

A child is running through a water fountain, splashing water. A colorful beach ball is positioned above the letter 'i' in the word 'Insight'. The background shows a grassy area with trees and a blue sky.

Insight

A publication of FHN

Volume 1, Issue 1

It's time for
**Healthy
Summer
Fun!**

**FHN Expanding
Services
in Monroe**

**New Technology for
Cancer Center**



We're here, for you.

FHN



Hello, and welcome to FHN's Insight

Our publication is aimed at sharing health news and useful information with all the members of the communities in which FHN serves. I hope you enjoy it.

The people of FHN are proud to provide care for families in northwest Illinois and southwest Wisconsin, with 25 locations across 6 counties. We continuously strive to improve every aspect of how we serve you, from investing in the latest technology to cultivating a peaceful, respectful atmosphere where you can take comfort in our care. We recently conducted a survey throughout our service

area, getting responses from more than 4,000 individuals spread across the age spectrum. I'm proud to report that the vast majority of respondents had excellent things to say about their care experience at FHN: 91 percent rated our specialty service care good or excellent and 90 percent of respondents reported that their overall experience with FHN is good or excellent. In fact, 92 percent of respondents who use FHN said they would recommend FHN to family and friends.

All of us at FHN are very proud of those numbers, but we know that there is always room to improve. Take a look through the following pages and I think you'll see a common theme – we're working hard to help you achieve the best possible health and working to help make our communities a great place to live and work. We are truly proud that at FHN, **We're here. For you.**

FHN Staffer Wrote the Book on Collaboration

Forreston's Stukenberg seeks to help healthcare workers improve communication



A Forreston woman who serves as a clinical documentation specialist for FHN is the author of a new book on the importance of communication and collaboration in healthcare.

Successful Collaboration in Healthcare: A Guide for Physicians, Nurses and Clinical Documentation Specialists is "basically about

how various healthcare workers interact in their roles," Colleen Stukenberg says. "It's about the importance of building trust and working collaboratively to enhance patient safety, the quality of care, the efficiency of treatment while considering the documentation of the patient's clinical picture."

"Some people may wonder what a Clinical Documentation Specialist does. This book not only explains the role, it begins by telling how I got where I am."

Stukenberg, who serves on the national advisory board of the Association of Clinical Documentation Improvement Specialists (ACDIS), took a year and a half to write the book, fitting her research and writing into an already busy life. She and her husband, Mike, have two teen-age sons, Ryan and Nathan, who both are active in sports.

"Most of the other kids' parents are used to seeing me with papers and notes at games and meets," Stukenberg says. "I finished my master's degree and then started writing and researching for the book."

"My background is in nursing – I started my career as a registered staff nurse, then

moved more toward the coordination of care," Stukenberg says. "My experiences as a case manager for FHN and moving into clinical documentation, which is a fairly new field, inspired me to write the book, and talk about how nurses, physicians, nursing administration, case managers, documentation specialists and on up through hospital administration can work together to provide quality care and still meet the requirements of the many governing bodies under which we operate."

Stukenberg, who grew up in nearby Mount Morris, says she does not have any immediate plans to write another book. Her job at FHN, along with meetings, learning opportunities, and networking through her connections with ACDIS, keep her busy, at least for now. She is not carrying research to her sons' games this year, she laughs: "Now, I'm carrying a paperback."

Successful Collaboration in Healthcare: A Guide for Physicians, Nurses and Clinical Documentation Specialists is published by the CRC Press, a division of the Taylor & Francis publishing group. It is available for sale at www.crcpress.com (search for Stukenberg).



FHN Offering Expanded Services in Monroe

Three trusted FHN healthcare providers are offering expanded services at FHN Healthcare Center – Monroe, Wis.



Jeffrey Hass, DC, Cert. MDT brings a range of Spine Center services to Monroe, including chiropractic care and the McKenzie Method of Mechanical Diagnosis and Therapy (MDT). Dr. Hass takes a clinical approach to the assessment and treatment of the spine and its associated symptoms and is dedicated to helping his patients achieve better health.

Diana McNulty, MD, specializes in Occupational and Internal Medicine. She helps patients recover from work-related injuries as well as being part of the FHN Spine Center. As co-practitioners in the Spine Center, Drs. Hass and McNulty examine and evaluate patients together.



Michelle Wurster, APN/CNP, cares for patients from newborns to mature adults. As a certified nurse practitioner, she can provide care for acute and chronic conditions, order and interpret tests and prescribe medications.



These three providers join **Tracy DySard, APN/CNP**, who has been providing family practice care and medical weight loss services at Monroe since 2009. If you'd like to make an appointment with any of the providers at FHN Healthcare Center –

Monroe, call us at 1-877-6000-FHN (1-877-600-0346) ext 945.



Board-Certified Nephrologist Joins FHN

FHN is proud to introduce kidney care specialist Farhan Khan, MD, who joined FHN in April. He sees patients at FHN Specialty Care Center – Stephenson Street in Freeport.

“Two of our country's biggest healthcare problems – diabetes and hypertension – affect or are affected by the kidneys,” said Dr. Khan. “I work with my patients to repair damage that's been done and to prevent further damage to the kidneys, with the goal of achieving the best possible kidney function.”

Dr. Khan graduated at the top of his class with a medical degree from Universidad Iberoamericana in Santo Domingo, Dominican Republic, a World Health Organization-recognized medical school program. He completed an internal medicine/pediatrics residency at the University of Illinois College of Medicine at St. Francis Medical Center in Peoria before completing a two-year nephrology fellowship at University of Missouri Health Sciences in Columbia, Mo.

Dr. Khan is board-certified in internal medicine as well as nephrology, and board-eligible in pediatrics. He treats patients as young as 8 years old in his nephrology practice and speaks fluent Spanish.

For more information on Dr. Khan, visit www.fhn.org. To make an appointment with Dr. Khan, call FHN Family Healthcare Center at 1-815-599-7600 or toll-free 1-877-6000-FHN (1-877-600-0346) ext 946.

Is that you, Dr. Khan?

Dr. Farhan Khan is FHN's second Dr. Khan – Dr. Farouk Khan is our neurology specialist. They are both highly respected in their field, but they're not related.

If you're calling to make an appointment with either Dr. Khan, don't be surprised if we double-check to make sure you're seeing the correct doctor!



New Technology for Cancer Center

The FHN Leonard C. Ferguson Cancer Center is implementing several enhancements that will bring the latest in cancer treatment technology to our community.

Work begins this month at the Center, as we make room for the latest in Image Guided Radiation Therapy (IGRT) technology and an advanced form of Intensity Modulated Radiation Therapy (IMRT) called VMAT – Volumetric Modulated Arc Therapy.

“This technology utilizes sophisticated imaging tools to localize and verify treatment delivery to the tumor site,” says FHN radiation oncologist Patrick Fernandes, MD. “This more precise targeting is refocused for each and every treatment, taking into account daily changes in tumor motion and size.”

We'll also be installing a new four-dimensional (4D) CT scanner, which covers the three dimensions of space (3D) and opens the door to the fourth dimension – radiation treatment planning. This new machine will enable patients to have their treatment planning CT, as well as their treatment, done at the Cancer Center. The 4D technology can adapt to motion during the treatment, which will benefit patients who have tumors in the chest and abdomen where breathing movement can be an issue in targeting the treatment.

With the help of an FHN Foundation capital campaign, our goal is to have the equipment installed and staff trained to begin treating patients late this summer.

FHN Foundation Welcomes Eckert, Egan

The FHN Foundation has already had a busy 2010! We welcomed new board member Nancy Eckert in March, and our new executive director, Terry Egan, joined us in April. We already have some great things planned, but let us take the time to introduce ourselves:

Nancy Eckert



- Moved to Freeport when she married Richard Eckert, who passed away in 2005
- Wellesley College graduate
- Active in the community as a volunteer
- Retired in 2002 after serving the community for 21 years as FHN Director of Volunteer Services
- Has also worked at an advertising agency and bought finished artwork
- Has three grown children: Two sons who still live in Freeport and a daughter who splits time between Tampa, Fla. and Freeport; and also has 5 grandchildren

Terrence Egan



- Freeport native; graduated from Freeport High School and Northern Illinois University
- Started his fundraising career with the United Way, and has served as Director of Nuts, Bolts, & Thingamajigs and Vice President of Development for Lutheran Social Services of Wisconsin and Upper Michigan
- Serves on the committee that distributes Arts grants for the Community Foundation of Northern Illinois
- Swims open-water races around the country and coaches swimming in Rockford
- Has a son, Nathan, 15 and daughter, Taylor, 12

2010 MEMORIALS

Jan-March

Rosemary Bennett
 Connie Boolman
 Howard A. Brechtel
 Janet Cain
 Robert L. Carlile
 James A. Chamberlin
 Kathie Clark
 Marlene C. Cornelius
 Dick F. Eckert
 Janet Eckert
 Bedri Edezi
 Vernon G. Eicholtz
 Benjamin Engle
 Leo R. Felts
 Floyd Frederick
 Morag M. Fryer
 Margaret M. Groezinger
 John Heeren
 Lucille L. Hill
 Laddie and Ethel Jares
 Thomas D. Kilpatrick
 Jeanette Larsen

Frank Leverton
 Cletus Martin
 Francis P. McAuliffe
 Eleanor and John McKenzie
 Sally L. McWorthy
 Esther Schopf
 Kenneth A. Raih
 The Hon. John W. Rapp, Jr.
 Larry Rogers
 Witold Romuk
 Pearl M. Runte
 William Ruthe
 Irene Schurch
 Eleanor Tanner
 Shirley J. Tessororf

Apr-June

Fareed A. Ahmed
 Marvin Altenbern
 Beverly Andrews
 LeRoy Baum
 Gary Bender
 Rosemary Bennett
 James E. Beyer

Robert W. Carlson
 Kathie Clark
 Joan M. Cleary
 Phyllis Downey
 Lawrence E. Eastman
 Janet Eckert
 John C. Einsweiler
 James M. Faulkner
 Leo R. Felts
 Georgia Garrett
 Tom Gastel
 Richard Grilliot
 Margaret M. Groezinger
 Jean Grover
 Clara C. Hesselbacher
 Dorothy M. Higgins
 Angela J. Jones
 Ruby R. Kaney
 Donna J. Kempel
 M. Kathleen Kilker
 Janice Koeste
 Leo R. Kukla
 Reatha Lake
 Lorrta Lameyer
 Howard Laurence

Mark Leonard
 James J. Marten
 Roger Miller
 Julia Mills
 Jay D. Mitchell
 William Moeller
 Stephen H. Mogle
 Dorothy J. Myers
 Grace Pals
 Charles Potter
 The Hon. John W. Rapp, Jr.
 Lydia Reid
 Delores Saxby
 Bonita Shilling
 Mary Ann Soladay
 Leverna E. Steien
 Marcey Stoner
 George Stricker
 Ruth V. Stricker
 Sylvester Swatek
 Burdette Thomasson
 Francis Tucker
 Douglas Vedra
 Fay Wernitz

New Beds for FHN Memorial Hospital 'Pay it Forward' Across the County



FHN's recent purchase of 57 new patient beds for use at FHN Memorial Hospital paid off for more than our patients – it also helped patients at the Stephenson Nursing Center, students in the Health Occupations Youth Apprenticeship (HOYA) program at CareerTEC, and patients at the Lena Living Center.

When faced with the choice of selling the beds for scrap or “recycling” them for use in

the community, it was an easy call for FHN. Fifty-one of the beds were donated to the Stephenson Nursing Center, and six were sent to the HOYA program.

“We’re glad we were able to donate these beds to the Nursing Center and the HOYA students,” said Sharon Summers, FHN executive vice president and chief operating officer. “It was important to us to act on this opportunity to give back

to the community by helping these area organizations upgrade their beds.”

Darnell Fortney, Stephenson Nursing Center administrator, is glad to have the beds. “We had just gone before our committee with a request for updated beds,” he said. “Unfortunately, the money just isn’t in the budget. So this couldn’t have been better-timed.”

Eight-year HOYA instructor Janet Golden is glad to have more up-to-date training beds. “CareerTEC HOYA is very grateful for this donation,” said Golden. “High school juniors and seniors have been using very outdated beds during healthcare training and these beds will provide our students with more modern equipment.”

After receiving the FHN beds, HOYA was able to donate its old beds to another needy entity. “In this economy, it is always nice to be able to

pay it forward, and with FHN’s donation, we were able to give our beds to the Lena Living Center,” Golden said. “FHN has always been a long-term supporter of our programs, and we look forward to our continuing relationship.”

The new beds are part of normal technology replacement for FHN. According to Bill Coppernoll, director of supply chain management for FHN, they provide caretakers with important data about the bed’s occupant on a continual basis, such as patient weight fluctuations, any change in surface dryness, bed head angle, and bed rail position.

The beds also use an integrated pressure sensing system to redistribute pressure from the patient’s weight, which helps prevent pressure ulcers from lying prone. The motorized beds also make it easier for nurses to move the patient for treatments and procedures.



FHN Memorial Hospital's new Stryker beds provide caretakers with important information and use an integrated sensing system to help prevent pressure ulcers.



Kids wait for it all year, and so do many **it's summer!** Even if you're not lucky enough to have a long summer some time outside. Just thinking about long afternoons

That's all right – go ahead and be a little lazy. Just keep a few rules in mind to keep you and your loved ones safe through the lazy, hazy days of summer ...

1 RULE NO. **1** **Wear sunscreen**

We could be funny here and make rules No. 2 through 5 “wear more sunscreen,” but this is a serious subject!

“Every member of the family over 6 months of age should be wearing sunscreen with an SPF of at least 15 – 30 is better,” says Adam Angelilli, MD. “And don't ‘go easy’ on the sunscreen. A good rule of thumb is to use an ounce (about enough to fill a shot glass) of sunscreen on each person, and to reapply every 2 hours, even if you're using a waterproof formula. And don't forget the tops of your ears, back of your neck, your hands and the tops of your feet!”

(Adam Angelilli, MD, sees patients at FHN Family Healthcare Center – Burchard Hills in Freeport.)

2 RULE NO. **2** **Beware of bugs**

Mosquito bites used to be just one of the minor irritations of summer. They're still irritating, but now some mosquitoes have been found to carry West Nile virus, which can be serious for older people and those with compromised immune systems. West Nile symptoms can include fever, headache, body aches and a skin rash.

In the woods, ticks can carry Lyme disease, which can cause a rash, muscle aches and stiff joints.

“It's impossible to completely avoid bug bites, but wearing an insect repellent with DEET can help,” says Michelle Wurster, APN/CNP. Children shouldn't use a formula with more than 10 percent DEET, and no insect repellent is considered safe for babies.

“You can also avoid being outside at dusk, which is prime ‘bug time.’ If you do get a mosquito bite, use a small amount of 1 percent hydrocortisone

cream – it's available at the drug store – to take away the itch.”

(Michelle Wurster, APN/CNP sees patients at FHN Family Healthcare Center – Warren and at FHN Healthcare Center – Monroe, Wis.)

3 RULE NO. **3** **Use caution around hot stuff!**

Don't let an accident ruin your picnic or campfire sing-along. Establish and enforce a “no running around the campfire or grill” rule. If you're enjoying a conversation around the firepit, make sure everyone is sitting a safe distance from the fire, and be alert for sparks.

4 RULE NO. **4** **Keep your picnic safe**

“Picnics are fun, but it's important to keep your hot foods hot and cold foods cold,” says Linda Werkheiser, MSRD, LDN. “It's not just that they taste better when served at the proper



adults—

vacation, chances are the long days and warm weather will entice you to enjoy spent in the backyard or at the park makes you feel a little lazy, doesn't it?

temperature – eating food that's been out in the heat too long can make you sick. Don't leave any food out for more than an hour when it's hot."

Some other food safety rules to keep in mind: If you're cooking out, don't use the same plate to transport raw and cooked meats. Once a plate has held raw meat, don't use it again until it has been washed. If you're marinating your meat, throw out the marinade once you've put the food on the grill.

And always, always wash your hands thoroughly after using the bathroom and before cooking or eating.

(Linda Werkheiser is Clinical Nutrition Manager at FHN Memorial Hospital in Freeport.)

RULE NO. **5** Heat illness is serious

Extremely hot days can be hard on your body – especially for seniors. "Watch for signs of heat exhaustion," says Melody Cates, APN/CNP. "Early signs include fatigue, thirst and

cramps in the legs and abdomen. If you're feeling these symptoms, stop exerting yourself, lie down in a cool place and elevate your legs." More serious symptoms include dizziness, headaches, nausea, rapid heartbeat, vomiting, decreased alertness and a high temperature. If you experience these symptoms, call 9-1-1.

"For safety's sake, stay inside out of the heat during the hottest part of the day. If you don't have air conditioning in your home, consider going to a public place that is air-conditioned, like a library or senior center."

And remember, your body will need to replace the water it's losing as sweat, so take care to stay hydrated – make sure to drink lots of water throughout the day.

(Melody Cates, APN/CNP is a board-certified gerontological nurse practitioner and the coordinator of FHN's Long Term Care program.)

Following these simple rules can help you make your summer a safe, happy one.

ENJOY!

Ouch!

Is it serious?

Warm weather seems to bring out our "inner athlete," which can lead to sprains, strains and other injuries. If you've ever sprained your ankle, you know that the pain can be intense. How can you tell if you need to see a healthcare professional?

Call your healthcare provider if:

- The injury causes severe pain, swelling or numbness
- You can't put any weight on the affected foot or leg
- The pain or ache of an old injury is accompanied by increased swelling, joint abnormality or instability

If you don't have any of those symptoms, it's worth a try to treat your injury at home. Follow these four steps – remember R-I-C-E for 48 hours, and if the pain gets worse, call your provider.

REST. Hold off on regular activities and exercise for a couple of days.

ICE. Apply an ice pack to the injured area for 20 minutes at a time, four to eight times a day. You can use a cold pack, ice bag or plastic bag filled with ice wrapped in a towel. Don't use ice for more than 20 minutes at a time. Never use heat on a new injury, as it can actually increase the swelling. You can use heat later to relieve muscle tension and help your muscles relax.

COMPRESSION. Compression of the injured area may help to keep swelling down. You can use elastic wraps, special boots, air casts or splints – your provider can tell you which one is best for your particular injury.

ELEVATION. Keep the injured part above the level of your heart, if possible. This will help to reduce swelling.



Are You Ready for School?

We hope you and your family are enjoying the long summer days, but fall – and the new school year – will be here before you know it!

In Illinois, all students entering kindergarten, 6th and 9th grades must have a complete physical before they can start school. Students who have moved from out of state, no matter what grade they are entering, also need a complete physical before the first day of school.

In addition, students entering kindergarten, 2nd and 6th grades must have a dental exam before the beginning of school, and prospective kindergarteners must also have an eye exam before school starts.

If you haven't made an appointment for your child's school physical, it's not too late – call your pediatrician's office today. If your child doesn't have a primary care provider, we can help. Call our physician referral center toll-free at 1-877-6000-FHN (1-877-600-0346) ext. 947 to find out more about our primary caring team of physicians and nurse practitioners here to help you and your family achieve and maintain your best health.



Need to Reach a Service at FHN?

**Call
1-877-6000-FHN!**

This spring, FHN debuted 1-877-6000-FHN, an easy-to-remember toll-free number that you can use to get hold of anything you need at FHN. A call to this number (which is 1-877-600-0346 in its numbers-only format) can get you everywhere from our Central Business Office, where we can answer a billing question, to Physician Referral, where we can help you set up an appointment with a healthcare provider, to marketing, where we can get you signed up for the next FHN Speakers' Series event!

We aren't changing our existing phone numbers, so don't worry if you have your provider's office or other FHN offices on speed-dial. Our new toll-free number is for those times when you don't have the number handy or aren't sure who to call – just remember **1-877-6000-FHN!**



**Pretzel City
Festival
2010**



Insight

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