



Communique

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A CGH Medical Center Publication

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**INSIDE:
2022 Graduates**



The Place for Empathy in Patient Experience

Empathy is a powerful way to connect with people and can be very valuable in the healthcare setting. Many times, we do things with the intention of showing empathy, but ends up either ineffective or having the opposite effect from the one we wanted. Empathy is being able to understand and share in the feelings of others.

In healthcare we are caring for others all the time. To show empathy we must care about them also. If we want patients to trust us and be assured that we are putting their well-being at the forefront of our actions, then we must first convince them that we care about them in addition to caring for them. Caring about them is not the same thing as taking on their suffering. It is more important that you are present in the moment for them, willing to listen to their experience, rather than trying to solve their problem. During your first encounter with your patient, sit with them face-to-face and give them direct eye contact before looking at your computer or paperwork. When you look through the patient's eyes, you see what they see, hear what they hear and view the situation from their perspective.



Mary Jean Derreberry
BSN, RN-BC

We talk about the 3 C's of Empathy – Care, Connect and Communicate.

Care

- Putting yourself in the patient's shoes
- Seeing the world through their eyes

Connect

- Giving them your full attention
- Making eye contact
- Using touch if appropriate
- Connecting with their needs

Communicate

- Non-verbal - using your body language and voice tone to show you care
- Verbal – choose words that show you care
- Validate the patient's feelings and concerns

I found this quote from Maya Angelou that really says it all!
"I've learned that people will forget what you said, people will forget what you did, but people will never forget how you made them feel."

Let's make all of our patient encounters a positive Patient Experience!

Mary Jean Derreberry BSN, RN-BC
Director of Patient Experience

EMPLOYEE OF THE MONTH

GREG GILLETTE

Advanced System Specialist, IT



JUNE 2022

It is with great pleasure that I nominate Greg Gillette for Employee of the Month. Greg takes it upon himself to provide exceptional support and services to all CGH employees. He figures out each employee's individual need quickly and addresses their IT issues. Greg has shown excellent performance and professionalism in his job and is dedicated to his work. He is always polite and willing to go above and beyond to help his fellow coworkers. Greg is a huge contributor to our organization's positive culture.



Purpose, Worthwhile Work...
Making a Difference!

Every Woman, Every Baby



To celebrate National Nurses Week, several CGH OB staff members recently participated in the Association of Women's Health, Obstetric and Neonatal Nurses (AWHONN) Virtual 5K. All funds raised from the race went directly to "Every Woman, Every Baby," the charitable giving program for AWHONN.

Every Woman, Every Baby supports lifelong learning for nurses, research that leads to improving nursing practice and patient care, and education and activities that provide information and resources for women and their families.

Way to go!



Sleep Lab Receives AASM Re-Accreditation



Congratulations to the CGH Sleep Lab for receiving re-accreditation through the American Academy of Sleep Medicine.

According to the AASM "AASM standards for accreditation have been the gold standard by which the medical community and the public evaluate sleep medicine facilities. Achieving AASM accreditation demonstrates a sleep medicine provider's commitment to high quality, patient-centered care through adherence to these standards." The CGH Sleep Center has been accredited through the American Academy of Sleep Medicine for the past 21 years and continues to hold this standard.

Pictured above from L-R are CGH Sleep Center staff: Chassity Rayhorn, RPSGT; Cari Johnson, RPSGT; Katie Lawson, RPSGT; Dr. Kim Treviranus; and Rebecca Rhodes, RPSGT.



The CGH Food and Nutrition Services department is excited to now offer meal options for our staff that work overnight!

Night Owl Nourishment order forms can be picked up in the Shift Coordinator office or from a cashier in the CGH Cafeteria. Items available include the daily entrée and soup, along with a variety of fruit, yogurt, veggies, sandwiches, salads, wraps, chips, snacks, and desserts. Please remember: Order forms must be submitted to a cashier in the CGH Cafeteria by 8 am on the day food is requested, and you must make every effort to pick up and pay for your meals/snacks at the cash register in the cafeteria by 8 pm. As with any new program, there has been some trial and error, so thank you, in advance, for your patience as we continue to work out the process. For questions, please contact Kerensa Pink at ext. 4419 or Deb Kuehl at ext. 4557.



Lori Vandermyde, RN Employee Health

Fun facts about me:

In high school I was a cheerleader, sang in the school choir, and played the clarinet in the band. I am currently working to learn to line dance. I have two grandchildren who live in Tennessee and one grand dog that lives in Davenport, Iowa.



My best career lesson:

Always treat your patients like you would want your family treated. Nursing is a very diverse career. Many opportunities can be available if you apply yourself, work hard, and ask questions (lots and lots of questions).

3 words that describe me:

Loyal, Responsible and Patient

When I'm not working, I enjoy:

I enjoy kayaking, riding my bike, and walking - especially when I am with my grand dog. I do Google handouts with my grandchildren from Tennessee. I also enjoy listening to Cubs games, reading, traveling - especially to National Parks, and catching up with friends.

What I like about my job:

I especially like interacting with ALL employees at CGH and being a part of a team that I respect and am proud of.

My job duties:

My job duties include completing assessments for new hires, administering vaccinations, maintaining employee health records, FMLA, Workman's Compensation, work place safety, employee assistance referrals, and other duties as assigned.

June '22

Caring Fund Scholarship

CGH Caring Fund Scholarships are for any CGH Medical Center employees who are continuing their education through trade school/college/university and is meant to support those who are pursuing careers in any field. Full- and part-time students may apply.

Four \$500 scholarships will be awarded for the 2022 Fall semester. Deadline to apply is June 15. For more information and application details, please visit [Lifeline/sites/PublicContent/SitePages/Home.aspx](https://lifeline/sites/PublicContent/SitePages/Home.aspx).

Volunteer Opportunity

The CGH Shared Governance Community Outreach committee is volunteering again this year for United Way of Whiteside County's Feed the Children program.



We have reserved four slots for each week for CGH. **Every Tuesday from May 31 through August 9, we will volunteer at St. Paul's Lutheran Church in Sterling from 8-11 am to pack lunches for children.** The lunches will then be



distributed on Wednesdays by other volunteers. We are only doing the Tuesday time slots. If you would like to volunteer, please contact Beth Vandersnick at ext. 4452 or Mary Jean Derreberry at ext. 2401.

What is an iCare Award?



What is an iCare award?
iCare is our CGH Values that were developed years ago to represent who we are as an organization. iCare stands for Integrity, Compassion, Accountability, Respect and Excellence. These are all Standards that we live by through our Standards of Behavior.

- **Integrity** - doing what is right when others aren't watching, being honest and having strong moral principles
- **Compassion** - the feeling that arises when you are confronted with another's suffering and feel motivated to relieve that suffering
- **Accountability** - an acceptance of responsibility for honest and ethical conduct towards others
- **Respect** - expressions of high or special regard towards someone, treating others as you want to be treated
- **Excellence** - the quality of being outstanding or extremely good

We want to make all of you aware of these awards and how to give one to a co-worker, who represents iCare every day. These are located in Lifeline at the bottom of the Quick Links section. Just select the iCare icon then click on Submit an Award, fill out the form, and then Verify and Submit. It is as easy as that! Please take the time to recognize the great work everyone is doing! We all need to feel appreciated!

CGH Summer Scholars

To provide local high school seniors and college pre-med students with an opportunity to explore the health care field, CGH recently announced the recipients of the 2022 Summer Scholars Program. We take this opportunity to introduce and welcome them to CGH. During the months of June and July, these students will have the opportunity to work one-on-one with CGH physicians, while also attending lectures about careers in the health care field, completing one research project relevant to public health, and rotating between our various medical departments. Below are small excerpts from each student's application essays, describing their interest in becoming a doctor. Welcome to CGH!



Tori Arduini (*Sterling High School*)

To get a head start on my journey, I became a volunteer at the CGH Medical Center. I have spent over 200 hours working in the gift shop to help support the hospital and to be exposed to the medical environment. Putting together gifts and balloon bouquets for patients was my favorite part of the job. I loved lifting the spirits of patients, but to make the greatest contribution to the treatment of illnesses, I want to be on the front line.

Ultimately, I hope to use the knowledge I gain throughout the CGH Summer Scholars Program and eventually medical school to contribute to important research projects dedicated to improving treatments. I am motivated by the possibility of working for the nonprofit organization, Doctors Without Borders. I am inspired knowing that with hard work, I could help make medical relief accessible to victims of poverty, disease, war, and natural disasters. I would be honored to be a part of their mission because I believe public health should be a human right, not a privilege.



Andrew Jones (*Amboy High School*)

The pandemic changed high school as I knew it, our small school in Amboy had to improvise and adapt to the new challenges brought on by the pandemic. Everything changed in what felt like one day. I had to spend much of my time with my family at home and bonding with them when the quarantines first began. We spent much of that time bonding and watching television. While watching the news, I realized just how important some jobs were. A physician was one of those jobs. Seeing the sheer importance of a physician and the effect that they could have on someone's life, I just knew then and there that it was a special job and that I could maybe see myself in that career. With this knowledge, I kept it in the back of my mind and thought on it. The more and more I thought about it the more and more I could see myself in that role. Many of my family members are involved in the medical field and seeing what they could do and have done also helped to inspire me to consider even more becoming a physician.



Kadence Sheaffer (*Polo High School*)

I want to become a physician because I want to improve people's health and help them feel better. I want to help cure people from sicknesses and any pain that they experience. This career will allow me to help others who cannot help themselves. I want to see the joy on people's faces when they finally feel better. I want to be the person someone thanks for taking care of them and maybe even for saving people's lives.

My mom has been a medical assistant for Dr. Hanlon, an orthopedic surgeon at CGH, for twenty-one years. Throughout my childhood, I spent a lot of time in the clinic waiting for her to get off of work. When I was in preschool, I would make fake schedules for Dr. Hanlon and pretend that I was on the phone with patients. I loved being there mostly for the candy and stickers, but I also enjoyed looking around at all the different equipment and tools. As I got older, I started paying attention when my mom would talk about how her job interested her, and those conversations really intrigued me - she has greatly influenced my desire to become a physician.