

Health *Matters*

WITH ROCHELLE COMMUNITY HOSPITAL



A Good Experience
from a *Bad Fall*

RCH SWING BED PROGRAM **PG. 4**

We Love to Hear from You!

We asked, you answered.

Rochelle Community Hospital is pleased to report glowing reviews from the people who matter most: our patients. Below is what our patients have been saying about us, according to our independent auditor, Press Ganey.

"My experience has **always been good** at Rochelle Community Hospital."

— FAMILY HEALTHCARE CLINIC PATIENT

"I've always received **top notch** care and service at RCH."

— RESPIRATORY THERAPY PATIENT

"**Excellent care** from the Radiology Department. The gal who did my mammogram was great."

— IMAGING PATIENT

"Everyone was very caring and made me very **comfortable**. Your hospital is already excellent."

— AMBULATORY SURGERY PATIENT

"I felt well taken care of. The staff was very **friendly and helpful**."

— INFUSION SERVICES PATIENT

"I was cold and she gave me a warm blanket. **So sweet**. Everyone was very kind. Thank you."

— IMAGING PATIENT

Patient Access staff: "All nice and **good customer service**. They don't mess around – they get you in and out and on with your day!"

— LABORATORY PATIENT

"The on-line check in system is **great**. A minimal amount of information is requested in order to check in. Thank you."

— CONVENIENT CARE PATIENT

"They worked me in on the **same day** that I emailed a request for an appointment. It was much appreciated because I was sick."

— FAMILY HEALTHCARE CLINIC PATIENT

"All the nurses were extremely **caring and considerate**."

— AMBULATORY SURGERY PATIENT

"Even though the ER was very busy, staff was **attentive, compassionate and caring**. The speed with which my health issues were met and treated was a blessing. Thank you for your dedication and professionalism."

— EMERGENCY ROOM PATIENT

"**Love your hospital**. Especially the nursing staff."

— MEDICAL/SURGICAL INPATIENT

"Came down with bronchitis, treatment received was very good. Feeling great, thank you staff, job well done!! Thanks for call back after being treated, told me **the staff cares!!**"

— CONVENIENT CARE PATIENT

Meet the New Recruits

RCH is pleased to welcome two new employees

Rochelle Community Hospital is always on the lookout for people who are passionate about making a difference in the lives of our patients. We know our two latest additions to the team will do just that.

Karen Ravnikar | Laboratory Manager

"Science geek" only begins to describe our new laboratory manager, Karen Ravnikar. She has a degree in clinical laboratory science from Illinois State University and has been in the field for more than 30 years.

Karen has worked as a bench technologist, chemistry supervisor, and laboratory director. She comes to us most recently from Illinois Valley Community Hospital in Peru, Illinois.

It's the variety involved and importance of the

job that has always appealed to Karen. Every case is unique and Karen loves it. "My colleagues and I feel like we make a difference," she says. "That's what inspires us and keeps us going."

Karen and her husband have four children; two daughters and two sons, college age and older. They were thrilled to become grandparents for the first time in June.



Denise Bauer | Director of Human Resources

Denise Bauer, our new Director of Human Resources, is ideally suited for her position in more ways than one. First of all, Denise's original occupation was working as a Registered Nurse at both Mendota Community Hospital and Swedish American Hospital. Then, further into her nursing career, she started working as an industrial nurse for a manufacturing company in Mendota, Illinois.

"That's when I started to become interested in the human resources side of things," she says. Denise decided to go back to school fulltime while working and raising her family. "Those were busy years," she says. "I'd study while sitting on the bleachers at my kids' sporting events. Popcorn for supper was a common occurrence!"

Denise earned both her bachelor's and master's in business management with certifications in human resources management.

Another reason Denise makes a stellar Director of HR? She loves people, is very positive, and can't help but be optimistic. "It's a joy for me to help others succeed," she says.

Denise and her husband, Tom, reside in Mendota. They have one married daughter who has blessed them with two grandchildren, and one son who is getting married in 2020.





*Pictured left to right:
Crystal Carswell, CNA
Joyce Curtis
Julia Faber, RN
Katlyn Long, RN*

A GOOD EXPERIENCE FROM A **BAD FALL**

A little over a year ago, Joyce Curtis was dealing with some water in her basement when she tripped over a rug and broke her hip.

"It was frightening," she says. "My husband Doyle was there, thank goodness, and my daughter came over, but they weren't able to safely get me up the stairs, so the paramedics came."

The paramedics took Joyce to Rochelle Community Hospital for evaluation. Joyce needed immediate surgery, so they rushed her to a neighboring town.

"I had surgery a few days later and then was sent

back to Rochelle for swing bed," she says. "We live here in Rochelle, so it was very convenient."

Joyce spent the next 19 days recovering from her surgery—she had three screws put in her hip—in the transitional care (aka: swing bed) program at Rochelle Community Hospital. Her experience there wasn't quite what Joyce had anticipated. It was far, far better.

"I almost hate to say it," she says, "but there were times I felt like I was living in a five-star hotel. Of course, I wouldn't recommend anyone breaking their hip... but it was almost like a vacation for me."

Joyce says the employees and staff spared no effort to make her feel taken care of. "My experience there was just great. I can't say enough good things about the care I received. Everything—the care, the people, the nurses, the CNAs, and the food—was phenomenal. The minute I rang my bell, someone would be there."

The swing bed program was as good as home for Joyce—if not better. "I was never bored," she says. "My husband was always there with me, our daughters, too. We had the chaplain over and lots of neighbors and people from our church would come visit. They also said that I could have anyone over for lunch and we could play cards or have friends come up and play a board game, anything I wanted to make me feel at home."

Everything—the care, the people, the nurses, the CNAs, and the food—was phenomenal.

— JOYCE CURTIS, SWING BED PATIENT

The food service was a highlight for Joyce; it made her feel even more taken care of. "There was a menu to order from and Doyle could choose from it, too. If I wanted a cookie at 8:30 at night, all I had to do was order one. Come to find out, one of the ladies who works in the cafeteria grew up in the same neighborhood as I did."

As good as the care was, Doyle also had the chance to go above and beyond: "We had an anniversary while I was there," says Joyce. "Doyle went and ordered food from our favorite restaurant and brought plates from home so we didn't have to celebrate with paper plates."

A year later, Joyce is doing well. "I no longer need a walker or a cane. I can do almost everything I used to be able to," she says. "And I still feel connected to the people who took care of me. At Walmart the other day, there was a night nurse from my time in swing bed. She came right up to me and gave me a hug. There were personal touches everywhere. Everyone was so kind. And that was so helpful as I was healing."



Is Swing Bed Right for You?

Swing bed is short-term care provided in the same manner as a skilled nursing facility. In other words, if an illness or surgery no longer requires a hospital stay but does require the level of care a skilled nursing home provides, the swing bed program at Rochelle Community Hospital is a good option.

The goal of the Swing Bed Program is to enhance the recovery process for a safe return home.

RCH physicians and RCH case management coordinators evaluate your case to determine if swing bed is the best option for you.

To learn more, you can reach Case Management by calling **815-562-2181, ext 2590 or 2593.**



International Background, Hometown Heart

The road that led Colette Eckhardt home to Rochelle

Most of us have stayed relatively close to our birthplaces. Sometimes we'll export ourselves to the coast for a while, perhaps a job will take us far from the state we called home, or maybe a relationship prompts us to pick up and move across the country. But for the most part, we stay relatively close to home for the majority of our lives.

This is not the case for Colette Eckhardt. Born in London, England to a South African mother and English father, Colette had quite a few stamps on her passport from a very young age. She moved with her mother to the United States when she was ten years old. "It was quite a culture shock," she says.

Colette's family settled in Illinois, and not too many years later, Colette found a place she felt truly at home: Rochelle Community Hospital.

"In high school, I volunteered as a candy striper here in the hospital," she says. "I loved it. I loved taking care of people. It was instantly rewarding."

From then on, Colette's course was set. She continued to work at the hospital, first as a nurse's aide. "I loved being here," she says. "I'd work nights, weekends, anytime I could. I was happy to get any extra shifts." After completing nursing school, Colette became a registered nurse. She is going on her 37th year here at RCH. And she still loves it.

There have been a lot of changes, Colette says. "For one thing, we have a fully staffed ER. Back when I started working, it was just one nurse and patients had to ring the doorbell to be allowed in! It's a lot different now," she says. The patient interaction, however, has stayed the same. This suits Colette perfectly.

"I just like helping people," she says. "I like the work it involves. I like taking care of people."

Colette says one of the best things about being a nurse is that she is always learning new things. "I've gotten to work in so many different departments," she says. "There is something new to learn in each place."

In the early 2000s, Colette and her husband Butch purchased a pig farm (minus the pigs), which has been another opportunity to keep learning. In this case, however, it's remodeling that Colette is learning, not medical skills.

When asked what motivates her to give so much of herself to her job, Colette says, "I think it's because I don't have a very big family. It's just my husband and me, so I'm able to dedicate myself to this work. The hospital, patients, and coworkers are my family."



Welcome Dr. Kendall Vogeler

Rochelle Community Hospital is delighted to welcome Dr. Kendall Vogeler to its Family Healthcare Clinic. Learn more about Dr. Vogeler and why she's passionate about providing comprehensive care closer to home.

Where are you from originally?

I grew up in Galena, IL, in the northwest corner of Illinois. It is a lot smaller than most people think, only about 3,000 people. I loved growing up in a small community.

Where did you receive your medical education?

I completed my medical school and rural residency training through the University of Illinois College of Medicine at Rockford.

What made you decide to go into medicine?

My father had many medical issues which meant that our family commonly had to travel to higher levels of care—up to three hours away. I was driven to go into medicine because I believe people should have access to as much comprehensive care as they can in their hometown. That is also one of the reasons I chose family medicine: it allows me to work within the full scope of medicine and treat the whole patient and family.

Do you have any areas of particular interest?

One area of interest I have is preventative medicine. I am passionate about colon cancer screening and am excited to be able to use my colonoscopy training at RCH. As a Family Practitioner, I love being able to care for the entire family, from infant to adult, and watching it grow. I really enjoy pediatrics and hospital medicine, as well.

What are you most proud of in your career?

I am most proud of being able to present my clinical improvement project on colon cancer screening at the Primary Care Endoscopy National Conference in Atlanta, GA last year.

How would you describe your practice style?

My practice style is comfortable and easy, focusing on what patients need.

What are you most proud of in your personal life?

My family and being able to spend more time with them as we move back to Rochelle.

What do you do for fun when not working?

I enjoy being active, working out, relaxing with family, crafting, and time on the river.

Why are you excited to be working at Rochelle?

I am excited to be able to come back to a small community, be closer to family and the ability to offer full comprehensive care to my patients at RCH.

Dr. Vogeler is now accepting patients.
To make an appointment, call
815-562-3784 today!



Family Medicine that specializes in you
The right care, right here in Rochelle.

ER OR CONVENIENT CARE?

When to go where



Life is fast. Between work, family, and everything else, you have no time to be sick, much less injured. But if an accident or illness does happen, it's important to know the best place to go. When your primary physician isn't available...finding the Right Care is Easy.

CONVENIENT CARE

VS

EMERGENCY ROOM

Monday-Friday | 11:00 a.m.-7:00 p.m.
Saturday | 9:00 a.m.-5:00 p.m.
Closed Sundays and Holidays

Open 24 hours a day, 7 days a week

For minor health problems such as:

- Sprains/minor broken bones
- Cold/sore throat
- Fever/flu
- Mild asthma
- Minor burns
- Minor cuts and wounds
- Skin irritations and rashes
- Urinary tract infection (UTI)

Conditions requiring Emergent Care:

- Body temperature extremes
- Chest pain
- Difficulty breathing
- Major broken bones
- Neurologic changes
- Seizures
- Severe abdominal pain
- Severe skin injury or reaction
- Spinal and severe head injuries

No appointments are necessary.
Walk-in or Save Your Place online
at rochellehospital.com.
Healthcare for children and adults.

It's best to call 911 for an ambulance in an emergency situation rather than having someone drive you. Emergency care often can be provided in the ambulance on the way to the ER.

You Can Make an Impact on the Opioid Crisis

Dispose of prescription medication safely



If you look in your medicine cabinet right now, how many prescription medications do you have that are expired or that you'll never use? Time to toss them, right? Not quite. When dealing with prescription medications, it's important to dispose of them responsibly. Flushing them down the toilet or throwing them in the garbage can be hazardous. Instead, get rid of those medications by dropping them off for safe disposal.

Safely disposing of medications in your household avoids misuse, abuse, and accidental poisonings and protects the environment. Always dispose of prescription medications properly as soon as you're finished with them.

For more information about residential medicine and sharps disposal, contact the Ogle County Solid Waste Management Department at [815-732-4020](tel:815-732-4020) or go to www.oglecounty.org.

The United States Drug Enforcement Administration (DEA) offers a lot of education and resources on prescription drug misuse online. Drug facts versus myths, photos of various drugs, resources, education and prevention are all available to you at www.dea.gov.



Rochelle Community Hospital makes doing this easy:

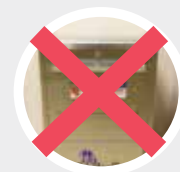
We have a safe disposal drop box available inside the Third Street entrance with 24/7 access. You can put your medication in a Ziploc bag or block out your personal information on your prescription bottle with a black marker and deposit in the dropbox.

The Rochelle Police Department also has a drop box with 24/7 accessibility, as do most police departments in our county.



What you CAN dispose of at RCH:

- Over-the-counter medications
- Prescription drugs
- Controlled prescription drugs



What we CANNOT accept:

- Flammable liquids
- Illegal drugs (heroin, cocaine, marijuana, ecstasy)
- Medical Waste
- Medical equipment
- Mercury thermometers
- Inhalers
- Sharps (needles, syringes, lancets)

Thank you for doing your part to prevent abuse and safe disposal of prescription medication.

RCH RENOVATIONS



The **Health Information Management Department** has been expanded and offers wheelchair access, more space for patients at the counter, and is overall a more patient-friendly space.

Materials Management has moved from the basement to the first floor. This move has proved to be very efficient as it is closer to the delivery dock.



The **Training Room** has been relocated a short distance from its original location. It provides more room for presentations and training along with a separate office for the Clinical Educator.

Every **inpatient room** is being remodeled with a new head wall, flooring, and will be complete with a new bathroom and sink.



Upcoming Events



SATURDAY, SEPTEMBER 14

CPR/AED/First Aid Community Class

8 a.m.-12 noon | RCH Training Room
Cost: \$50, includes book and card.
American Heart Association curriculum.
Registration required.
Call Michelle at 815-561-3110 or register online at www.rochellehospital.com/services/support-groups-classes/

THURSDAY, SEPTEMBER 19

Free Community Presentation, "Advance Directives: Who will decide if you can't?"

6-7 p.m. | RCH Training Room
Presented by Stephanie Crawford, DNP, APRN, practicing in our Family Healthcare Clinic. We'll cover: Advanced Care Planning means receiving medical care that meets your long term goals and preferences, how to start the conversation and why these directives are important. Registration required.
Call Michelle at 815-561-3110 or register online at www.rochellehospital.com/services/support-groups-classes/

TUESDAY, SEPTEMBER 24

2019 Annual Meeting

The Rochelle Community Hospital Association (RCHA) will hold its annual meeting at Alfano's Pizzeria at 5:30 p.m.

The RCHA was adopted in 1965 to engage the community to support the hospital in meeting the healthcare needs of the greater Rochelle area. Association Members pay a membership fee of \$25 per year or \$1,000 for a lifetime membership. Only members of the Association may attend the annual meeting.

Members of the Association retain the right to participate, discuss and vote on matters of importance to the hospital and its stakeholders.

Anyone interested in attending the annual meeting, please contact Kim Louis at 815-561-3107 or email klouis@rcha.net.

THURSDAY, OCTOBER 10

"Dig Pink" RTHS girls home volleyball game, Rochelle versus Kaneland

Radiology staff will be on hand at 5:00 p.m. providing breast cancer awareness materials.

FRIDAY, OCTOBER 11

RTHS football, Hubs versus Sycamore

Radiology staff will be on hand providing breast cancer awareness materials at 5:00 p.m.

FRIDAY, OCTOBER 11

Ogle County Services Network Wellness & Resource Fair

8:30 a.m.-1:00 p.m. | Rock River Center in Oregon
RCH will have a table at Tune Up for Life!

MONDAY-FRIDAY, OCTOBER 7-11

Customer Service Week is an international celebration of the importance of customer service. Rochelle Community Hospital will applaud our patients and focus on continuing to provide excellent health care all year long. Join us as we kick off this year's theme, "The Magic of Service" with a special gift for our patients throughout the week.

THURSDAY, OCTOBER 31

Community Trick-or-Treat at RCH

3:30-4:30 p.m. | Enter at the Third Street entrance, follow the main hallway and exit at the Health and Wellness Center.

THURSDAY-FRIDAY, NOVEMBER 7-8

RCH Auxiliary Bazaar

First Presbyterian Church
1100 Calvin Road, Rochelle
Hours: Thursday from 4-7 p.m. and Friday from 7 a.m. to 2 p.m.
Stocking stuffers, purses, scarves, jewelry, clothing, home décor, handmade items and more! FREE gift wrapping for all purchases. All proceeds go towards healthcare scholarships and support of Rochelle Community Hospital.

Julie's Chickpea Salad Spread

When you're looking for a healthy school lunch that will keep your kids full and energized, try this easy, no-cook spread. Serve on toasted bread, as a dip for pita chips, or over mixed greens.

INGREDIENTS:

- 15 oz chickpeas (rinsed and drained)
- ¼ cup roasted sunflower seeds
- 3 Tbsp mayo or low fat mayo
- 1 Tbsp maple syrup
- ½ tsp spicy brown mustard
- ¼ cup red onion, diced
- 2 Tbsp fresh dill, chopped
- ¼ cup dried cranberries

INSTRUCTIONS:

Mix all ingredients in a bowl. Use fork to smash chickpeas and combine ingredients. Serve on toasted bread or with pita chips or on a bed of mixed greens.



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 www.rochellehospital.com

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