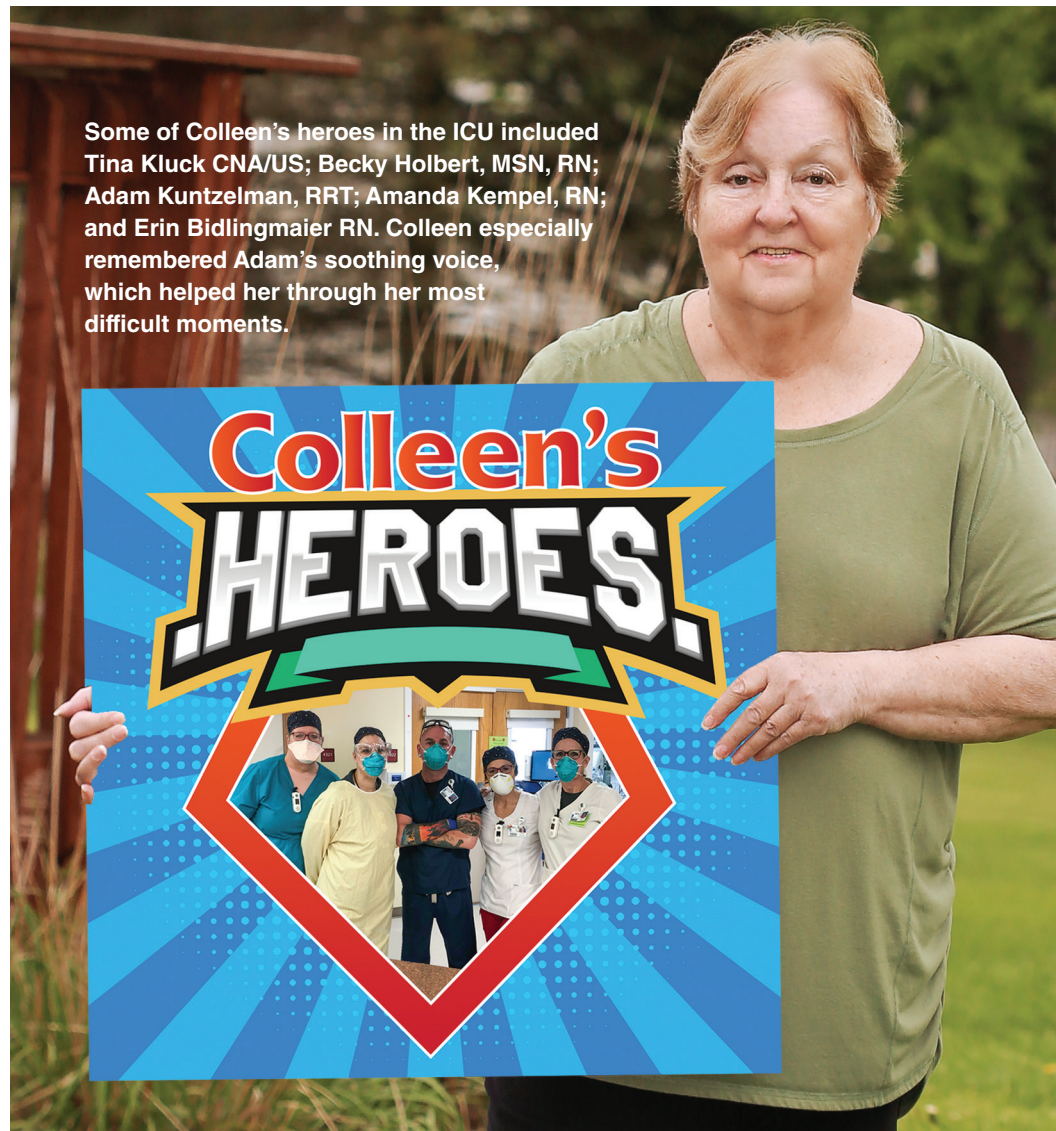
It wasn't the customary COVID-19 symptoms that sent Colleen Edler to the ER, but after four days of excruciating headache pain, she knew something was very wrong. Thankfully, the emergency physicians at FHN were there to listen, test, and act.

She explains, "I had the worst headache of my life — like I had been hit on the back of the head with a hammer. I went to my regular doctors from out of town, and they thought I had a migraine or sinus infection. But I had experienced those before and knew it wasn't the same. For the past several weeks I had been taking care of my four-year-old grandsons, since they couldn't go to school or daycare because of the COVID-related quarantines. It was starting to be a more challenging task. I felt more tired and weak going up the stairs, and my headache became nearly unbearable so we decided to go to FHN's ER."

COVID Confirmed

Colleen, a lifelong resident of Pearl City, is 67 years old and has two pre-existing conditions; diabetes and high blood pressure. Because this makes her more vulnerable to potentially serious complications, she was tested for the novel coronavirus and taken directly from FHN's Emergency Room to the Intensive Care Unit (ICU). Several days later, she lost her sense of taste and smell, developed a fever, and had trouble breathing, along with her headache. Ultimately, she was diagnosed with bilateral pneumonia and COVID-19.

When her blood oxygen level went too low, Colleen needed to be intubated, or "put on a ventilator." She remembers, "It was a scary experience, but by that time I was so sick and out of it that I just wanted them to do whatever they needed to do to try and make me better." Because she is allergic



to the Azithromycin "Z-pack" that is often used as an antibiotic to fight COVID symptoms, FHN physicians had to carefully think through the proper treatment protocol for Colleen, as they do for all COVID patients.

According to FHN's Chief Infectious Disease Physician Robert Geller, MD, MS, FACP, FIDSA, who oversaw her care, "Colleen really was a miracle. Intubation can be a tricky procedure and she not only came through that fine, but also overcame the pre-existing conditions that made her a higher-risk patient. Her positive attitude also contributed to her recovery."

10 Days On a Ventilator

For 10 days, Colleen was sedated and on a ventilator. She remembers very little of that time; perhaps some bad dreams and the soothing voice of a respiratory therapist who came to see her each day. "There was a man named Adam Kuntzelman who stood out to me," she explains. "He had the most calming voice and a tattoo on his arm. Every day I looked for that tattoo and listened for that special voice. He was really exceptional."

Coming off the ventilator was a bit surreal. She shares, "I was loopy for

on a Ventilator

Below left: Colleen Edler has a lot to live for. High on the list are her twin grandsons, Thomas and Aiden. Below: She has always enjoyed time on her family's boat, but this year, after surviving COVID-19, each outing will be a little more special.



Photo courtesy of Laura Hamp Photography



awhile, and remember a nurse telling me, 'Colleen, you have to open your eyes.' Of course, as soon as I was fully awake I wanted to talk to my family and hear their voices. It was a nightmare for all of us ... we were scared and emotional. They called at least twice a day to get updates and talk to the nurses when I was intubated. Everyone was very helpful and compassionate, which my entire family really appreciated. Dr. Geller told me that I was 'his miracle,' since just one in eight intubated patients survive the ordeal. I am so grateful to everyone who helped me get better!"

Thankful for a Second Chance

After 17 days in the hospital, Colleen was ready to go home. Before she departed, she got a special visit from Adam, the respiratory therapist with the soothing voice, and received a warm sendoff from everyone at FHN ... including a standing ovation from several nurses and therapists. Although still a little weak, she quickly weaned herself off using a walker and is getting stronger every day. She is very happy to be back in Pearl City, looking forward to spending summer days on the golf

course or on her family's boat at Lake Carroll, as well as enjoying the antics of her twin grandsons, Aiden and Thomas.

As she reflects on her harrowing experience, Colleen can't help but get emotional speaking of her caregivers. She emphasizes, "I am so thankful for everyone at FHN. These intelligent, brave professionals saved my life. They gave me a second chance and they provided exemplary care. Without their encouragement and expertise, I wouldn't be here. I cannot thank them enough. They are my heroes."

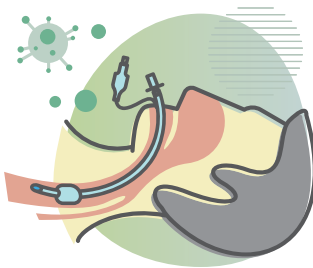
A Quick Look at Respiratory Therapy

As Colleen Edler can attest, respiratory therapy is an important function at FHN. Though every COVID-19 patient is unique, many have shortness of breath due to low oxygen levels or an increase in respiratory secretions — or both.

In general, respiratory therapists assist patients with their breathing, whether that is with oxygen, medications, or ventilators. A ventilator can either help patients breathe or entirely take over the breathing function.

They are used in emergencies when a patient can't obtain enough oxygen or exhale enough carbon dioxide independently, or if a patient is sedated for a procedure and isn't awake enough to adequately breathe.

Though extremely important during the current COVID-19 crisis, respiratory therapists were hard at work pre-pandemic too, treating



patients with chronic respiratory illnesses like asthma and COPD. They also play pivotal roles in other situations where patients have difficulty breathing (such as pneumonia, cardiac arrests, births, end-of-life care, etc.). In addition, they are trained to perform specialized breathing tests, procedures, and therapies pertaining to the lungs and breathing.

Thankfully, most COVID-19 patients recover at home without any interventions. But if you need

help, FHN has 14 respiratory therapists on staff to help our sickest patients, with several more on call if needed. These professionals are ready to help you breathe when you can't — and during the COVID-19 pandemic, they urge you to continue to wear a mask, wash your hands, and social distance as much as possible to protect yourself and everyone around you.

SHOULD I STILL GET MY KNEE SURGERY?

One Patient's Pandemic Story

When Brad Gusloff went to visit his eldest son in Colorado, he couldn't keep up with the rest of his family. That's when he knew he needed to do something to relieve his relentless knee pain.

"I was miserable," Brad explains. "I was practically eating pain killers, and I knew it wasn't good for me. I just couldn't stand it anymore."

Brad had recently retired from his job with the City of Freeport, running the street sweeper for 34 years. Climbing into his sweeper's cab and the limited movement within it exacerbated his condition. "It was to the point I was really feeling impaired," shares Brad. "I am a big man, and when I had an x-ray it was clear I didn't have any cartilage left whatsoever. My grandson started to imitate me by walking behind me and waddling. My legs were bowlegged and ready to collapse before I finally made my move."

Dr. Dammann and TruMatch® Highly Recommended

Brad first tried two rounds of injections for his pain at an out-of-town facility, but to no avail. He started asking everybody he saw with a cane or a walker if they had knee surgery, and according to Brad, "Those that were happy had one thing in common: Dr. Greg Dammann. So I went for a consultation and was convinced that FHN was the right choice for me. We discussed the TruMatch® system and determined that its approach, which takes pictures of your body's anatomy and customizes the joint accordingly, would be the best plan of action for me. Plus, I was happy to be right here, at home."

His first TruMatch knee replacement surgery was scheduled for January and his second one for March. Then the COVID-19 pandemic hit our country, posing challenges for Brad's second surgery and his following physical therapy.



A walk with his wife Wendy is one of the activities Brad can enjoy post-knee replacement. He says, "Her love and encouragement really got me through recovery."

Coronavirus Causes Concerns

Brad's first surgery was a big success and his second knee surgery was scheduled for March 18—one week after the World Health Organization declared the COVID-19 (novel coronavirus) outbreak a pandemic. Brad says, "This was right when our country was fully realizing the impact of COVID-19, and I wasn't sure I would get to have my surgery. Keri Wall, the surgical nurse navigator, was in regular contact with me, and the day before I was scheduled to go in, all systems were still a go. That turned out to be the last day for elective surgery before everything was put on hold, due to Center for Disease Control (CDC) guidelines."

The surgery went pretty much as the first one did, except Dr. Dammann had a special treat for Brad's sedation: He played Grateful Dead's *Truckin'* as a pre-anesthesia lullaby. According to Brad, "That was pretty cool, and I was supposedly singing as I drifted off to sleep. He remembered that I was a fan and had that queued up on YouTube just for me." Brad's wife, Wendy, was there for the operation, and he was up and walking hours after his 7:30 a.m. procedure. However, Wendy

was encouraged to leave the waiting room for social distancing purposes as soon as other people came in, and they were both home by 4:30 p.m.

Well-Prepared for the Pandemic

Just like after his first surgery, Brad had pain at his incision site for two weeks, but his joint pain was gone quickly. “We were amazed at how straight my legs were, after looking like I had been riding a horse for 20 years,” he exclaimed.



Brad Gusloff, a local woodcarver, shows his wares at a recent Art in the Park in Freeport. After knee replacement surgery at FHN, he will be able to forage for “found wood” and better enjoy the events where he shares his creative passion.

Photo courtesy of The Journal-Standard

“My physical therapy at Burchard Hills went well, and I was so impressed with how well-prepared FHN was for the pandemic. I was truly blown away at how professionally and carefully they handled everything. I was whisked in to my appointments in a private treatment room with no waiting time. Social distancing was stressed, masks were on, and disinfectants were used on all the equipment after each use. They cleaned, cleaned, and cleaned, wiping stuff down constantly with a true sense of urgency.

“I never saw more than two or three other patients in the huge therapy area and I was never hesitant to go—I knew they had my

“I am getting around better than I thought possible. This surgery? It changed my life.”

back. I can’t say enough good things about my therapists, Cody Gallagher and Pamela Finley, along with the entire orthopaedics team. And Dr. Dammann? He’s your guy. Now I am the one recommending him to other people!”

Brad is excited to enter into retirement with new knees. As a skilled woodworker and carver, he can now go on walks in the woods to forage for special pieces, and has already planted a garden with his nine-year-old grandson, Jaxon. He shares, “My muscles are still aligning and adjusting, but I am getting around better than I thought possible. This surgery? It changed my life.”



Letter From Tonya Thayer,
FHN Foundation Executive Director

fhn.org/foundation
815-599-6900

Consider Giving to the FHN COVID-19 Response Fund

As we face this worldwide healthcare crisis, we hope that you feel some peace in knowing that FHN has been thoughtfully and systematically preparing and planning each day to keep our patients safe while continually offering high-quality, compassionate healthcare. The safety of our communities and our team members has been at the forefront of our minds as we partner with local, state, and national healthcare organizations.

We know that many members of our communities and local municipalities have struggled as our economic challenges grow. With our patient volumes down by more than 40 percent in April, FHN has struggled as well. We ask that when you encourage your friends and neighbors to support local businesses, please remember that FHN is a local business that is committed to serving you.

Year after year, our donors have invested in FHN and our mission to keep you and your loved ones healthy. Many of you have reached out to ask how you can help. Now we

have a way for you to do so; the FHN COVID-19 Response Fund. This fund provides resources to FHN departments for medical equipment and supplies, including Personal Protective Equipment (PPE), testing supplies, and the aid tent as well as training and other professional resources to support the direct care of COVID-19 patients and others in our community.

If you are in a position to give, we ask that you go to www.fhn.org and click on the “Donate to the COVID-19 Response Fund” button on the homepage, mail a check to the FHN Foundation at 1045 W. Stephenson Street in Freeport or call us at 815-599-6441.

Please know that our teams truly appreciate all the gifts of food, masks, flowers, supplies, and monetary donations received thus far. This road is a long one, but we know we don’t go it alone. We are in this together. Thank you for investing in us and the health of your community!



Happy Birthday, eICU!

Celebrating a Decade of Critical Care Close to Home

FHN has a big birthday coming up — **we are celebrating a**

decade of offering our patients advanced critical care through our electronic Intensive Care Unit (eICU) program at FHN Memorial Hospital!

“Having this advanced level of care available has made it possible for so many families to stay close to home with their ill or injured loved one,” says FHN Director of Inpatient Nursing Andrea Klosinski, RN, PCCN, MSN, CNL.

“Traveling and staying far from home is such a stressor for patients’ families, and we have been able to alleviate that stress for many families over the past 10 years.”

Our eICU program is a collaboration between the Intensive Care Unit at FHN Memorial Hospital in Freeport and UW Health eICU’s team of intensivist physicians and critical care nurses.

“The UW Health eICU program is pleased to have partnered with FHN for the past 10 years,” says eICU Medical Director Jeffrey Wells, MD. “Our telemedicine collaboration with the dedicated FHN professionals supports the bedside team, producing optimal outcomes for the FHN patients we serve.”

Small microphones and cameras in each ICU patient room provide a constant link to the e-Care team in Madison, which includes some of the nation’s most respected intensivists (physician specialists in critical care medicine).

Each ICU patient’s vital information, such as heart rate, blood pressure, medications and test results are monitored in the



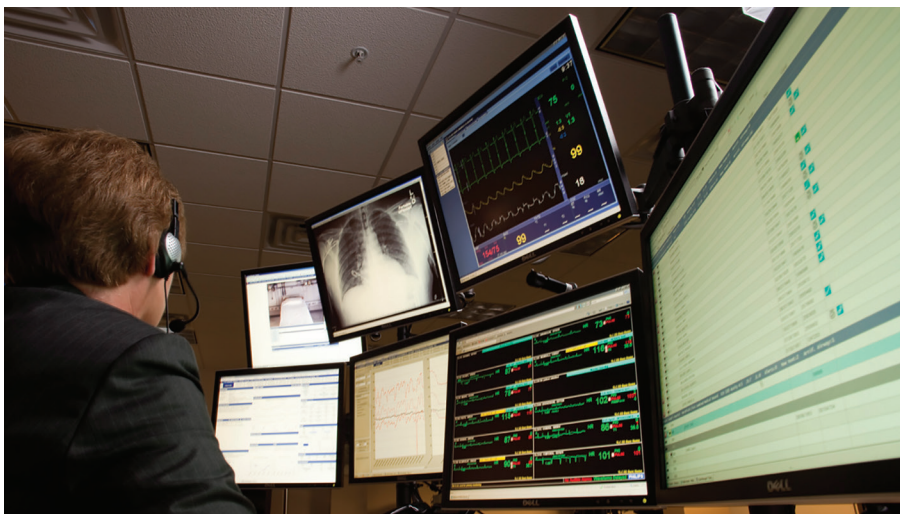
FHN ICU and shared in real time with the eICU team. If a patient’s condition changes rapidly or unexpectedly and requires a medical response, the FHN physicians and nurses at the patient’s bedside can touch a button and activate a two-way visual and audio link for consultation with eICU specialists.

The cameras and microphones can capture the smallest details for the e-Care specialists, from slight changes in the patient’s skin color to monitor readings across the room. The patient and his or her caregivers also can see and hear the UW Health critical care nurse or physician

on the other end of the link to reinforce the confidence that they are consulting with an actual person, visible on screen. The eICU team members are identified by name and credential on-screen.

When FHN’s eICU program began in 2010, ours was the first hospital to offer two-way visual communication between the FHN ICU bedside team and UW Health eICU, and the only one of its kind in northern Illinois and southwest Wisconsin. In fact, FHN Memorial Hospital was among the first 10 percent of rural hospitals nationwide to offer eICU service.

“Our dedicated, experienced team of intensive care nurses and physicians at FHN provide excellent round-the-clock care for our ICU patients,” says FHN Executive Vice President and Chief Operating Officer/Chief Nursing Officer Kathryn Martinez, MSN, RN, FACHE. “As with all of our medical partnerships, the eICU supports FHN’s commitment to providing the highest quality of care and service close to home.”



FHN’s eICU has played an important part in treating COVID-19 patients, and the e-Care team has complimented our staff on our quality of care. A screen and speaker allow patients and providers to see, hear, and talk to e-Care team members as they discuss their care.



Eat some berries. Go for a walk. Take a deep breath.

Sound simple? Good! Add these actions to your “to-do” list and you are on your way to strengthening your immune system.

Although there are many conflicting theories on how to boost your immunity, most experts agree there are some simple strategies you can employ to help your body ward off sickness. In this time of unease created by the COVID-19 novel coronavirus, it is helpful to stay as healthy as possible and control what you can.

As we age, our immune system slows down, which contributes to illness in the elderly. That makes it especially important to focus on healthy habits as you get older. Make sure you schedule time for exercise, get enough sleep, and try to eat a balanced diet. If you are a caretaker, encourage your senior parents or charges to make good choices.

Genetics and your medical history play a role in your immune system, but you can control certain factors. According to FHN Infection Preventionist Margie Kochsmier, MSN, RN, CMSRN, CIC, “The COVID-19 pandemic is scary, and it is easy to become anxious and frightened because of all the uncertainty. Our challenge is to minimize infections while we wait for a vaccine. Adopting new tactics can sustain us until then. Universal masking, designated units for patients, keeping safe distances from others, and good hand hygiene can help us meet this challenge. These tips may help, too!”

Remember, your immune system is not one thing — it is a system that requires good nutrition, exercise, rest, and mental focus. A strong immune response won’t necessarily prevent you from getting sick, but it can make you less susceptible and improve your odds of having a less serious case of COVID-19, or any other infection, if you do become ill.

Twelve Tips to Strengthen Your Immune System

Ready to be proactive? Follow these tips for overall good health as well as an enhanced immune system:



- Eat “the rainbow”—a diet high in fruits, vegetables, and whole foods.
- Cook with anti-inflammatory herbs and spices like turmeric, ginger, oregano, and garlic.

- Don’t smoke.
- Cut back on booze. If you drink alcohol, drink only in moderation.



- Take steps to avoid infection, such as washing your hands frequently and cooking meats thoroughly.

- Exercise regularly—get moving while practicing social distancing through FHN’s Miles And Minutes program, and help a local school in the process! Register at fhn.org/milesandminutes.
- Maintain a healthy weight.



- Maintain a positive attitude—the mind/body relationship is real.
- Minimize stress. Consider yoga, meditation, or deep breathing.

- Get outside. Nature is therapeutic.
- Consider a pet. Many experts think caring for a dog or cat leads to a healthier lifestyle, and believe pets’ company and affection provide a calming influence.



- Get adequate sleep.

Thank you

to Everyone Who Has Donated

The following people and organizations have donated essential items like face masks and shields and heartfelt items (like yummy food!) to help keep our staff's spirits up.

Rosati's Pizza Pub
 Jamie and Corey Engle/
 The Cheese Store
 Dr. Edelson
 Ryan Hughes/Anne's Garden Center
 Fairway Ford
 Fred Shipley
 Lanark Fire Department
 Presence Saint Joseph Center
 James Spann
 Ashley Dearth
 Tawny Loper
 Liberty Village
 Julie Abels
 Judi Winkelmann
 Ben & Tammy Thompson/
 Pearl Valley Eggs
 Robin Witt
 Louise Juliani
 Liz & Len Carter
 Amanda Dinderman/Sherwin Williams
 Tyler Dewald/Rock River Lumber & Grain
 Jim Richards
 Pecatonica School District:
 Brenden Schultz, Ag/FFA teacher &
 William Faller, superintendent
 Shannon Wenzel & local
 Arbonne families
 Bonnie Zimmerman
 Country Girl Floral
 Sheriff Snyders

Captain Jim Brickson/Salvation Army
 Kayla Walters/Countryside Landscaping
 Sara Lucas
 Mary Jane Stadel
 Lake Summerset Quilting Club
 Mary Lou Baumann
 Steve & Luann Hasenyager
 Eric White/Benchwarmers
 Kurt/Cub Foods
 Mike Sullivan/Sullivan's
 Larry Feiner/Midwest Community Bank
 Jenna Alderks/Diamond Brothers
 Insurance Freeport Branch
 Amaya/Culvers
 Butch/Mrs. Mike's Potato Chips
 Michael Holzem/WP Beverages
 Denis Neville/CoreFX
 Doreen Chang/Harbor Freight Tools
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Carola's mom
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 Bert Brinkmeier
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 Suzy Beggan Craft
 Holly Gobeli
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 Wilson Tool Corp/Rockford
 Fozzys Bar & Grill/Loves Park
 Tami LaSala
 Chad Griffith
 Amy Lamm

This list includes donors through early May – if you aren't mentioned, please know that we appreciate your gift and will thank you elsewhere!

FHN Provider Update



Amanda Veeder, DNP, FNP-BC has joined FHN as part of the caring teams at the FHN Family Healthcare Center – Pecatonica and FHN Family Healthcare Center – Lena. She is a board-certified Family Nurse Practitioner.

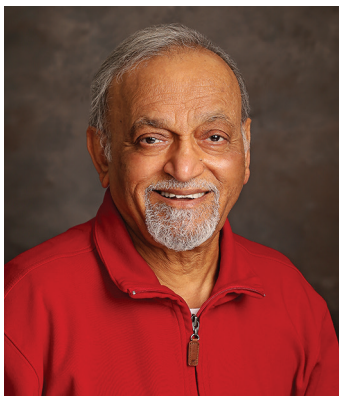
She earned both a doctorate degree in nursing and her nurse practitioner certification

at Clarke University in Dubuque, Iowa.

After graduating with a bachelor's degree in nursing from the University of Wisconsin – Madison, Amanda began her career as a Nurse Clinician in the Geriatrics Department of the UW Hospital in Madison.

Most recently, she has cared for patients in the Monroe Clinic Family Birth and Women's Center in Monroe. She is a certified lactation specialist and an International Board-Certified Lactation Consultant (IBCLC).

Amanda is welcoming new patients of all ages. To make an appointment, call the FHN Family Healthcare Center – Lena at 815-369-3300 or the FHN Family Healthcare Center – Pecatonica at 815-239-1400.



Kumud Shah, MD has joined the Ob/Gyn Hospitalist team at FHN Memorial Hospital in Freeport.

Dr. Shah earned his medical degree from Medical College, Baroda in Vadodara, India, and his undergraduate pre-med degree from M.S. University, Baroda in Vadodara, India.

He completed his internship at St. Mary of Nazareth Hospital in Chicago and served residencies at the University of Illinois Hospital in Chicago and at Advocate Christ Medical Center in Oak Lawn, Ill.

As an Ob/Gyn Hospitalist, Dr. Shah cares for laboring mothers at the FHN Family Birthing Center in FHN Memorial Hospital. Once an Ob/Gyn patient leaves the hospital, Dr. Shah coordinates and turns over their care to their regular FHN Ob/Gyn provider.



Steve Harweger, AGACNP-BC has joined the Gastroenterology team at FHN Specialty Care – Stephenson Street in Freeport. He is a board-certified Adult Gerontology Acute Care Nurse Practitioner.

He earned his master's degree and Nurse

Practitioner certification at the University of Illinois – Chicago in Chicago. Steve earned his bachelor's degree in nursing from St. Anthony College of Nursing in Rockford. He's a familiar face at FHN: He has cared for patients as part of both our Cardiology and Hospitalist teams.

Call the Gastroenterology office at FHN Specialty Care – Stephenson Street in Freeport at 815-599-7715.



Angela La Dow, FNP-BC has joined the Hospitalist team at FHN Memorial Hospital in Freeport. She's a familiar face, as well: She has cared for hospitalized patients here as a Registered Nurse since 2015. She is a board-certified Family Nurse Practitioner.

Angela earned her master's degree in nursing and Nurse Practitioner certification at Herzing University in Milwaukee, Wis. She holds a bachelor's degree in nursing from Viterbo University in LaCrosse, Wis. She began her nursing career with an associate's degree from Southwest Technical College in Fennimore, Wis.

As part of FHN's Hospitalist team, Angela cares for inpatients at FHN Memorial Hospital. Once a patient leaves the hospital, she coordinates and turns over their care to their primary healthcare provider.

In our last Insight, we incorrectly stated the affiliation of orthopaedic surgeon Andrew Blint, MD. Dr. Blint is the founder of NITROOrthopaedics in Rockford. We're proud to have his expertise and talent available for FHN patients, and we regret this error.



Congratulations to Those Who Celebrated

50 Years

Joanne Arnold Community Relations

45 Years

Gwen Drew Imaging
Maralee Kaufman Highland View Drive

40 Years

Dawn Clark Central Business Office
Carol Gray Telemetry
Linda Hintz Laboratory
Joy Martin Ambulatory Care
Cheryl Rife Quality
Rick Schneider Laboratory
Paula Skonieczny Telemetry
Cynthia Smith Clinical Development
Monica Stephan Laboratory
Becky Thomas Environmental Services

35 Years

William Boehler Stockton
Bridgette Crowell Surgery
Paula Sorn Emergency Department
Shokry Tawfik, MD Lena

30 Years

Michele Bowen Ophthalmology
Nancy Carroll Med/Surg/Peds
Michelle Christianson Medical Records
Angela Collins Emergency Department
Patrica Lynch Radiology
Michael Merry, MD Med/Pediatrics
Robin Ortman Obstetrics
Jody Spelman Admitting
Claire Timpe Highland View Drive

25 Years

Belinda Adams PT – Hospital Campus
Donna Alt Obstetrics
Angela Conklin, FNP-BC Mount Carroll
Cynthia Cuthbertson Medical Records
Audrey Duede Switchboard
Joann Eden Ambulatory Care
Mary Gordon Medical Library
Carola Kehler Emergency Department
Cindy Kopp Administration
Vivek Mehta, MD Gastroenterology
Monte Moore Materials Management
Sarah Poffenberger Laboratory
Marsha Pospischil ENT

Rovinder Saini, MD
Sue Shellhause
Teresa Tesmer
Andrew Warfield
Laurie Williams
Theresa Wilson

Rheumatology
Emergency Department
Warren
Security
IT
Obstetrics

20 Years

Esther Baldauf
Amanda Bons
Sharon Bourdon
Kathy Brenner
Marcia David
Nicole Dennison
Dianna Dickerman
Marcett Dickman
Jeanette Dorsey
Andrea Gitz
Debra Heidenreich
Tana Hellwig
Deborah Jordan
Susan Mckee,
Sara Mock
Laura Myers
Mary Price
Stephanie Robb
Karen Smith
Susan Sturtevant
Diane Weber
Dana Williams

Administration
Medical Records
Food & Nutrition
Health Management
Med/Surg/Peds
Central Business Office
Central Business Office
Food & Nutrition
Emergency Department
Health Management
Med/Surg/Peds
Cardiology
Highland View Drive
Ob/Gyn
Highland View Drive
Telemetry
Orthopaedics
Admitting
NIHP
Laboratory
Highland View Drive
G.I. Lab

15 Years

Amy Anderson
Heather Datisman
Jodi Feiner
Colleen Gallagher
Lisa Glass
Erica Grove
Sheryl Haijenga
Judy Harnish
Chelsea Hartzell
Kaydra Heller
Terri Hoertz
Patti Jackson
Vicki Keilhauer
Kelly Koch
Rebecca Larson
Katrina Lartz
George Lester
Nicole Lester

Med/Pediatrics
IT
Admitting
Med/Surg/Peds
Med/Surg/Peds
Imaging
Hospice
Central Business Office
G.I. Lab
ICU
Telemetry
Pecatonica
Community Relations
Health Management
Podiatry
Medical Oncology
Operating Room
ICU



Service Anniversaries in 2019!

Megan Loomis
Madhusudan Malladi, MD
Rebecca Marschang
Janet Meyers
Timothy Mickel
Brenda Offermann
Michelle Paisley
Tammy Palmer
Kathryn Pflaume
Nicole Ruter
Jamie Sickles
Stephanie Sorn
Kristina Stadermann
Stephanie Swalve
Jill Vails
Michelle Witcik

10 Years

Marcy Babb
Lindsay Bader
Dale Bennett
Lynda Borsdorf, FNP-BC
Shirley Bowen
Lesli Brown
Theresa Calhoun
Jessica Clark
Abbey Confer
William Coppernoll
Scott Damask
Michelle Folgate
Tabitha Graves
Luann Klever
Marie Kornfeind
Carrie Luedeking
Heather Lutz, FNP-BC
Debby Mae Lyons
Tonya Newill
Josie Orr
Jackie Roach
John Scheid
Karla Schmit
Danielle Siedschlag, WHNP-BC
Jenelle Staas
Brandi Zalaznik

5 Years

Joyce Asche
Holly Balsamo
Kyle Baltierra
Julie Behrends

Med/Surg/Peds
Cardiology
Recovery Room
Central Business Office
Community Relations
Nursing Administration
Admitting
Medical Records
Switchboard
Radiology
G.I. Lab
Ophthalmology
Quality
Respiratory Care
Food & Nutrition
Pharmacy

Telemetry
PT – Hospital Campus
Materials Management
Lena
Central Business Office
Admitting
NIHP
Operating Room
Surgery
Materials Management
Maintenance
Medical Records
Med/Surg/Peds
Telemetry
Food & Nutrition
Ob/Gyn
Burchard Hills
Telemetry
ICU
Operating Room
Community Relations
Respiratory Care
Mount Carroll
Ob/Gyn
Orthopaedics
Human Resources

Community Relations
Med/Surg/Peds
Imaging
Central Business Office

Shelly Brown
Hans Clark
Jonathan De Rosales
Rebecca Ensor
Jackie Gaskill
Chad Gasmund
Erin Grahn
Bethany Harvey
Heather Hawkins
Kelley Heinz
Nicole Hesselbacher
Cindy Holloway
Jessica Hutchison
Sheri Jones
Arden Julius
Debra Kent
Jennifer Kerchner
Mary Kerr
Kristin Kloeping
Kimberly Kohley
Janusz Kozdon
Kimberly Krieger
Adam Kuntzelman
Carlie Love
Bonnie Lowry
Noelle Maher
Amanda Mulhall
Juana Penaloza
Kristin Piper
Michelle Queckboerner
Cassandra Reed, FNP-BC
Carter Reubin
Ellen Rice
Shannon Roberts
Kelly Schleich
Debra Schlosser
Brandi Sellers
Emily Snyder
Jessica Steffes
Brielle Strasser
Shevawn Svehla
Ramona Thompson
Carrie Vick
Corinne Waga
Paul Warren
Cassandra White
Melanie Wichman
Danielle Wittig

Central Business Office
Medical Records
Pharmacy
OT – Hospital Campus
Med/Surg/Peds
Materials Management
Imaging
Radiology
Telemetry
Central Scheduling
Med/Surg/Peds
Med/Surg/Peds
Foundation
Pecatonica
Community Relations
Health Management
Telemetry
Urology
ENT
Highland View Drive
Respiratory Care
Ambulatory Care
Respiratory Care
Telemetry
Imaging
Telemetry
Med/Surg/Peds
Operating Room
Medical Records
Telemetry
Surgery
Sleep Study Lab
Medical Records
Medical Oncology
Cancer Center Administration
Highland View Drive
Central Scheduling
Podiatry
Medical Records
Ambulatory Care
Health Management
Human Resources
Recovery Room
Emergency Department
Maintenance
Neurology – Harlem Avenue
Admitting
Obstetrics

Stay in the Know at www.fhn.org



One of the most important responsibilities of a healthcare organization is to make good health information readily available for the communities it serves. This is important at any time, but especially during times of crisis such as the COVID-19 pandemic.

We've been working to keep you up to date since before Gov. Pritzker issued his "Safer at Home" order – our pandemic information page www.fhn.org/coronavirus offers factual, fully vetted, non-biased information about COVID-19, and it's updated multiple times a week.

From our "front page" on the web or that information page, you'll find all sorts of resources, including:

- An online screening tool devoted to helping you determine if you are experiencing COVID-19 symptoms (we also have a free general symptom checker you can use to get more information about symptoms for any condition or concern)
- The number to FHN's COVID-19 hotline (815-599-6412) for questions and to set up screening appointments
- A list of COVID-19 symptoms and testing criteria, along with an explanation of the most frequently used nasal swab test
- A link to the latest weekly video update featuring FHN administration and physician leaders answering common community questions, plus links to all the past weeks' videos
- Links to Dial-a-Doc and other radio interviews regarding COVID-19

- Multiple documents and signs you can download for your office or home
 - Links to **FHNNow**, our 24-7 telehealth service, and **MyFHN**, our online information portal for FHN patients
 - A link to the COVID-19 Response Fund, set up by the FHN Foundation for public donations to support the people on the front lines of the pandemic response
- ... and much more! We've also shared more than 25 news releases with local media, 10 weekly COVID-19 update columns through The Journal-Standard, and almost 150 Facebook posts and ads with information about COVID-19. In March and April, nearly a quarter-million people saw at least one FHN Facebook post with pandemic information.

All of this important COVID-19 information plus a wealth of information on how you can achieve and maintain your best overall health at any time is available for you online – just look us up!

THANK YOU

TO OUR TEAM OF TALENTED STAFF COMMITTED TO DELIVERING HEALTHCARE EXCELLENCE IN OUR COMMUNITY

Insight



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