

A publication of FHN

Volume 11, Issue 5

Insight

'Time to Take Mental Health Off the Back Burner'

FHN Hospice – Valuing Life Until the Very End

FHN's New ARC for Acute Respiratory Care



We're here, for you.

FHN



MARK GRIDLEY, PRESIDENT AND CEO

A Year We Will Never Forget ...

As I welcome you to this last issue of INSIGHT for 2020, I'm sure most of us have had a year that will not be forgotten. While many of the year's events have been challenging, to say the least, there have also been many opportunities

to experience the positive feeling of being able to rise to the occasion and meet our challenges as a community. I also do not want to miss an opportunity to broadly share my gratitude to the entire FHN team for their ongoing dedication and the heroic work they do every day for all of our families.

One of those achievements at FHN has been the completion of the Dr. Ravi and Mrs. Minu Vyas Crisis Stabilization Center at FHN Family Counseling Center. You'll read all about the services offered there, as well as learning more about the many capabilities of the FHN Family Counseling Center (FCC). The need for behavioral health services has been escalating in our communities for several years, and the COVID-19 pandemic has exacerbated that situation. Meeting this need has been a priority for FHN and we're very pleased to offer comprehensive mental health treatment, including counseling for drug and alcohol substance abuse disorders.

Along with details of these services, you'll read the inspiring story of one of our FCC staff who made the journey from patient to Peer Support Specialist at FCC, and meet our new FCC clinical director. Another new facility at FHN is our Acute Respiratory Clinic, which was designed to serve respiratory patients during the pandemic and then will provide ongoing care for respiratory conditions and contagious situations when the pandemic is behind us. We also are featuring a number of Hospice stories and other news about and from FHN, including how we're reimagining our Festival of Trees events during this year that we'll never forget.

While many holiday plans will be very different in 2020, I hope that we will all still enjoy the season. I want to reinforce that "social distancing" doesn't mean "social isolation"! One way to do that is to remember kindnesses toward friends, family, and neighbors. Reaching out in new ways and sharing a moment of gratitude can be more powerful and uplifting than ever this season. As our Festival of Trees theme this year says, "Kindness is like snow — it beautifies everything it covers."

Here's to kindness at the holidays and every day, and as always, we continue to be grateful for the privilege of serving as your healthcare provider – please stay safe, and thank you for choosing FHN!

2020 FHN Festival of Trees

We hope you join us for one or all of FHN's Festival of Trees events – while it's a little different this year, there's something for everyone!



November 22, FHN VIRTUAL COMMUNITY TREE LIGHTING • 5 pm

FHN's Facebook page

Join us on Facebook as we welcome Santa and Mrs. Claus, hear a holiday message, and "flip the switch" to light up Freeport's holiday tree. This year's event is virtual, but we hope you'll join us in kicking off a happy holiday season!

November 30 – December 26, FHN COMMUNITY FESTIVAL OF TREES

Freeport Public Library, 100 E. Douglas Street, Freeport.

Enjoy holiday trees decorated by local service organizations, clubs and church groups competing for prizes. Vote for your favorite holiday tree from Nov. 30 to Dec. 12.

November 30 – December 12, FHN's Letters to Santa

Cards can be picked up and dropped off at the Freeport Public Library Youth Services Department or at the front office at FHN Family Healthcare Center – Burchard Hills, FHN Memorial Hospital, and FHN Family Healthcare Center - Highland View Drive. Forms also can be downloaded at www.fhn.org/festivaloftrees. Parents, please complete the parent section on the letter to Santa card.

December 1, FHN Family Virtual Bingo

Join us online for virtual family Bingo fun with a chance to win prizes. More information at www.fhn.org/festivaloftrees.

December 20, FHN FESTIVAL OF TREES LUMINARY NIGHT

Dusk, Stephenson Street & Lincoln Boulevard, Freeport.

Enjoy the beauty of the soft light of luminaries as FHN joins this annual neighborhood tradition.

All events are free. For more information, visit www.fhn.org/festivaloftrees or call toll-free 1-877-600-0346, ext. 901.

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.

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

FHN Family Counseling Patient Heals Herself While Helping Others

As a Peer Support Specialist at the FHN Family Counseling Center, Jennifer Robinson spends her days helping people with behavioral health challenges. “They learn life skills that help them function and lead independent lives,” she explains. “I go into their homes and teach them basic hygiene, and how to sort laundry, vacuum, and care for their living space. We also go to the grocery store, and I guide them as they think through their budget and how to handle money. I can even advocate in medical situations, directing their discussions with doctors and other professionals. If it has to do with everyday life, I pretty much help them do it, each week, one or two hours at a time.”

Jennifer finds her job very rewarding. “I love coming to work!” she enthuses. “It makes me feel good to help people. I am a patient person and I try not to judge. That helps.” She is recognized as both positive and encouraging, and it pays off. People often share appreciation for her support. She

“I love coming to work! It makes me feel good to help people. I am a patient person and I try not to judge. That helps.”

shares, “Just last week I got an email from a doctor telling me how much one of her patients likes working with me. That really made me smile!”

Learning to Embrace the Positive

Jennifer makes a point of ending each appointment on a positive note. “These people need reassurance and stability. I give them a regular contact

each week that keeps them on track. I have been with most of these patients for five years. We develop a trusting relationship that goes both ways,” she explains. “They help me learn and grow, and we have fun doing everyday things like singing and dancing while we work. That’s a great lesson for all of us!”

Being a client at the FHN Family Counseling Center helped Jennifer learn many of the skills she incorporates in her job. “I was a patient before I was an employee,” she shares. “I have bipolar disorder and Post-Traumatic Stress Disorder (PTSD), and I am not ashamed of my diagnosis. I am just happy to

Continued on page 4

“... my counselors and case managers have helped me progress from extreme depression to a functioning woman, allowing me to turn what I’ve been through into something positive, powerful, and useful.”



In her job as Peer Support Specialist, Jennifer helps her clients lead independent lives. Here, she gets ready to join a client at the grocery store for a shopping and learning session.

HELPING OTHERS – Continued from page 3

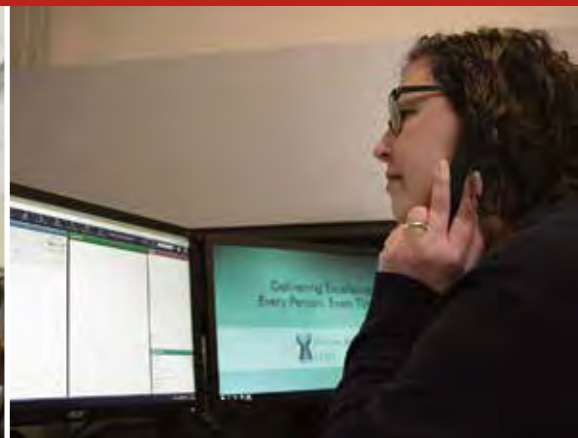
be getting better. Although I still have issues to work through, my counselors and case managers have helped me progress from extreme depression to a functioning woman, allowing me to turn what I've been through into something positive, powerful, and useful. I feel full of potential and am happy to help provide hope and dignity to other people who need a hand."

Learning to Let Go

Jennifer faced some horrific events in her youth – scenarios that would haunt anybody. At age six, she witnessed her father being murdered, and in the years that followed was regularly beaten with a belt until bloody by her mother's boyfriend. As an adult, she experienced problems in her marriage. She says she faced stretches of depression where she "sobbed for a month, didn't eat, didn't sleep, just isolated myself. I felt overwhelmed and was in and out of mental health centers." Though it has taken several years, she is no longer plagued by bad dreams and doesn't "see the murder over and over again," day in and day out. Jennifer credits her counselors for teaching her strategies to quit "stuffing" her emotions. With their help, she has learned to let go of her past trauma.

Learning that Dreams Can Come True

"I used to live across the street from the counseling center and watch employees go into work each day. I said out loud, 'I'm gonna work there someday. I'm gonna work there and help people with their problems.'" With the support of FHN's Family Counseling Center and training from the Workforce Development Institute, Jennifer made that dream come true. "I am grateful for my job, my clients, and my life," she shares. "It brings tears to my eyes. Yes, yes, yes, I am happy now."



FHN Family Counseling Center



Strong behavioral health services are extremely important for the mental health of our community. FHN Family Counseling Center is proud to offer these essential services, and is committed to continually improving access to them. For example, virtual care (telehealth) has gone a long way toward making counseling services more available to everyone.

Crisis care also is especially pertinent in 2020. As you can see, the need for crisis intervention has grown considerably in recent years. FHN's new Crisis Stabilization Center (see p. 6-7) will help meet the needs of our area's most vulnerable behavioral health patients.

Take a moment to review our capabilities. Chances are, you or someone you love may benefit from our professional, compassionate mental healthcare.

CRISIS EVALUATIONS PERFORMED

2017: **534**

2018: **1,169**

2019: **1,579**

Increase of 338%

OUR SERVICES

- Counseling services for individuals, couples, children, families, groups, psychological rehabilitation, and other needs
 - Case management
 - Psychiatry services
 - Prevention and education, including treatment for substance abuse and parenting education
 - Behavioral health assessment and treatment planning
 - Phase-of-life and change-management services
 - 24-hour crisis intervention
 - Pet therapy
- And many more

OUR TEAM

- Psychiatrists
- Psychologist
- Nurse Practitioners
- Case Managers
- Clinical Therapists
- Parent Educators
- Nurses
- Peer Support Specialists
- Prevention Specialists
- Patient Service Representatives
- Administrators



Expands to Meet Community Needs

OUR LOCATIONS

- Freeport
- Savanna
- Stockton

OUR FOCUS ON ACCESS

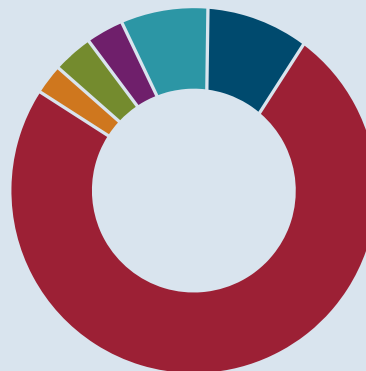
Telehealth appointments bring counseling services closer to you. At our Savanna and Stockton offices you can now connect virtually with an FHN counselor. Additional remote locations will be added in 2021.

OUR COMMUNITY INVOLVEMENT

- Pet therapy
- Children First
- Telepsychiatry
- National Depression Screening Day
- Youth Risk Survey
- Substance use prevention education in area middle schools
- Partner with Freeport Police Department for 'Drug Take Back Day'
- Anger management groups at Stephenson County Probation Office
- At-Risk youth case management and counseling services in schools

OUR CLIENTS

Clients by County of Residence



- Stephenson: 75%
- Jo Daviess: 9%
- Carroll: 8%
- Ogle: 3%
- Winnebago: 3%
- Other: 2%

Age of Our Clients



- 0-5: 3%
- 6-12: 11%
- 13-17: 12%
- 18-24: 12%
- 25-44: 29%
- 45-59: 19%
- 60-64: 6%
- 65+: 8%

Data from 2019

If you need help with depression or other mental health issues, call the FHN Family Counseling Center at 815-599-7300.

Visit our website at fhn.org/counseling



Where Can We Go For Help?

Crisis Stabilization Center Provides Vital New Resource for Those in Mental Health Emergencies

What was previously a promising plan is now a tangible reality: FHN's **Dr. Ravi and Mrs. Minu Vyas Crisis Stabilization Center at FHN Family Counseling Center** is complete. The center will begin to operate in mid-November.

This new community resource will provide therapeutic care for individuals in crisis. Some of the conditions that make people turn to a crisis center for help include:

- Extreme anxiety
- Uncontrollable anger
- Depression and despair
- Suicidal thoughts

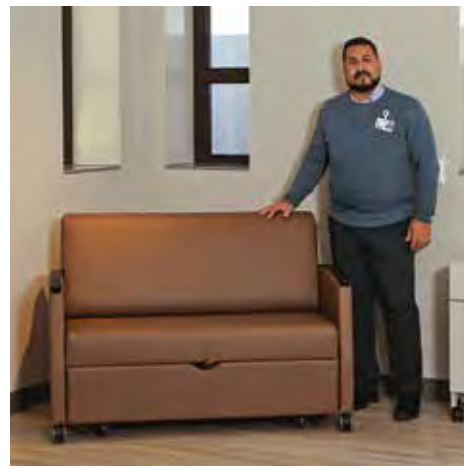
And many more

Patients can relax in a living-room-type environment while they are waiting to be evaluated, which studies indicate is better for treating behavioral health conditions than a typical emergency room or law enforcement facility – often loud, bright, and stressful by nature. Anything that decreases chaos is less likely to aggravate what can already be a very delicate situation.

The center's open floor plan will allow Crisis Stabilization Center (CSC) staff to monitor patients in a homelike arrangement where they can read, watch TV, sleep, or talk. A multidisciplinary team, which includes a psychiatric provider, nurses, mental health counselors, and others, will focus on helping each patient manage in the

short term. The average anticipated stay is three days, but patients can stay longer if needed.

In the long term, FHN's counseling staff can assist patients and their families in developing a plan that identifies coping strategies, introduces medications, if recommended, and creates stability where it is so badly needed. Staff at the CSC will work closely with their patients' existing support systems, which strengthens the continuum of care.



“ We are very pleased to bring these services to northwest Illinois. The care we offer is actually better for the patient and less expensive than a traditional emergency room visit ... a true win/win. Thanks to the generosity of our community, we are well-equipped to serve so many, who so need our help. Our space is ready, our staff is ready, and we are more than ready to reach out and help our patients and their families heal. ”

FHN Assistant Vice President for Behavioral Health Gabe Gonzalez, MSW

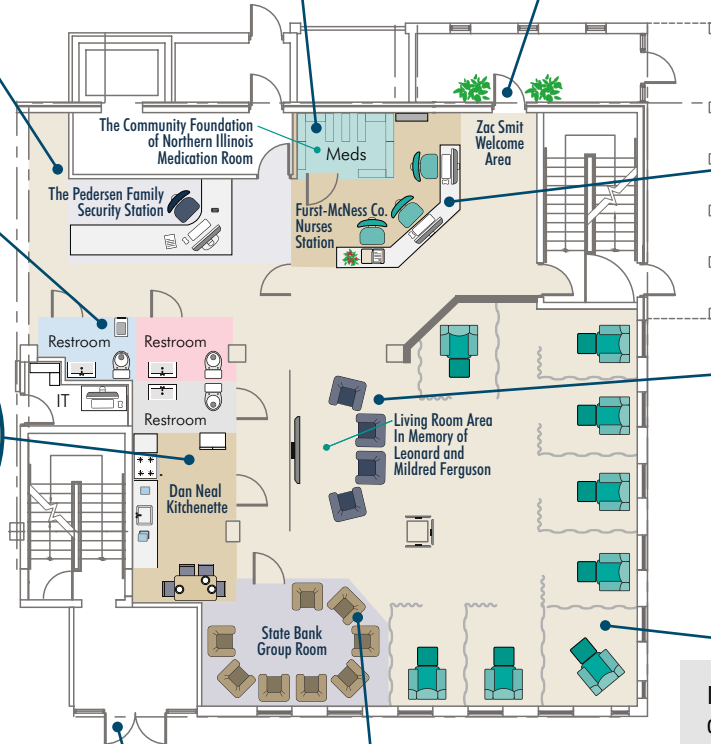
If a patient becomes disoriented, angry, or aggressive, the **Pedersen Family Security Station** is well equipped to handle those situations.

The **Community Foundation of Northern Illinois Medication Room** will hold many prescription and over-the-counter drugs that can help patients with a variety of conditions. It will be locked and safe, but quickly accessible.

Patient needs are first assessed in the **Zac Smit Welcome Area**, where CSC staff will greet each patient and gather typical registration information while making an initial evaluation.

Skilled counselors and nurses will use the **Furst-McNess Company Nurses Station** to perform many of their tasks, working individually and collaboratively. From this hub, they can clearly monitor the patient living-room area and keep a watchful eye on patients.

Full bathrooms make it possible for patients to take a shower after a stressful incident or overnight stay. This standalone capability is an important addition to the center.



Designed especially for mental health emergencies, this comfortable and tranquil **Living Room Area, in Memory of Leonard and Mildred Ferguson**, gives patients a place to rest and relax while they are being served. The home-like setting provides the ability to read, watch TV, or talk.

Patients need a place to grab a quick bite to refuel and recharge. In fact, proper nutrition and hydration play key roles in behavioral health. The **Dan Neal Kitchenette** provides a spot to get a meal or snack.

The **Crisis Stabilization Center** is named for **Dr. Ravi and Mrs. Minu Vyas**, whose significant contribution was pivotal to making this facility a reality.



The **State Bank Group Room** is where counselors, physicians, and other staff members meet to discuss patient needs and care plans. It is also where clinical groups with patients will meet.

In this area divided by curtains, chairs that fold out to be beds provide space for eight patients to rest, sleep, or just hang out.



The New Crisis Stabilization Center:

- Provides a new option for anyone dealing with a behavioral or mental health crisis
- Delivers improved timely treatment for psychiatric disorders
- Includes daily counseling and other therapeutic sessions
- Costs less than dealing with such issues through a traditional ER scenario
- Shows the generosity of our community, since it was made possible by generous donations to the FHN Foundation
- Features a security station to help keep patients and staff safe
- Is located at 421 W. Exchange St. near downtown Freeport, just a few blocks east of FHN Memorial Hospital



Take a tour!
Join us for a **virtual sneak peek of the new Crisis Stabilization Center beginning December 1.**

fhn.org/CSCTour

Intensive New Program Helps Fight Drug and Alcohol Addiction

18+

Age when addiction treatment is currently available through FHN*.

*We also do outreach programs at area schools. For more information on the All Stars, Building Bright Futures drug and alcohol program or the Project ALERT program in Galena, call us at 815-599-7300.

Intensive outpatient (IOP) treatment for drug and alcohol addiction is coming soon to FHN's Family Counseling Center, helping to fill the hole left in the region when Sojourn House closed its doors last year. Many mental health facilities offering such services were defunded in Illinois in the recent past.

Addiction impacts millions of people nationwide, and our region is no exception. According to

Clients receive an assessment to see if they are a good fit for the program. (Those receiving treatment for probation on parole are generally not referred to FHN.) This includes information about their history of use, their overall physical and mental health, their attempts to engage in sobriety and recovery, and the six dimensions of American Society of Addiction Medicine (ASAM) criteria, the nation's most widely used and comprehensive set of pertinent guidelines. Once accepted, they begin an eight-week regimen, meeting in group sessions three times a week for three hours, and in individual sessions for one hour a week, for a total of 10 hours of treatment each week. Involvement in the program is completely voluntary—no one is forced to attend.

Thorough and Professional Treatment

The program, expected to be fully functional in December, addresses different aspects of the recovery process and how to maintain sobriety, including coping skills; challenges

of the process; the '12 Steps;' health awareness and the physical effects on one's body; impacts on life and loved ones; reasons to remain in the recovery journey; and many more. It is made possible by FHN and the 708 Board for Regional Mental Health for at least a one-year period. People can self-refer or be recommended for the program, and insurance often covers these services. Although the new program does not include medication-assisted therapy at this time, FHN does work with contacts who can help with prescriptions and related questions or issues.

If you or someone you love needs help with drug or alcohol addiction, FHN is here, for you. Call the FHN Family Counseling Center at **815-599-7300** and talk to a counselor about screening information and a potential evaluation. "Recovery is a journey," Gabe reminds us. "People may stumble, but they can get back on their feet. They can persevere. And they can overcome their struggles."



1 in 8

About 12.5 percent of Americans struggle with a form of drug and/or alcohol abuse.

Freeport Police Chief Mathew Summers, "Our area struggles with many types of addiction. Locally, we see a lot of problems with the use of alcohol, cocaine, and opioids, among others. Methamphetamine also is present. People who abuse these substances need help, and if we can get them into treatment, there is hope for their future."

Giving People the 'Tools to Stop'

According to FHN Assistant Vice President, Behavioral Health Gabriel Gonzalez, MSW, "Addiction – which has been recognized as a disease, not a habit or a conscious choice – can be defined by a physical and psychological dependence on drugs or alcohol. Addicts will pursue their toxic lifestyles, knowing they may well get hurt by them or hurt others along the way. It is a difficult disease to treat and they just don't have the tools to stop. Our professional and accredited staff can now help supply those tools, in a very supportive and compassionate environment."

5 Million

That's about how many Americans are regular cocaine users.

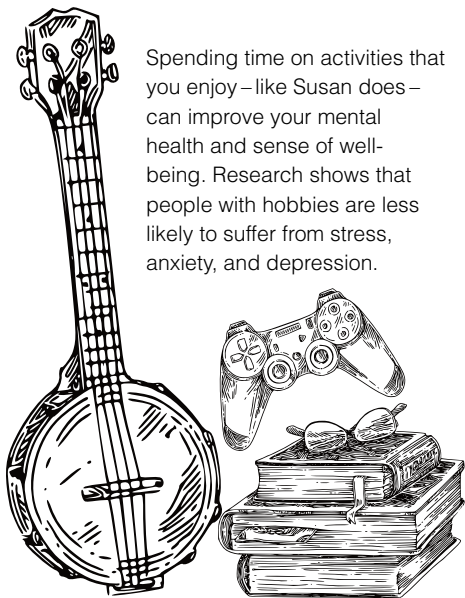
10%

Of the almost 21 million Americans who have at least one addiction, only 10 percent get treatment.

FHN Family Counseling Center Welcomes New Clinical Director 'Committed to Making a Difference in People's Lives'

The new clinical director at FHN Family Counseling Center, Susan Johnson, likes to have fun. She thinks we all need more of it to lift our spirits and lighten the load. Who can argue with that, especially during a pandemic?

Though "fun" is different to everyone, Susan's approach is wide-ranging. She is learning to play the banjo, likes non-violent video games, and thinks a good book is underrated. More importantly,



Spending time on activities that you enjoy – like Susan does – can improve your mental health and sense of well-being. Research shows that people with hobbies are less likely to suffer from stress, anxiety, and depression.

she is enjoying her new role at FHN, helping area families receive timely, compassionate mental health services. It may not fall under the "fun" category, but she finds her work very gratifying. "Bottom line," she says, "Helping people makes me feel good."

A Strong Background

Susan started her professional life as a computer programmer focused on mental health patient populations. She transitioned into a counseling role at a community mental health center in Elgin, worked as executive director at a small agency in Rockford, and eventually became a therapist counseling domestic violence patients in the Chicago suburbs. For four years, she directed a shelter in South Lake Tahoe,



California. She has a master's degree in social work from Loyola University Chicago and a doctorate in social work from Aurora University in Aurora, Ill.

According to Susan, one of her priorities at the FHN Family Counseling Center is to make sure staff members have all the tools they need to meet their goals. Case managers, licensed clinical and non-clinical therapists, peer support specialists, and interns turn to her for guidance and support. "The staff here does a great job assisting people with a broad range of needs," she explains. "They help people cope, provide hope, offer strategies to build a better future, and even guide money management in some cases. I am thrilled to work with them to provide mental health

assistance for a broad spectrum of conditions and circumstances. We are all committed to making a difference in people's lives."

Telehealth and the Pandemic

Susan sees telehealth as a strategy to broaden the Center's reach. "This relatively new method has found broad acceptance within patient populations and in the counseling realm," explains Susan. "Its accessibility is especially appealing now because of social distancing related to COVID-19, and is embraced by people in remote locations and those who have trouble getting from Point A to Point B, for whatever reason.

Continued on page 10



Convenience counts, and telehealth gives our patients a great deal of it. It takes a big burden off folks with transportation or mobility issues.”

Susan elaborates on the importance of telehealth during the pandemic, and how COVID-19 has exacerbated mental health issues in our community. “This disease is scary stuff, and seeking help for depression or anxiety can be stressful in its own right. Add in an abundance of social isolation, remote learning challenges, and the plight of essential workers who have to go to their workplace and may not feel safe, and you have a formula for lots of mental health challenges. Just think about what kids are going through! We are here to listen and to help, either through telehealth services or direct care. In fact, people can come directly to FCC, walk in, and get support if needed. We provide options.”

Fighting the Stigma

The options Susan discusses help frame the conversation about mental health needs in our community. While increased awareness has made it easier for some people to seek out services, others still hesitate to ask for assistance. Susan and her staff will continue to advocate for all their needs. “Our staff is very caring and compassionate, and we strive to help our patients feel better while also educating the larger community about problems that exist. It is time to take mental health off the back burner. FHN Family Counseling Center, and our new Crisis Stabilization Center (see p. 6-7), are here to do just that.”

Make Your Healthcare Choices Clear – for Your Family

While no one really likes thinking about how we’d like to spend our last days, making decisions about your care now means you can be assured that things will be handled according to your wishes, and could save your family heartache and torment.



WHAT IS AN ADVANCE DIRECTIVE?

An Advance Directive allows you to express your wishes for healthcare treatment so that they can be honored even if you are unable to speak for yourself. This includes the right to accept or refuse any medical treatment, including life-sustaining treatment. There are two types of Advance Directives: a Living Will and a Power of Attorney for Healthcare.

A **Living Will** is a document in which you can direct specific medical treatment in the event you become incapacitated. Most frequently, living wills specify that life-sustaining treatment be withheld if you become terminally ill or permanently unconscious. The will may specify whether you would like pain relief, antibiotics, water, feeding, resuscitation and the use of ventilators, for example. You can download simple Living Will forms online.

A **Power of Attorney (POA) for Healthcare** is a legal document you sign, authorizing another person (your “agent”) to make healthcare decisions on your behalf. You define the scope of responsibility of the agent and also may use the form to define your expectations for care if you’re not able to speak for yourself.

A POA for Healthcare is much broader than a Living Will. It is not limited to situations where you have a terminal illness. It allows you to designate an agent to make healthcare decisions for you in any situation where you are unable to do so. If you have a POA, you don’t need to have a Living Will.

HOW DO I BEGIN?

You can get the necessary form to create a POA for Healthcare at www.fhn.org/patientdirectives.asp or from your provider’s office. The document does not need to be notarized, but it will need to be witnessed by an adult. There is no fee to establish an Advance Directive with FHN.

Once it is signed and witnessed, give a copy of your Advance Directive to your physician. Also, you should give a copy to your family and/or “agent” and discuss your wishes with them.

You can change your Advance Directive at any time. If you do revoke or change your Advance Directive, please provide your family, “agent” and FHN a current copy.

New ARC Helps to Stop Spread of Respiratory Viruses



Isolation is an important part of stopping the spread of COVID-19 and other respiratory illnesses. If you keep sick people away from healthy people, those nasty germs don't get a chance to spread.

That's the simple, efficient concept behind FHN's new Acute Respiratory Clinic (ARC), one of the first of its type in the area.

"The ARC allows us to accelerate the diagnosis and treatment of respiratory illnesses like the flu, COVID-19, and respiratory syncytial virus (RSV) and keeps patients dealing with those acute respiratory viruses away from healthy patients," says FHN Executive Vice President and Chief Operating Officer/Chief Nursing Officer Kathryn Martinez, MSN, RN, FACHE.

That separation extends to staff, as well, Martinez says. "The ARC staff stays on-site for their entire shift – from providers and nursing staff to the people in the testing facility and office staff."

For Acute Patients Only

If you have a chronic respiratory condition like asthma or COPD (chronic obstructive pulmonary disease), you'll continue to see your provider as normal in his or her office. But if you come down with a cough or other symptom common to respiratory viruses, your provider may send you to the ARC.

If you're referred to the ARC, you'll enter the clinic on the east side of the lower level of FHN Specialty Care – Harlem Avenue at 25 N. Harlem Avenue in Freeport. (Follow the directional signs posted on Harlem Avenue and use the parking lot entrance off Douglas Street.)

During your appointment at the ARC, a provider will do a quick physical assessment, which can then be followed up with a flu test or a COVID-19 test as needed. The provider can order medications or blood work right there without sending you to a different location.

All ARC patients receive a follow-up phone call from an ARC nurse within 48 hours of their visit to relay any test results and discuss further instructions.

The ARC is open for appointments Monday through Friday with weekend availability open and subject to change.

Inside the ARC

The clinic is outfitted with three separate treatment rooms and a limited-space waiting room area. If there are more patients at a given time than the waiting room can safely accommodate with required social distancing, patients are asked to wait in their vehicles and will be called when it is safe for them to enter the clinic.

All furniture and equipment for the ARC was specially selected for quick, efficient, frequent cleaning and all staff there wear full-isolation personal protective equipment (PPE) such as wipe-able gowns, high-level masks, and gloves. All patients must wear a mask and adhere to social distancing requirements while at the ARC.

If ARC patients need a COVID-19 test, they will receive it outdoors at a covered, protected area to minimize aerosolized infection transference (research has shown that infection is less likely to occur outdoors, where air circulation is much better).

By Appointment Only

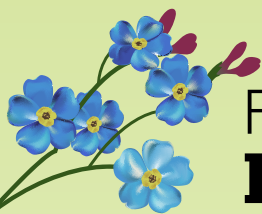
ARC patients must have an FHN primary care provider and can make appointments to be seen at the ARC through that provider or by contacting the ARC at (815) 599-7530. ARC is not able to care for walk-in patients.

As always, if you're experiencing severe respiratory distress or other life-threatening symptoms, please call 911 or go to the Emergency Department at FHN Memorial Hospital.



See our acute respiratory symptom chart on page 16.





FHN Hospice – Valuing Life Right Up to the End

Local Families Share Their Stories



DAN BROOKS was an easy-going extrovert. His wife, Jule, says her husband “lit up a room.” Partners in marriage and profession, the team’s realty business matched many local people with the home of their dreams. Dan is also remembered as a meat cutter and deli manager at the former Lee’s Market, and as manager of Snitzel’s Bavarian Restaurant, where he was revered for his prime rib. He was most definitely a people person.

When he started having pain in his hip, Dan assumed he needed a hip replacement. He wanted to wait for possible surgery until football season was over, since attending his grandchildren’s sporting events was his top priority. After the holidays, Dan was planning to visit his physician and figure out what was going on. A bout with influenza took him to the doctor earlier than planned, and things just went downhill from there. Sadly, he was diagnosed with advanced bone cancer and given a short time to live. “They thought he might only have 3-4 weeks,” says Jule, “but we ended up with 10 weeks together, for which I am eternally grateful.”



Above: Jule and Dan Brooks pose with their grandson, Austin Curry, after a football game. Dan was one of Austin’s most enthusiastic and vocal fans, attending every game. With the help of FHN Hospice, Dan had a lot of quality time with his grandchildren before he passed.
Left: Jule and Dan Brooks were partners in life and work. This is the photo they used for years in their successful real estate business.

Hospice is Ready to Help

Such a sudden health decline was difficult for the Brooks family to navigate, but FHN Hospice stepped in quickly to assist. Together, they worked out a plan to keep Dan as pain-free as possible so he could find joy and peace in his final days. It was a tricky time, right at the start of the pandemic.

“The Hospice team had everything ready when Dan came home by ambulance; a bed and his entire setup. We went through all his pain medications, and created a chart and schedule to guide me,” shares Jule. “They were upfront about what was happening and helped me prepare for what was coming. When Brenda left our house, she said, ‘If you need me, you call me. I don’t care what time it is. I will come and help you.’ I can’t tell you how reassuring that was to me.”

Support and Compassion When You Need it Most

Ultimately, Dan was able to enjoy the company of his beloved wife, children, grandchildren, and great-grandchildren through almost all of his hospice care. Even neighbors and friends were able to visit, socially distancing from the porch. According to Jule, “He had wonderful pain control, which helped us get through this very difficult situation and make the most of each day. The Hospice team provided so much support. I am convinced I wouldn’t have survived without these women. They were outstanding to Dan and like a security blanket to me. Haley, Brenda, Debbie and Sheri — they are all phenomenal. We are so grateful for their care and compassion that we decided to give a portion of Dan’s memorial to support their work. I cannot praise them enough.”



Wayne and Donna Woodley enjoyed 47 years together and made wonderful memories with their children and grandchildren. To honor those special times, Wayne sleeps with a poster of pictures on his bed's headboard that was made for his wife's celebration of life.



DONNA WOODLEY was a giver. According to her husband, Wayne, “She made sure that everybody else had what they needed before ever taking care of herself. She loved selfies, and sunsets, and Sundays at church with her granddaughter.” And though she wasn’t ready to die, her faith and family gave her strength, along with help from FHN Hospice.

Her kidney cancer was uncovered after imaging for a back injury. “We were all hoping it could be treated, but it was terminal,” explains Wayne, Donna’s husband of 47 years. “Everybody at FHN Hospice was super. They helped us understand what to expect and controlled Donna’s pain. If we mentioned something, they paid attention and acted quickly. I think they went out of their way to make the experience bearable ... and Nancy still calls to check on me, months later. They all are special people.”

Donna’s daughter, Dawn Boyer, agrees. “From our first meeting with them, they showed deep reverence and respect for my mom’s honor. We felt truly blessed by their kindness and care.”



FRANK DOWD was a fixture in Pecatonica. A rural mail carrier and farmer, he was “somebody every generation knew and loved,” according to his daughter, Mary Melancen. “He had friends of all ages, and his door was always open.”

In old age, Frank was crippled with arthritis but adamant about staying in his home. When he was diagnosed with stomach cancer, FHN Supportive Care did a health assessment and said he qualified for hospice care. Though he was hesitant at first, he grew fond of his caregivers, and they of him. “They were miraculous,” Mary declares. “They took such good care of my dad, every step of the way. And they guided me, teaching me invaluable techniques to move and position him for comfort. The nurses, CNAs, clergy, and social worker provided a personal level of care that was just incredible. I knew I could handle it because they were there, supporting me all the time.”



Frank Dowd was a big fan of Pecatonica, and people from Pec felt the same way about him. Here, he took on his favorite town with his daughter, Mary Melancen.



LINDA CORBIN loved to play cards and travel to diverse locales, from the Holy Land to the Rose Bowl. Friendly to everyone, she gravitated toward older people and loved her elderly neighbors. That’s one reason she got a job in healthcare, and was a CNA for more than 20 years. Although she lived a good life, it was not without tragedy. In 1970, at age 12, Linda had a Stage 4 brain tumor and was told to “enjoy the little bit of life she had left.” Miraculously, Linda did not die – she thrived. It was only in her last few years that her health suffered badly, being diagnosed with necrosis of the brain from the treatments she had received in her youth.

FHN Hospice played a major role in her end-of-life care. According to her mom, Ruth, “The nurses and social workers were really wonderful – kind, compassionate, and helpful to us both. Her CNA, Deb, was so good to her, helping her with bubble baths, which she had loved her entire life. On Linda’s last day, just before Christmas last year, singing volunteers from Hospice serenaded her a few hours before she passed. One of them, Ann, even came to sit with me later that day; it was like she knew I needed extra support during Linda’s final hour. They were all a true blessing.”



Linda and her mom, Ruth, participated in Relay for Life many times over the years. Because of her childhood illness, Linda always paid attention to other people’s suffering.



FHN Hospice has been trusted by area physicians and families for over 20 years. For additional info visit www.fhn.org/hospice or contact us at 815-599-7240.



A Safe, Caring Place for Those in Crisis – Thanks to You

This year has been tough on all of us. We have had to find ways to cope with stress, uncertainty and isolation. Making decisions that will help us maintain our physical, mental and spiritual health seem to be increasingly difficult. Many of us are working through these difficult times by leaning on our support systems, hobbies, or pastimes that help us find normalcy.

However, we all know there are those who struggle with their mental health regardless of the pandemic. Trying to find a safe, comfortable place where they can receive appropriate treatment was our focus last year. And how timely: As we prepare for the opening of our Dr. Ravi and Minu Vyas Crisis Stabilization Center (CSC) at FHN Family Counseling Center, we know that the COVID-19 pandemic has increased the need for these services in our community.

The morning I wrote this letter, I learned in our organization's daily Safety and Quality Huddle that FHN Memorial Hospital staff is caring for five behavioral health patients in our

Emergency Department. Although we know that our CSC isn't right for all our behavioral health patients, we know that it will help many. We are very eager to open its doors and start providing appropriate behavioral healthcare to our patients in need.

It's because of our donors – because of YOU – that we will soon have a more healing environment in which to prepare and put in motion individualized treatment plans for each patient. This also will allow our Emergency Department team to focus on acute patients dealing with life-threatening issues such as cardiac arrest, unstable vital signs or allergic reactions.

Thank you to everyone who has partnered with us over the past year to make this dream a reality. The finish line is in sight! Though this marks the end of our CSC fundraising campaign, it marks the opening of a new, safe, and caring place where your loved ones and community members can find help during a mental health crisis.



Welcome, Dr. Qureshi!

This fall, board-certified general surgeon Javeria Qureshi MD, MPH, FACS joined our skilled surgical team. She'll see patients at FHN Specialty Care – Stephenson Street in Freeport.

Dr. Qureshi earned her medical degree from Rush Medical College at Rush University in Chicago. She completed her residency in general surgery at the University of North Carolina Hospitals in Chapel Hill, NC.

She served on a trauma research fellowship at Kamuzu Central Hospital in Lilongwe, Malawi while pursuing a Master in Public Health from the University of North Carolina Gillings School of Public Health in Chapel Hill, NC. She has been caring for patients as a general and trauma surgeon since 2015.

Dr. Qureshi is a fellow of the American College of Surgeons, the Midwestern Surgical Association, and the Chicago Surgical Society.

To learn more about Dr. Qureshi or surgical services available at FHN, visit www.fhn.



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

EIGHT SCHOOLS WIN FHN MILES AND MINUTES CASH

Eight area schools received checks from FHN this fall, thanks to their dedicated fans who counted their exercise minutes through the summer with FHN's Miles And Minutes program. Together, exercisers logged enough activity to equate to 120,570 miles!

FHN's Miles And Minutes summer-long program encourages participants to be active and log various types of physical activity to win prize money for the school of their choice.



Miles And Minutes winners were chosen in two main categories – miles per school system (normalized based on the number of students in each school system to help ensure that all schools had an equal chance to win, no matter their size or how many participants they enlist) and average miles per participant. **The winners are:**

Miles per School System:

- Tri-County Christian – 88,907 miles (\$2,000)
- Eastland – 74,173 miles (\$1,000)
- Aquin Catholic Schools – 53,816 miles (\$500)

Average Miles per Participant:

- Dakota – 206.67 (\$2,000)
- Tri-County Christian – 182.43 (\$1,000)
- Warren – 157.61 (\$500)

Schools that do not win a prize in the two main categories are eligible for Sweepstakes prizes. In the Sweepstakes category, drawn at random, **this year's winners are:**

- Pearl City – \$500
- West Carroll – \$400
- Forrestville Valley – \$300

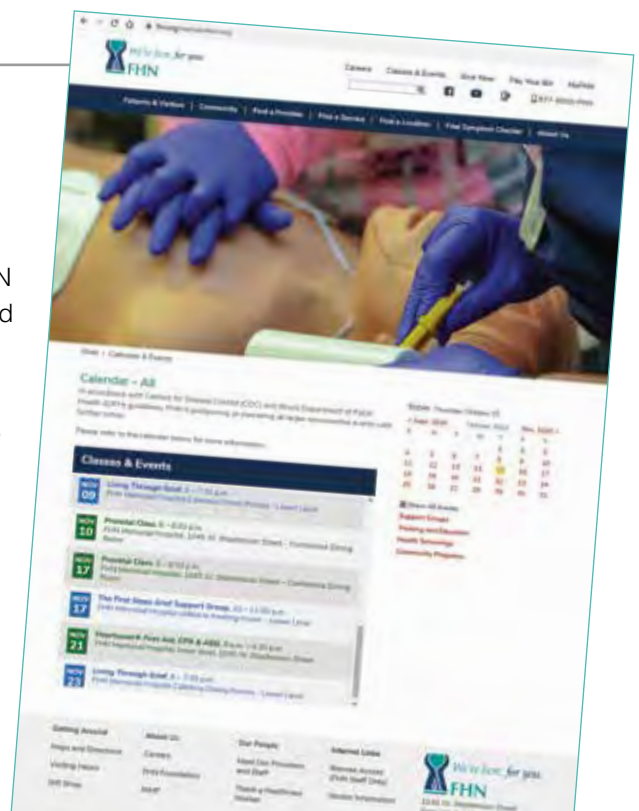
The free program had 1,178 participants who logged a total of 2,072,550 minutes of exercise from June 3 through August 30. (That's 3.9 straight years of exercise!) Watch for information about next year's Miles And Minutes next spring, and join us in some healthy fun!

FHN Calendar Cut Short to Keep You Safe

Precautions to help prevent the spread of COVID-19 mean that our events calendar is still cut short. As the pandemic developed earlier this year, FHN postponed or cancelled nearly all of our non-essential in-person events and we continue to evaluate which ones may be safely resumed, and when.











Some of our small groups, like some prenatal classes, have resumed regular meetings – observing COVID-19 precautions, of course – and we're proud to offer safely distanced and masked Mobile Rx food programs and flu shot clinics, along with other necessary events.

This year's Festival of Trees looks a little different this year, too – see page 2 for our schedule of safe, fun family activities. And keep an eye on our online calendar at www.fhn.org – it's the best place to see what's coming up from FHN!



Cold vs. Flu vs. Allergies vs. COVID-19

WebMD

	SYMPTOMS	COLD	FLU	ALLERGIES	COVID-19** (can range from mild to serious)
	Fever	Rare	High (100-102°). Can last 3-4 days	Never	Common
	Headache	Rare	Intense	Uncommon	Can be present
	General Aches, Pains	Slight	Usual, often severe	Never	Can be present
	Fatigue, Weakness	Mild	Intense, can last up to 2-3 weeks	Sometimes	Can be present
	Extreme Exhaustion	Never	Usual (starts early)	Never	Can be present
	Stuffy/Runny Nose	Common	Sometimes	Common	Has been reported
	Sneezing	Usual	Sometimes	Usual	Has been reported
	Sore Throat	Common	Common	Sometimes	Has been reported
	Cough	Mild to moderate	Common, can become severe	Sometimes	Common
	Shortness of Breath	Rare	Rare	Rare, except for those with allergic asthma	In more serious infections

Sources: National Institute of Allergy and Infectious Diseases. CDC. WHO

**Information is still evolving

Insight

 We're here, for you.
FHN

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Editor: Sarah Rogers

Contributors: Julie Beach, Mindy Becker, Peggy Drane, Tara Hagemann, Barb Lessman, Jill McKenna, Marilyn Smit, Pete Willging

Send your contributions, story ideas or comments for Insight to Sarah Rogers at srogers3@fhn.org or call 1-877-6000-FHN (1-877-600-0346) ext. 901.

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