



Communique

April 9, 2020

A CGH Medical Center Publication

In This Issue:

- CGH Launches Telehealth Visits to Deliver Care to Patients
- CGH Prepares for COVID-19 Surge
- Employee Mask Fit Testing
- Happy Easter
- Ways to Wellness
- April Employee of the Month
- Carry Out Meals for Staff
- Scholarship Deadlines Extended

CGH Launches Telehealth Visits to Deliver Care to Patients

In response to the COVID-19 pandemic, many CGH Medical Center providers are now offering telehealth visits to our patients. Telehealth allows both new and established patients to safely “see” their healthcare provider – or a Ready Care provider for more urgent issues - through a secure video appointment without leaving the comfort and safety of their home.



CGH Medical Center **TELEHEALTH VISITS**

Your provider. Your Healthcare. Anywhere.

“As we continue to practice social distancing, it's important that we give you safe and expanded options for care,” said Dr. Paul Steinke, CGH President and CEO. “We are committed to caring for our patients and our communities now and always. We are learning with you, developing and continuously working to find the safest and best ways to deliver healthcare during these unprecedented times.”

To schedule a video visit, patients should call their CGH provider's office, ask if they are participating and see if a telehealth appointment is an option. If so, an appointment will be scheduled just like would normally be done for non-emergency medical issues and follow ups. Telehealth visits are also available at the CGH Ready Care Clinic. (Call the Ready Care Clinic at (815) 564-1999 to schedule your appointment. No need to come into the clinic.)

At the time of the appointment, the provider's nurse will call the patient's cell phone to obtain preliminary information. The nurse will then send a secure text message to the patient when ready for the video portion of the visit to start, and the patient connects with their provider by following the text link. During the video visit, the provider can electronically prescribe medications, if necessary, refill medications and order labs. In addition, the nurse or receptionist may call back after the visit to schedule further testing or appointments.

“Several CGH physicians and providers have conducted their first telehealth visits with their patients,” said Shane Brown, CGH Vice-President of Physician Services & Clinic Operations. “The response and experience have been positive for both the providers and our patients who can complete visits from the safety of their homes.”

Telehealth visits currently require that the patient has a smartphone. Visits will be charged/ billed to insurance just as if the patient came into the clinic for an appointment, and co-pays (if applicable) will be billed. Learn more about CGH Telehealth at www.cghmc.com/telehealth or call your health care provider's office.



If your department or clinic has displayed hearts in the windows as part of the current “Heart Hunters” challenge, please email pictures of them to Rebecca.Green@cghmc.com. We will be putting together social media posts highlighting your creativity!

CGH Prepares for COVID-19 Surge



Although it remains unclear on when (or if) Illinois will reach its peak number of COVID-19 cases, CGH Medical Center in partnership with the Mutual Aid Box Alarm System of Illinois (MABAS-IL) and FEMA, continue to prepare for the worst possible scenarios.

On Saturday, April 11, the CGH Emergency Department will open two outdoor minor treatment tents (7 days a week from 11 am to 7 pm) to help with patient volumes in the ED. One tent will be utilized as a waiting room and the other tent will be for the screening, testing and treatment of minor, medical COVID-19 patients. (This may change based on the number of patients and severity of symptoms that come in). The treatment tent will house registration, lab, nursing and a healthcare provider.

All patients coming to the ED will be screened in their car and directed to the proper entrance - either the treatment tent or the main ED entrance (for non-COVID related health issues and emergencies). Those with severe COVID symptoms will be guided immediately to the COVID bubble that has been set up in the Emergency Department.

Please remember: all Ready Care COVID-19 operations will continue as well and none of the COVID screening/testing criteria have changed at either Ready Care or the hospital. If you have any questions, please feel free to contact Sarah Alvarez-Brown, ED Director, at ext. 4158.



Employee Mask Fit Testing

Earlier this week, CGH took proactive steps to ensure staff safety. After a fit test, staff were issued industrial masks with dual filters.

This idea was brought to administration by **Alex Schmidt (RN, CCU)**. Alex's mother-in-law, Adrienne Ries, owns Sheffield Hardware Well & Pump in Sheffield, IL. She has allowed Alex to utilize her ordering system for the hardware store for these masks and filters for CGH employees.

Adrienne graciously agreed to sell them to the hospital at cost instead of retail value.

"I've been able to continue to use this to order supplies when available, while other suppliers are out of stock," said Alex Schmidt, RN, CCU.

"The masks have filters that can last 40 hours at a time and the masks are reusable. The filters get changed out and new ones are put on. Saving on N95s helps curb the potential N95 shortage that many hospitals are facing nationwide."

Although some departments are still using N95s, more masks are being purchased to cover those departments. While other hospitals are saying to reuse N95s for weeks on end, CGH's stance is "we can do better for our employees."

This whole process was coordinated by an employee who brought an idea to administration and discussed a long term solution. From there, it has been a partnership between administration and workers to find the necessary filters and masks for the entire organization.

We are truly blessed to have an administration that not only listens but says, "we will protect our employees during a crisis."

Special thanks to Adrienne Ries and Sheffield Hardware & Pump for their assistance with this endeavor!



Alex Schmidt



Employees are fit tested for masks.

Need to talk?
Is the COVID-19 pandemic
causing family or job stress?
FREE counseling
by phone is available!



Effective treatment for individuals and families with
emotional and **behavioral** health needs.

Ways to Wellness

+

The **CGH Ways to Wellness program** works with youth, families and adults.

The program provides effective treatment for individuals and families with **emotional and behavioral health needs**.

Ways to Wellness provides expert **assessment, brief targeted intervention, and individual therapy** for social, emotional and environmental issues that impact client/family ability to optimally benefit from care.



Who Benefits?

- Individuals who are patients of CGH Medical Center.
- Individuals with a medical concern and any mental health symptoms, any substance use, or who might benefit from the services listed below.



Services Provided

- **Screening** for mental health and substance use concerns.
- **Assistance** in obtaining insurance coverage.
- **Assistance** in locating a medical provider.
- **Emotional support**.
- **Basic needs** such as housing, nutrition assistance (food pantry), TANF, and employment.
- **Connection** to support groups.
- **Counseling services** provided.
- **Other services** as needed.

*Medical providers and Sinissippi Centers are working together to assist you and your family in managing the complexities of your medical and behavioral health needs. The Ways to Wellness Coordinator will work with the individual's CGH provider to insure quality care to meet the needs of the patients and provide whole healing of their mind, body and spirit.
This program is funded by the CGH Health Foundation.*



Questions or Referrals?

Contact Christine Romesburg, QMHP, MSW, MBA,
Sinissippi Centers mental health professional,
at **(815) 440-3574** (cell) or **(815) 625-0400, ext. 1916** (office),
or email christine.romesburg@cghmc.com



Christine Romesburg,
QMHP, MSW, MBA
CGH Ways to Wellness
Care Coordinator

APRIL 2020

Employee of the Month



Jean Biba
EKG Technician, Cardio



I live in: Sterling

Joined CGH on: October 13, 2003

Education: Southwest Technical College, Fennimore, Wisconsin

Family: Sons, Mike (Stephanie) and Tim (Lydia); grandchildren, Nick, Brady, Bryce, Alexis & Ellie

Proudest Achievement: Being a mom to my two sons and teaching them strong work ethics and achieving what they want in life. Also, watching my grandchildren grow up way too fast and being proud of their achievements.

Hobbies: Working in my yard, planting flowers, reading and just being with family and friends.

Jean is always willing to help, learn and teach new things - all with a great attitude. She is very professional with her patients and makes them feel comfortable. Jean goes above and beyond for her patients and co-workers. She will come in to help on her days off and you will often find her lending a hand when a co-worker is falling behind.

"Jean trained me to become an EKG Technician and I always reflect on how amazing she was. She has helped me with my stepping stones at CGH. I am very proud to work with someone as humble as Jean! She has been with CGH for quite some time and I must say, . . . Jean Biba is truly an asset to have in the CGH family!"

- Secilia Medrano, Cardiac Monitor Tech, CCU

We congratulate her on being chosen April's Employee of the Month.

Purpose, Worthwhile Work, Making a Difference!

Fresh Café Take Home Meals

The CGH Food and Nutrition Services Department knows you are busy here at work taking care of our patients and each other. Let us help make your life a little easier. We are offering TAKE HOME MEALS for pick up in the CGH Fresh Café, Monday-Saturday!

Take Home Meals

Meals are served cold to you and will require heating. Heating instructions will be provided with each meal.

Pre-Orders

Orders are preferred with a 24 hours notice. You can order online at www.heartbeatcgh.com or download a form for ordering. Please email your form to Kerensa. Pink@cghmc.com or drop your form in the CGH Dietary Management offices (the door across from EVS).

Additional meals may be available for purchase in the CGH Fresh Café on a first come, first served basis.

Pick Up

Pick up is in the CGH Fresh Café from 2:30-7:45 p.m. Each meal will feed a family of 4. All meals are \$20.00 (no employee discount). Employees may use their badge to pay for meals. Desserts and beverages available ala carte for an additional charge.

Visit www.heartbeatcgh.com to view the delicious menu for next week!

Scholarship Deadlines Extended to May 1

Scholarship application deadlines have been extended to May 1 for CGH Auxiliary and CGH Health Foundation grants.



It's easy to apply by going to cghmc.com/scholarships. There is one application for the Foundation and one application for the Auxiliary, with a **deadline of Friday, May 1 for both.**

CGH Auxiliary Scholarships

The CGH Auxiliary awards several \$1,000 scholarships to students who reside in the CGH service area. Students must have been accepted into their professional school of healthcare study and meet the criteria established by the Auxiliary.

CGH Health Foundation Scholarships

There are 8 nursing/healthcare scholarships open to the public - with one application for all 8. One criteria is proof of acceptance into your professional school of healthcare study. Residents of the CGH service area are eligible.

Please return the completed forms, found at www.cghmc.com/scholarships, to either the CGH Auxiliary or CGH Health Foundation offices or their respective employee mailboxes by 5 p.m. on **Friday, May 1.**