

Aware

Sarah D. Culbertson Memorial Hospital



Where health care and community come together

CMH Launches New Customer Satisfaction Surveys

By Lynn Stambaugh, CEO



Over the past few decades, patients across the country have become more and more frustrated with the American health care system – and who can blame them? The same system that patients rely on to take care of them in their most vulnerable moments can appear rigid, redundant, ridiculously expensive and lacking in the very compassion that health care marketers tout in all those billboard ads.

Even in my short time as a hospital CEO, I can see how easy it is to get lost in the forest because we cannot see the trees. Our focus gets pulled in a dozen different directions from the competing needs of physicians, employees, state and federal government regulations, and the ever-present battle with the bottom line. As true as that statement is, it is not a good reason to forget that our patients are our customers. Without them, we might as well pack up our bags, go home and take a long nap. On the other hand, if we spotlight the fact that our patients are the sole reason for our existence, we might be able to forge a new, more responsible relationship with them.

A New Method to Improve Your Experience

I believe that one of the best ways that we at CMH have been able to improve our relationship with our patients is to continually ask them about where we excel and where we need to make improvements. Was your experience at CMH a positive one? Was the registration staff friendly and courteous during your visit? Did your nurse take the time to answer all of your questions? Did the lab and radiology staff treat you in a professional manner? Was your room clean? Would you come back to CMH for additional care or treatment?

Of course, we have used satisfaction surveys for years, though admittedly, we did not use them well. We relied on customers to find a survey form, pick it up, complete it and return it to a drop box on their way out the door. This haphazard survey method produced inconsistent and ineffective results. Most of the time, only the extremely satisfied or dissatisfied customers bothered to respond.



The surveys have armed us with the information we need to put our patients first.

It became obvious to me that if we wanted reliable feedback, we were going to have to switch to a more sophisticated survey method. Consequently, in December 2009 we hired an outside agency to conduct ongoing satisfaction surveys and provide us with relevant, unbiased results.

The resulting feedback from our clients has helped us to improve our performance throughout the hospital. The data allows us to concentrate on the areas that need improvement. It also allows us to recognize and reward departments that consistently get high scores.

We Want to Be Your First Choice

Our customers have choices about where they receive their health care. Naturally, we want them to choose CMH, and we feel that our new survey process is making us stronger and better able to give our patients what they need and want. In fact, we plan to expand the surveys to include our family practice clinics in Beardstown, Astoria and Rushville.

I can truthfully say that each quarter, I look forward to reading the candid comments from our patients. Their remarks help me to see CMH through their eyes. Their words fill me with pride when I read about how well our staff handled a difficult situation. They can make me cringe when I know we could have done better. Either way, the surveys have armed us with the information we need to put our patients first.



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New Family Practitioner Joins CMH Medical Staff



CEO Lynn Stambaugh is pleased to announce that Dr. James Wornyo has opened his family medicine practice in the Medical Arts Building across the street from the hospital, and is currently accepting new patients. Dr. Wornyo completed his family medicine residency in June at the Wyoming Valley Family Medicine program in Kingston, Penn. He acquired his doctor of medicine degree in March 2001 at the

School of Medical Sciences and Technology in Kumasi, Ghana, in West Africa. Dr. Wornyo is a permanent resident of the U.S.

“We are extremely fortunate that Dr. Wornyo agreed to open his family practice in Rushville,” Stambaugh says. “Fewer and fewer

medical students are opting to enter family practice medicine, which has created an extreme shortage of primary care physicians. Although Dr. Wornyo could have selected any number of other offers, he chose Rushville, and we could not be more pleased. I am confident that the community will welcome our new doctor with open arms.”

Dr. Wornyo appreciates small town life and is eager to become a part of the Rushville community. He is also pleased that he now lives close enough to Chicago that he can visit friends and family who live there.



To schedule an appointment to see Dr. Wornyo, call his office at 217-322-3345.



Speech-language pathologist Erica Stella, right, shows Barbara Hamilton how to use a speech assistive device to enhance her communication skills.

CMH Adds Full-Time Speech Therapist

Erica Stella, a speech-language pathologist who worked as a consultant for CMH for two years, has joined the hospital staff on a full-time basis. Stella is originally from the suburbs of Chicago. She studied at Western Illinois University in Macomb, and completed her graduate degree in 2008. Stella works with both children and adults to assess, diagnose and treat disorders related to speech, language, cognitive-communication, swallowing and other related difficulties.

“Whether it’s someone who has had a stroke, brain injury, developmental delays, hearing loss or learning disabilities, they can usually benefit from working with a speech pathologist,” Stella says. “When I was younger, I worked at a school for autistic children. I watched the amazing work

that the speech therapists did with those children and was inspired to make that my career. I know there are many people living with communication problems who could benefit from speech-language therapy. One of my goals is to get the word out that there is help available locally for many of these people. Usually, speech therapy is covered by insurance, so all a patient has to do is get a referral from a physician and they can schedule an appointment with me.”

Stella’s office is located in the Cox Memorial Therapy Services building, behind the hospital. For more information, call the therapy services department at 217-322-4321, ext. 286.



Sixth Annual Golf Tournament

Twenty-six teams gathered at Scripps Park Golf Course in Rushville to compete for prizes and to raise money for the CMH Foundation. Dozens of area businesses and individuals who wanted to help the foundation purchase new lab and radiology equipment sponsored the event. Officials awarded prizes to top men’s, women’s and mixed teams.



Top men’s team, left to right: Jim Baack, Steve Baack, Paul Baack and John Bazack.

Volunteer Here!

It's Good for Us and Good for You

Volunteering is a great way to help the people and organizations in your community. But did you know that volunteering may help you, too? Giving your time to others may make you healthier and happier! Here's how.

Giving to Receive

It's better to give than to receive, but volunteering your time may be a way to do both. Research indicates that volunteers receive a number of benefits from the service they offer.

- 1 Practical knowledge.** Everyone can benefit from learning new things. Volunteering may be an ideal way to explore career options, develop new job skills or keep skills sharp.
- 2 Social bonds.** The social connections built through volunteer activities may strengthen ties to the community and create a larger social network. That social support may be particularly helpful to senior citizens who often feel isolated after retirement.
- 3 Mental and emotional health.** Helping others feels good and gives volunteers a sense of purpose, which may in turn have a positive effect on mental and physical health.
- 4 Good health and longevity.*** Research indicates that adults who volunteer are more likely to live longer, enjoy better physical health and have lower rates of depression later in life. Many studies indicate that senior citizens receive the greatest health boost from volunteering, in part because volunteering provides them with physical and social activity that they may otherwise miss after retirement.

We Need You!

At Culbertson Memorial Hospital, we have a variety of opportunities for volunteers of all ages and skill levels. From welcoming and escorting patients, assisting long term care residents to acting as a courier or a valet parking attendant, we have a job to suit you. For more information about volunteer opportunities, call Luan Phillips at 217-322-4321, ext. 269.

* Source: Corporation for National and Community Service, "The Health Benefits of Volunteering: A Review of Recent Research, 2007," www.nationalservice.gov.



Bob Lantz is one of the Culbertson Memorial Hospital volunteers who helps patients and visitors find their way around the hospital.

BEFORE YOU VOLUNTEER

Volunteering is most likely to be beneficial when you are happy with your volunteer role. Before you sign up to volunteer, think about the following:

- **What are your strengths?** Think about the skills or specialties you have to share and what role would best suit your personality.
- **What do you hope to gain?** Are you interested in meeting new people or simply getting out of the house?
- **How much time are you willing to commit?** Research indicates that volunteers receive the most benefit when they volunteer 100 hours per year, or roughly two hours a week.* But you need to determine what schedule would best fit your lifestyle. There is no health benefit to overextending yourself!

* Source: Corporation for National and Community Service, "The Health Benefits of Volunteering: A Review of Recent Research, 2007," www.nationalservice.gov.



Top women's team, left to right: Cherie Skiles, Kim Jones, Brittney White, Cathy Wilson.



Top mixed team, left to right: Jared Miller, Jared Soer, Nicole Miller, Gary Savage.

Mark Dohner Elected President of CMH Foundation



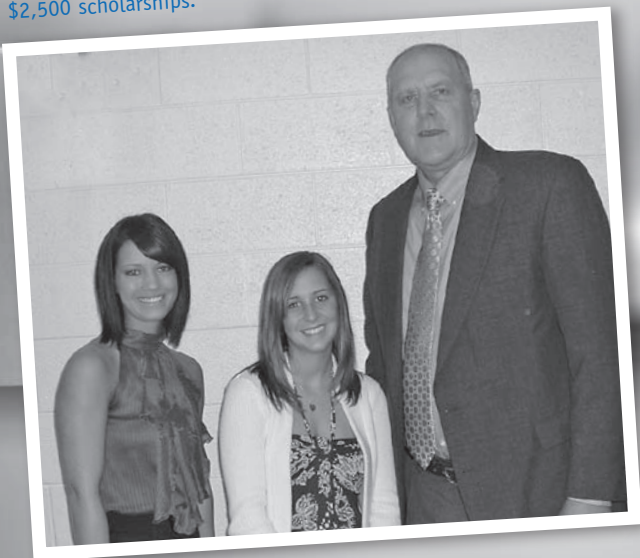
Mark Dohner has been president of the Vermont State Bank since 2004, but his tenure as president of the CMH Foundation Board of Directors started just this May. “I consider it an honor to serve on this board,” says Dohner. “It is an important opportunity for me to help assure quality hospital services for Rushville and the entire CMH service area. I feel blessed to work with so many giving and caring people.”

Dohner’s varied background lends him the experience he needs to serve as an effective leader of the CMH Foundation. Dohner also farms and served as a coach at VIT High School from 1981 to 2008. In addition to his service to the CMH Foundation, Mark enjoys working in youth service organizations and local churches, including the Ipava Presbyterian and Vermont Christian Churches. He has one son, Aaron; three daughters, Dawn, Dianne and Amy; and one grandson, Moses. When all of Mark’s activities leave him some spare time, he enjoys hiking in the woods, especially during the morel mushroom season in early spring.

CMH Foundation Awards Three Scholarships to Area Students

Three area high school students received \$2,500 each from the CMH Foundation’s Elmer Taylor Health Professions Scholarship program. The two students from Rushville-Industry High School were Kayla Hulvey, who plans to attend SIU-Edwardsville to become a nuclear medicine technologist, and Kara Higgins, who will be attending Western Illinois University where she will major in occupational therapy. The third scholarship recipient was Astoria High School senior Aubri Blickenstaff, who will enter the Spoon River College Nursing Program. The annual scholarship awards are made possible through a generous gift from former Rushville resident Elmer Taylor.

Foundation President Mark Dohner presented Rushville-Industry High School students Kara Higgins, left, and Kayla Hulvey with \$2,500 scholarships.



CMH Foundation Director Tim Ward, left, and Foundation President Mark Dohner, right, present a \$2,500 scholarship to Astoria High School senior Aubri Blickenstaff.



Discover the Benefits of Giving Wisely



As director of the Culbertson Memorial Hospital Foundation, I am proud to announce that our new interactive gift-planning website is now online and easily accessible to anyone who wants to learn more about planned giving. Through planning, donors can take advantage of tax incentives offered by Uncle Sam to help support our vision and mission. For example, your gift can increase your income,

while avoiding or minimizing all capital gains liability and providing you a robust income tax deduction. There are other benefits as well.

- Did you know that you could donate your house to the CMH Foundation, take a deduction, then live there for the rest of your life rent-free?
- Did you know that using appreciated securities to make your gift could deliver more tax benefits to you than using cash?

- Did you know that you could turn surplus life insurance coverage into a gift for the CMH Foundation and preserve your estate for your children?
- Did you know you could make a gift and receive guaranteed income for life?

Visit our new site to learn how gifts like these can work for you – and how other gift plans can increase your children's share of your estate, give you cash for a move to a retirement facility, or secure a donation to CMH Foundation that costs you nothing during your lifetime.

We hope you use this website as a resource as you manage your assets, develop your estate plan and consider the role you want to play in building the future of the CMH Foundation. You can find us at www.cmhospital.com/plannedgiving.

Culbertson Memorial Hospital does not give tax advice. Contact your tax advisor for information about your situation.



Culbertson Memorial Hospital Foundation wishes to thank the following donors for their generous support of our memorial funds and golf tournament. Donations received after June 25 will appear in our next edition.

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