The IVCH Joint Replacement Center celebrated its second anniversary in November with the news that its knee and hip replacement patients continue to report high rates of satisfaction with the care they received from its physicians and staff. Here are the latest survey results based on surgeries performed July 2014 through June 2015:

<table>
<thead>
<tr>
<th></th>
<th>IVCH</th>
<th>Nat. Avg.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mild to no pain while sitting or lying</td>
<td>94%</td>
<td>80%</td>
</tr>
<tr>
<td>None to mild difficulty when walking</td>
<td>98%</td>
<td>85%</td>
</tr>
<tr>
<td>Overall satisfaction</td>
<td>91%</td>
<td>71%</td>
</tr>
<tr>
<td>Definitely recommend</td>
<td>93%</td>
<td>71%</td>
</tr>
<tr>
<td>Number of hospital days</td>
<td>1.89</td>
<td>3.2</td>
</tr>
<tr>
<td>Percentage of patients who go directly home</td>
<td>84%</td>
<td>66%</td>
</tr>
</tbody>
</table>

The Joint Center also had a low complication rate: 0% while the patients were hospitalized (national average 1%), 2% within 30 days (national average 5.48%).

The Joint Center’s orthopedic surgeons are Dr. Peter Meier and Dr. Robert Mitchell. Michelle Salas, RN, is the center’s coordinator.

The high satisfaction scores achieved by The Joint Replacement Center at IVCH come as no surprise to more recent patients. A visit to the Center’s activity room to talk to patients a day after their surgeries in late October generated plenty of positive comments like this one from Dan Freeman, a piano tuner from Ottawa, who has had both of his knees replaced by Dr. Meier.

“I think he’s really super. That’s why I had the right knee done after my left one last year,” he said.

Freeman admires the Joint Center’s team approach. “This is so complete. Everything is all on one floor. The nurses and CNAs are exceptional. They’re just a caring bunch of people.”

Freeman was not the only patient in the room who had joint replacement surgery more than once. Ottawa’s George Ferguson was back for hip replacement surgery after having his knee replaced a year ago. Shirley Fusinetti of Spring Valley just had a knee replacement done by Dr. Mitchell after having anterior hip replacement surgery with Dr. Meier two years ago.

Dr. Meier is the only Illinois Valley area surgeon who uses the smaller-incision, quicker-recovery anterior method when performing hip replacement surgery.

“That people from all over the Illinois Valley come to IVCH for joint replacement surgery is an endorsement of the exceptional skill of our orthopedic surgeons, Dr. Meier and Dr. Mitchell,” said Michelle Salas, the hospital’s orthopedic coordinator. “That patients return here when they need their other knee or hip replaced shows you the loyalty our doctors generate.”
IV Healthcorp employees and volunteers who received WOW! Service Excellence Awards in October include:

Mary Armata (3) • Ana Alicia Arteaga • Kristen Arturs • Melissa Baize • Asuzena Barajas • Barbara Bianchi • Danielle Bourell • Dennis Bowen • Paula Brown • Betsy Caputo • Deborah Cardot • Rose Mary Carrico • Deeanne Chase • Carolyn Clayton • Dawn Coble • Kimberly Corrigan • Dr. Mario Cote • Mary Coutts • Dr. Coventry • Brittany Davis • Diane Davis • Charlene Dean-Jones • Janelle Dyer • Jheri Emmerling • Joan Fernandez • Debra Fewell • Darrell Geiger • Melissa Girton • Abrianna Giuliani • Cynthia Grabow • Dana Hagen • Doris Halm • Alyssa Heider • Marisa Henry • Mary Beth Herron • Paula Inman • Mary Jauch • Jennifer Jenner • Patricia Kamnikar • Lynette Kmetz • Kathy Knauf • Cynthia Kohr • Lori Komater • Kathlyn Korn • Allen Kuehn • Jaimie Kurth • Christina Lambert • Christine Layhew • Maureen Lemmer • Jackie Lentz • Thomas Leszczynski • John Lindenmeyer • Diana Lyons • Bridget Malone • Jenna Manigold • Sonya Marquez • Kristina Martin • Mary Martyn • Annette Marzetta • Kayla Mayszak • Courtney McCoy • Michelle Moreno • Brittney Moutray • Susan Mombray • Dennis Nink • Victoria O’Brien Martin • Kayla Olson • Greg Oselano • Melissa Pawlak • Annabelle Perez • Liliana Perez • Cecilia Plankenhorn • Tracy Platt • John Plochocki • Jeffrey Poremba • Joy Preciado • Jessica Ramey • Niki Raub • Deborah Redd • Julie Repsel • Dr. Elizabeth Ritz • Christine Sabotta • Bryn Sampson • Michelle Serpico • Janine Sobin • Luke Songdoroth • Brittany Stewart • Victoria Strait • Lori Sudaj • Dale Swiskoski • Alison Theisinger • Kimberly Thorson • Pamela Tondi • Susan Tutko • Sylvia Twardowski • Dawn Verucchi • Tracey Wargo • Scott Wehr • Tricia Weide • Stacey Wertz • Gregory Winds • Lori Woods-Way • Michelle Wright • Ginger Yaklich • Wendy Zimmerman • Daniel Zissler

The 28th edition of one of the Illinois Valley’s longest-running fundraisers is set for January 16, 2016, when the IVCH Foundation hosts its annual benefit ball at Celebrations 150, LaSalle.

The event, which begins with cocktails at 6 p.m., includes a Grand Buffet dinner (prime rib, ham and fish), dancing to In Style Entertainment and Vince Gelsomino & Phaze, and the opportunity to win prizes by playing various games of chance.

Reservations are $47.50 per person and can be made by calling Jheri Emmerling at 815-780-4642, by sending a message to jheri.emmerling@ivch.org or by registering and making payment online at www.ivch.org.

Elaine Buckman, a member of the IVCH Foundation board of directors, has chaired the committee that plans the ball each year since the first ball was held in 1989 at the Hotel Kaskaskia in LaSalle.

**COMMENTS RECEIVED IN OCTOBER ABOUT IVCH PHYSICIANS AND MID-LEVEL PROVIDERS**

“All physicians explained everything.”

“Dr. Kahn made me feel like we were old friends; he is a really nice person.”

“Pam was also AMAZING!!!”

“Angie was wonderful. We could not have asked for a better experience. She helped to make our labor and delivery a beautiful & natural experience.”

“I have a high respect for Dr. Calderon and his staff.”

“I really liked Dr. Bogard.”

“Dr. Cote is very well mannered, caring and thorough.”

“Melissa Fitzpatrick is exceptional.”

“Anyone needing hip or knee replacement I always suggest Dr. Meier.”
QUALITY MANAGEMENT
Good luck to Betsy Caputo on her hunting weekend. Everyone cross their fingers that she gets that big buck this year. When we are counting our Thanksgiving Blessings, let’s remember to be thankful for a terrific place to work and for our IVCH family.

DIAGNOSTIC IMAGING
We welcomed back Ana Arteaga, R.T., back from her maternity leave. We are saying goodbye to Courtney McCoy, R.T. She is moving to Moline. We will miss her. National Radiologic Technology Week was November 8-14. The RSNA (Radiologic Society of North America) takes place in Chicago again, November 29 - December 3, and a few of us will be attending.

CPRA
Congratulations to the CPRA staff for achieving patient satisfaction scores of 98% for the past three months, as well as for receiving an “Outcomes Excellence Award” for exceeding the national average for functional change (improvement) in FOTO’s data base.

OB
Goodbye and good luck to Joy, who is now a Nurse Practitioner and will be working for Dr. Lopez in Mendota. Happy Thanksgiving to everyone! OB will be doing their “Skills Day” on November 11. This day is dedicated to obstetric and neonatal simulations to better prepare staff, physicians, and midwives on emergencies. Congratulations to Stacey on receiving the Daisy Award and for her marriage to Matt Green! Mary Coutts attended the 3-day Advanced Clinical Concepts in Lactation Workshop September 15-17 and the Central Illinois Breastfeeding Task Force conference on October 22. Congratulations to Dr. Chinn on receiving the Illinois Rural Health Association’s “Physicians of Excellence Award”! Congratulations to Gene Vogelgesang on receiving the 2015 Illinois Society for Healthcare Marketing and Public Relations Individual Achievement Award! The OB Department was represented at the March of Dimes Signature Chefs Auction. Our condolences to Melissa and her family on the passing of her father.

WOUND AND HYPERBARIC CENTER
Congratulations to Judy Kotecki, who will be marrying Brad Bianchi on December 19. We are excited to announce the arrival of our new physician, Dr. Hussein Zaioor. He’s a board-certified infectious disease specialist who’s now part of the IVCH Wound and Hyperbaric Center’s medical panel.

3 SOUTH
Rose Mary enjoyed her vacation in St. Marten. Janet entertained family over the Halloween weekend. Cindy enjoyed the sunshine state of Florida. Welcome to “B” Shift, Emily G. and Shannon. Brittany Stewart got engaged! Callie will spend Thanksgiving weekend at her daughter Emily’s in St. Louis. Merry Christmas and Happy New Year from all of the 3 South gang.

ENVIRONMENTAL SERVICES/LINEN
Welcome to our new custodians, Rob Steadman and Rick Gens. We are sending get well wishes to Andrea Walker, Dee Chase, and John Kuppieschmid. Sue Snell attended the AHE (Association for Healthcare Environment) workshop in Baltimore for training of certified healthcare ES technician facilitators. Sue is also walking in her fourth 5K this year at the turkey trot in Oglesby. Safe travels to Debbie Ringenberg, who is traveling to Texas with husband Rex to see her son. Lee Ann Kirby spent mom/daughter time in Missouri. Everyone have a Happy Thanksgiving!

COMMUNITY OUTREACH
Sandy Marini survived her son’s “royal wedding”. Yes, William and Kate Ghighi were married in Naperville on October 17. It was a beautiful day! Our super new assistant, Jheri Emmerling, was dressed as SuperGirl on Halloween! How appropriate. Thank you to Dr. Piacenti for speaking to 65 attendees of the Pink Ribbon Breast Cancer Support Group on October 28. We saw hundreds of “foodies” at the Taste of Home Show this year. They will all be cooking with IVCH spatulas for the holidays. Happy Birthday to Sandy Marini and Gene Vogelgesang! Congratulations Gene on your ISHMPR Academy Award!

ISHMPR INDIVIDUAL ACHIEVEMENT AWARD TO IVCH PUBLIC RELATIONS DIRECTOR
Gene Vogelgesang, public relations director at Illinois Valley Community Hospital, is the 2015 recipient of the Illinois Society for Healthcare Marketing and Public Relations Individual Achievement Award.

Vogelgesang received the award at ISHMPR’s fall conference October 22-23 in Brookfield. The Individual Achievement Award is presented annually to an ISHMPR member who has shown outstanding work in planning, marketing, or public relations/communications in the healthcare industry.

Vogelgesang has been the public relations director at IVCH for 27 years.

PINNACLE AWARDS
IVCH received two Pinnacle communication awards at ISHMPR’s fall meeting: an award of merit in the advertising campaign category for promotional materials produced to launch the hospital’s concussion management clinic and an honorable mention certificate in the community newsletter category for the hospital’s quarterly magazine, Health Scene.
**IVCH AUXILIARY REPORT**

**DECEMBER MEETING**
The Auxiliary Holiday meeting will be held on Tuesday, December 1 at 10 a.m. at the Maples. New members are always welcome and encouraged to attend.

**SATISFY YOUR SWEET TOOTH AND CRAFTY SIDE**
The Christmas bake and craft sale will be held on Friday, December 18 in the cafeteria starting at 7 a.m. until the goodies disappear.

**BIRTHDAY CELEBRATIONS**
A very happy birthday to the following Auxiliary Members: Jeanne Zens (12/2), Char Goff (12/3), Carol Schoeder (12/5), Marzita Setchell (12/10), Jan Vogelgesang (12/10), Joan Fernandez (12/12), Donna Novak (12/20), and Lora Jean Skok (12/24).

**IVCH NOTES**

**ZERO ACCIDENTS IN OCTOBER!**
IVCH has zero work-related accidents in October. “I want to thank all employees for their hard work and dedication to safety in the work place,” said Mary Beth Herron, the hospital’s human resources director. Be sure to take time to look at the Fall Focus Safety Posters now on display on the first floor across from the pillars and on 3R by the skybridge.

**HOBBS CHAIRS MOD AUCTION**
Tommy Hobbs, IVCH chief executive officer, and his wife, Lisa, chaired this year’s March of Dimes Signature Chefs’ Auction, which raised $133,000, $25,000 more than last year’s event. IVCH was a major sponsor for the event, which was held November 5 at Celebrations 150, LaSalle. Originally formed in the 1930s to fight polio, the March of Dimes in recent years has focused on bringing down the number of premature births.

**CONGRATULATIONS ARE IN ORDER!**
Sustained high patient satisfaction scores earned quarterly celebrations for these IVCH departments:
- **OB** for achieving Overall Patient Satisfaction at the 99th percentile for July, August, and September.
- **OB** recognized **Social Service** as the Department that helped them achieve their high scores.
- **Food Service** was recognized for their Inpatient Meal Patient Satisfaction at 99th percentile for July, 98th percentile for August, and 95th percentile for September.
- **Women’s Healthcare Center** was recognized for achieving Overall Patient Satisfaction scores at the 99th percentile for July, August, and September.
- **LaSalle Medical Clinic/Dr. Calderon’s Office** was recognized for consistent Overall Patient Satisfaction at the 99th percentile for July, August, and September.

**IVCH FOUNDATION AWARDS GRANTS TOTALING $47,000**
IVCH is a better place thanks to the support of donors who give to the IVCH Foundation. This list of recent grants from the Foundation shows how contributions from Illinois Valley residents like you are being used.
- $3,000 to reimburse a fund to buy clothing for indigent patients scheduled to be discharged who have no clothing of their own.
- $8,190 to purchase two motorized wheelchairs to help transport heavier patients.
- $25,343 to acquire a mobile computer and cart to implement a new CPR training program for the hospital’s nurses.
- $10,622 to buy an ultrasound disinfection system.

Thank you for your support!

**DAISY AWARD TO STACEY HASSLER**
Congratulations to Stacey Hassler, the latest winner of the Daisy Award, an honor given quarterly to an IVCH nurse who has demonstrated an outstanding commitment to patient care. She was nominated by Sara Burd, who said “She was quick to make me smile and even laugh during rough labor. She helped me focus and was very compassionate toward me and my new family.” Congratulating Stacey (center) are, from left, Andrea Ahlstrom, Kendra Poole, Alyssa Holmes, Melissa Lenhausen, Angela O’Bryant, and Susie Bogaert.

**PRINCETON WOMEN’S HEALTH CARE CENTER OPEN HOUSE**
The Princeton Area Chamber of Commerce got out its big pair of scissors for a ribbon-cutting ceremony to officially open the IVCH Women’s Health Care Center Clinic in Princeton on November 4. The clinic is located on the top floor of the Perry Memorial Hospital medical office building. Can you find the IVCH representatives at this event? Look for Jim Schaefer, Tommy Hobbs, Angie Reidner, Dr. Jeffrey Edwards, Michelle Johnson, Rebecca Smith, and Lori Tomlinson. You get a bonus point for finding Rex Conger, PMH’s chief executive officer.

**CONGRATULATIONS TO STACEY HASSLER**
Congratulations to Stacey Hassler, the latest winner of the Daisy Award, an honor given quarterly to an IVCH nurse who has demonstrated an outstanding commitment to patient care. She was nominated by Sara Burd, who said “She was quick to make me smile and even laugh during rough labor. She helped me focus and was very compassionate toward me and my new family.” Congratulating Stacey (center) are, from left, Andrea Ahlstrom, Kendra Poole, Alyssa Holmes, Melissa Lenhausen, Angela O’Bryant, and Susie Bogaert.
IVCH WELCOMES OUR NEW MEDICAL STAFF MEMBERS

New members of the IVCH Medical Group include:

- Patricia Orozco, a physician assistant working at the IVCH Oglesby Medical Clinic.
- Angela Vezzetti, a physician assistant working with Dr. Brandon Musgrave at the IVCH ENT & Allergy Center.
- Patricia Orozco, a physician assistant working at the IVCH Oglesby Medical Clinic.
- Dr. Hussein Zaioor, an infectious disease specialist who works at the IVCH Wound and Hyperbaric Center.
- Melissa Fitzpatrick, a family nurse practitioner working with Dr. Ricardo Calderon at the newly-expanded IVCH LaSalle Medical Clinic.
- Dana Hoffmann, a certified nurse midwife who starts work at the IVCH Women’s Health Care Center in January.

WHY “THANK YOU” IS MORE THAN JUST GOOD MANNERS

By Jeremy Dean

“Thank Somebody” is the November Standard of the Month. Read about the importance of gratitude in this article found by Deacon Ray Fischer, IVCH pastoral care coordinator.

According to positive psychologists, the words ‘thank you’ are no longer just good manners, they are also beneficial to the self.

To take the best known examples, studies have suggested that being grateful can improve well-being, physical health, can strengthen social relationships, produce positive emotional states, and help us cope with stressful times in our lives.

But we also say thank you because we want the other person to know we value what they’ve done for us and, maybe, encourage them to help us again in the future.

It’s this aspect of gratitude that Adam M. Grant and Francesco Gino examine in a series of new studies published recently in the Journal of Personality and Social Psychology (Grant & Gino, 2010).

They wanted to see what effect gratitude has on the person who is being thanked. Does it motivate and, if so, is it just by making people feel good, or is it more than that?

DOUBLE THE HELP

In the first study 69 participants were asked to provide feedback to a fictitious student called ‘Eric’ on his cover letter for a job application. After sending their feedback through by email, they got a reply from Eric asking for more help with another cover letter.

The twist is that half of them got a thankful reply from Eric and the other half a neutral reply. The experimenters wanted to see what effect this would have on participant’s motivation to give Eric any more help.

As you might expect, those who were thanked by Eric were more willing to provide further assistance. Indeed the effect of ‘thank you’ was quite substantial: while only 32% of participants receiving the neutral email helped with the second letter, when Eric expressed his gratitude, this went up to 66%.

HOW GRATITUDE WORKS

The idea that saying thank you makes people more likely to help in the future is unsurprising, although the 100% increase is interesting, but what the researchers were interested in was why this happens.

Perhaps Eric’s gratitude made people feel better, or at least less bad? Or perhaps saying thanks boosted the helper’s self-esteem, which in turn motivated them to help again.

In fact the experimenters found that people weren’t providing more help because they felt better or it boosted their self-esteem, but because they appreciated being needed and felt more socially valued when they’d been thanked.

This feeling of social worth helps people get over factors that stop us from helping. We are often unsure our help is really wanted and we know that accepting help from others can feel like a failure. The act of saying thank you reassures the helper that their help is valued and motivates them to provide more.

THANK YOU!

Since, for most of us, expressing our thanks is an everyday occurrence, we tend to think nothing of it. But psychologically it has a very important role to play for both the person giving and the person receiving.

All four studies reveal that gratitude is more than just a social nicety, or a way of making the helper feel good; it reassures others their help was actually appreciated and it encourages further prosocial behavior.
UPCOMING EVENTS

IVCH CHRISTMAS PARTY – DECEMBER 4
Sign up with your department head to attend the annual IVCH Christmas Party at Celebrations 150 Friday night, December 4. All employees, volunteers, and members of the medical staff are invited. The cocktail hour starts at 6 p.m., door prize drawings start at 6:30 p.m. and dinner will be served at 7 p.m. A DJ will be playing music and you are invited to enter the ugly sweater contest. Dress is casual, meaning you can wear jeans but, please, no holes.

PERU CHRISTMAS PARADE – DECEMBER 5
Join your fellow employees in an annual IVCH holiday tradition by walking in the Peru Christmas parade Saturday afternoon, December 5. Make this a family event by bringing along your children and grandchildren. The parade will start in front of the Peru Library at 1:30 p.m., go down West Street past IVCH and then go west on 4th Street, eventually ending at the Peru City Hall. Call the Public Relations (ext. 3521) or Community Outreach (ext. 4618) offices for details.

IN SYMPATHY
The entire IVCH family wishes sincere sympathy to:
- Kim Sharp, Food Services, on the loss of her father, Bill Sharp;
- Pauline Barnard, Food Services, on the loss of her mother-in-law, Betty Barnard;
- Joan Fernandez, Community Outreach, on the loss of her sister, Jane Mason;
- Melissa Lenhausen, OB, on the loss of her father, Arthur “Tom” Oathout, Jr.;
- Leslee Sparks, Illinois Valley Orthopedics, on the loss of her father, Robert Longhran;
- Connie Fairbanks, Adult Day Center, on the loss of her sister, Linda Merkel.

NEW EMPLOYEES
New employees welcomed at the November 9 new employee orientation session are, from left, Allan DeLaurell, nursing services; Lindsay Passanisi, laboratory; Amanda Kassabaum, HIM; Tom Pierski, maintenance; Nick Fish, EMS; Robin Stedman, environmental services; Kathy Kleckner, ENT & Allergy Center; Marissa Martin, laboratory; and Richard Gens, environmental services.