

Improving Your Life

# Personal **BLESSING**

OUR PATIENTS. THEIR STORIES.

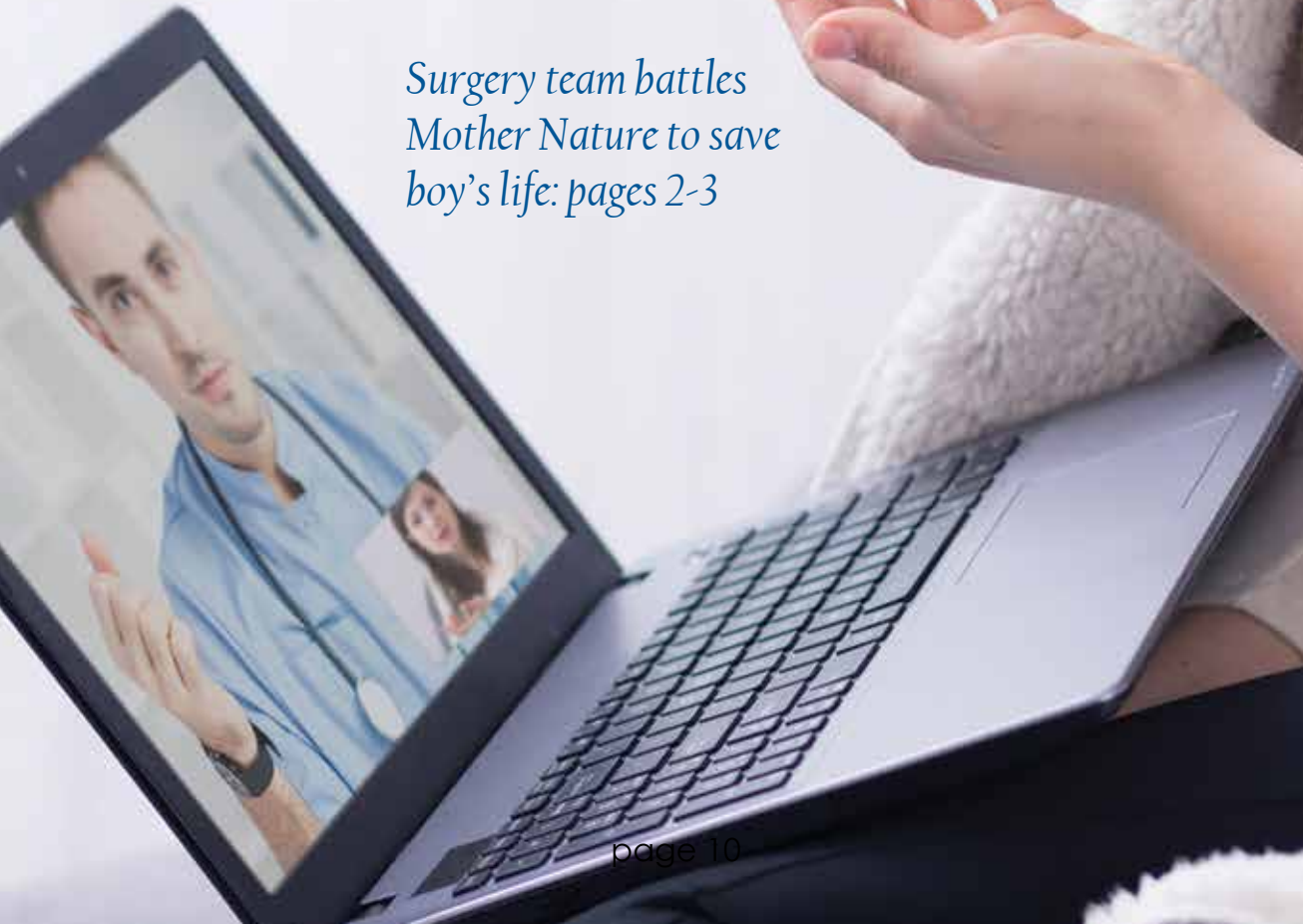
## Get well ~~soon~~ now.

Learn more about Blessing Care on Demand: pages 10-11



Blessing earns national recognition: inside cover

Surgery team battles Mother Nature to save boy's life: pages 2-3



# Personal **BLESSING**

Published by the Public Relations & Communications staff of Blessing Hospital, *Personal Blessing* provides general information on health-related topics. It is not intended to be a substitute for professional medical advice, which should always be obtained from your physician.

## **The Blessing Health System Mission Statement:**

To improve the health of our communities

## **The Blessing Hospital Vision Statement:**

Blessing will be the leader in quality patient-and family-centered healthcare.

In partnership with our community, patients, staff, students, volunteers, and physicians, we will create and support a culture of excellence and financial sustainability.

We will be recognized as the:

- Provider of choice for our patients
- Employer of choice for our staff
- Partner of choice for our physicians
- Healthcare educational provider of choice

For more information, contact:  
Blessing Hospital  
Broadway at 11th & 14th Street  
PO Box 7005

Quincy, IL 62305-7005  
(217) 223-8400, ext. 4192

***BlessingHealthSystem.org***

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# **B** BLESSING HOSPITAL



## **You're in the No Bragging Zone**

By Maureen Kahn, president/CEO, Blessing Health System

As a proud mother and grandmother, I have bragged a bit over the years. But, as president and chief executive officer of Blessing Health System, I know you expect evidence of performance not exaggeration.

With that in mind, I want to share with you the most recent evidence of the outstanding work being done at Blessing Hospital:

**1. Blessing Hospital earned a patient safety grade of "A" from the Leapfrog Group**, a leading national healthcare consumer organization. Blessing was one of 844 hospitals to be named among the safest hospitals in the United States by the Leapfrog Group in its fall 2016 safety grade announcement.

The Leapfrog Hospital Safety Grade uses 30 measures of publicly available hospital safety data to assign A, B, C, D and F grades to more than 2,600 U.S. hospitals twice per year. It is calculated by top patient safety experts, peer-reviewed, fully transparent and free to the public. To see Blessing's full grade report, visit [hospitalsafetygrade.org](http://hospitalsafetygrade.org).

**2. The care provided by the Blessing medical staff and hospital caregivers in the area of chronic obstructive pulmonary disease (COPD) and heart failure earned Blessing recognition as a High-Performing Hospital in U.S. News & World Report magazine's 2016-17 Hospital Rankings and Ratings.**

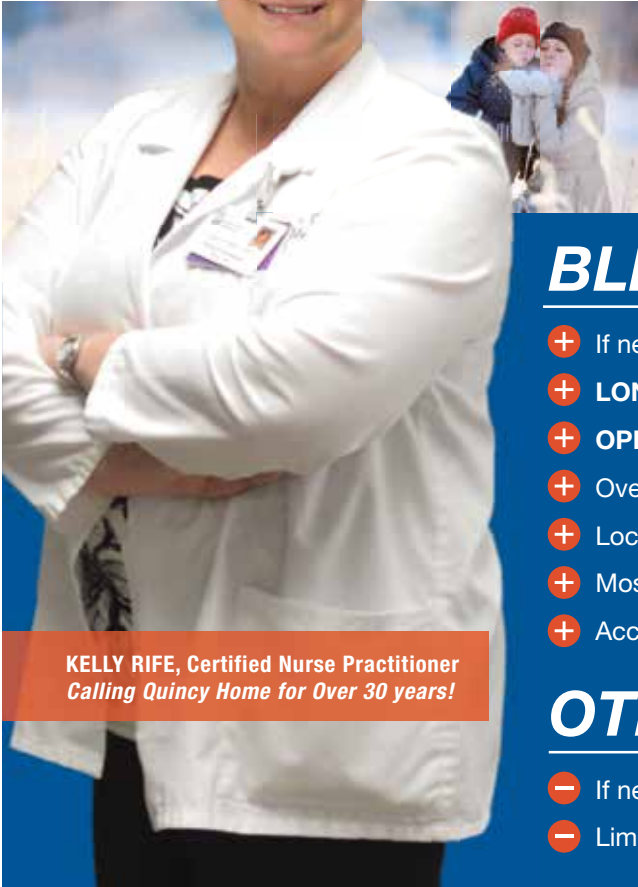
*U.S. News & World Report* analyzes data from nearly 5,000 providers across multiple clinical specialties, procedures and conditions. Scores are based on a variety of patient outcomes and care-related factors. Hospitals receive one of three ratings - high performing, average or below average - unless they treat an insufficient number of patients to be rated. Hospitals earning a high-performing rating, as Blessing did for COPD and heart failure, were significantly better than the national average.

**3. Blessing Hospital has earned certification from The Joint Commission for its care of septic patients.** At the time of the certification, only 40 other hospitals held this certification. Sepsis is the body's overwhelming and life-threatening response to infection, which can lead to tissue damage, organ failure and death. Blessing Hospital medical staff members and other caregivers have been focused on improving Blessing's detection of and response to sepsis for several years now.

The Joint Commission is the nation's oldest and largest standards-setting and accrediting body in health care.

Those are the facts. No bragging. I am very proud of the work done by the Blessing medical staff and hospital employees every day. I hope you are too.

# Your **HOMETOWN** WALK-IN CLINIC



**KELLY RIFE, Certified Nurse Practitioner**  
*Calling Quincy Home for Over 30 years!*

## **BLESSING** Walk-In Clinic

- + If needed, **IMMEDIATE ACCESS** to Emergency Department (ED)
- + **LONGEST OPERATING HOURS** (6 a.m. – 10 p.m.)
- + **OPEN EVERY DAY** 365 days a year, 7 days a week | **OPEN ALL HOLIDAYS**
- + Over 50 years practice/provider experience
- + Local/hometown providers
- + Most insurance accepted
- + Access to a network of specialist physicians if a referral is needed

## **OTHER** Express & Urgent Care

- If needed, transfer required to nearest ED
- Limited hours

- **No appointment needed**
- **Services provided for both adult and pediatric patients (age 3 months and older)**

We want to make the Blessing Walk-In Clinic a trusted choice for health care! We offer a wide range of services to help keep you and your family healthy 7 days a week, 365 days a year. Conveniently located at 11th & Broadway, you also have the peace of mind of being steps away from Blessing Hospital.

### **We offer treatments for many medical issues including:**

- Minor lacerations
- Sprains and strains
- Skin rash/poison ivy
- Cold/flu
- Sore throat/strep
- Seasonal allergies
- Mild asthma
- Earaches
- UTI/painful urination
- Burn/wound care
- Sutures

**B** **BLESSING**  
Walk-In Clinic

**11<sup>TH</sup> & BROADWAY • QUINCY**

[blessingwalkinclinic.com](http://blessingwalkinclinic.com)

# “Bring him up. WE’RE GOING TO DO THIS.”

This past July 13 marked the first anniversary of the wind storm that ravaged the Quincy area. Everyone has their own vivid memories of that evening, painted by the 74-mile-an-hour straight-line winds that ripped trees from the ground as if they were toothpicks, peeled power lines from poles leaving tens of thousands of people in the dark for days and separated shingles from roofs and siding from walls on homes in every corner of the city.

Krista White remembers none of that. The wind storm of 2015 brings a different image to her mind.

“I think of how I could have lost my grandson,” she said.

Krista is a nurse at Blessing Hospital. On July 13, 2015, her stepdaughter and son-in-law, Mandy and Rich Riggs and their 8-year-old son, Roman, were visiting from North Liberty, Iowa. In the minutes before the winds turned the Quincy area into a battle zone, Roman lost his balance and fell into a curio cabinet while playing with Rich in Krista’s living room. A shard of glass about six inches long penetrated Roman’s right leg just above the knee. Blood spurted uncontrollably from the wound. Krista knew an artery had been sliced.

“He just kept saying, ‘I’m going to die! I’m going to die!’” Krista recalled. “I said, ‘No, Roman, no.’”

She knew her grandson’s survival depended on stopping the bleeding and keeping him as calm as possible. With the help of her husband, Krista fashioned a tourniquet out of a dish towel. While Rich made sure the tourniquet stayed tight and in place, Mandy called 911, and Krista worked to keep Roman calm.

The family arrived at the Blessing Hospital Emergency Center minutes before the winds hit

Quincy.

Because of the monumental damage done by the storm, Krista now knows, “Ten minutes later, and we might not have been able to get to the hospital.”

Upon their arrival at the hospital the National Weather Service issued a tornado warning. Roman could not be moved from the Emergency Center to surgery until the warning expired. The Whites, the Riggs and many others of Roman’s family members waited as Mother Nature called the shots.

Tim Smith, DO, vascular surgeon, Blessing Hospital medical staff and Quincy Medical Group, happened to be operating on a patient in the Surgery Department at the time. The case was not an emergency, so Dr. Smith was asked by the lead nurse in the Surgery Department to end his procedure when he could do so safely so the Surgery Department could be evacuated until the severe weather passed.

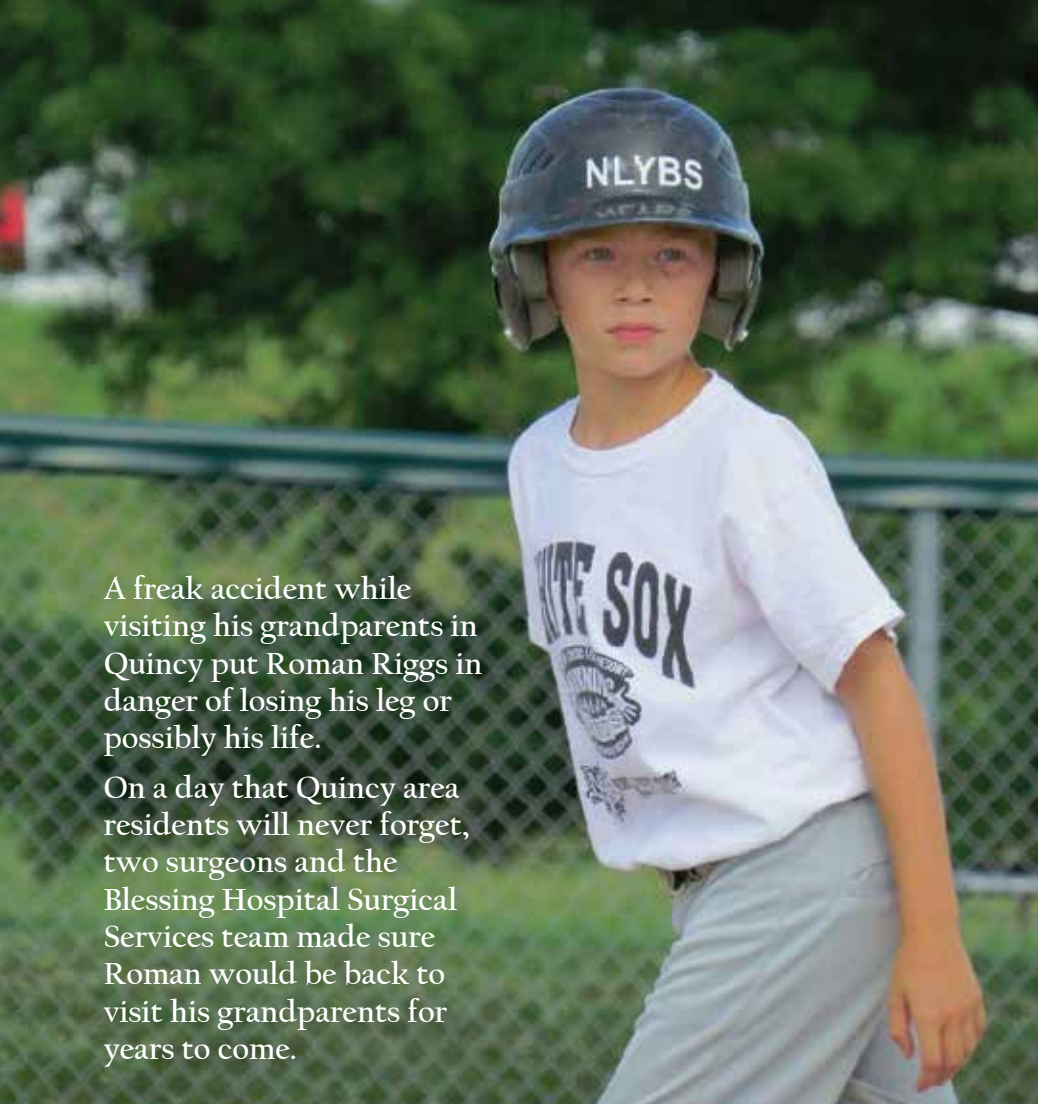
As Dr. Smith worked to close the case, Harry Wilkins, MD, came into the operating room. Dr. Wilkins, trauma surgeon, Blessing Hospital medical staff and Quincy Medical Group, was the surgeon on-call for emergencies that day.

“Dr. Wilkins tells me Roman is very pale and diaphoretic (cold, clammy and sweaty), and we need to bring him up because he has a tourniquet around his leg, and he cannot feel his foot anymore,” said Dr. Smith. “Roman was in shock more or less.”

“The ambulance report said he lost one-half to one liter of blood,” he continued. “That’s a significant amount of blood for a child.”

If the tourniquet on Roman’s leg was left on too long, the leg could be permanently damaged, perhaps badly enough to require amputation.

“The staff said, ‘Bring him up. We’re going to do



A freak accident while visiting his grandparents in Quincy put Roman Riggs in danger of losing his leg or possibly his life.

On a day that Quincy area residents will never forget, two surgeons and the Blessing Hospital Surgical Services team made sure Roman would be back to visit his grandparents for years to come.



Tim Smith, DO  
Vascular Surgeon



Harry Wilkins, MD  
Trauma Surgeon

this,” recalled Dr. Smith.

When Roman reached surgery, Dr. Smith said the injured leg was beginning to turn blue.

As the wicked weather wailed outside, Drs. Smith and Wilkins and the Blessing Hospital Surgery staff concentrated on the task at hand, saving Roman’s leg.

“After we restored blood flow and repaired the artery, he had a good pulse immediately in his foot,” Dr. Smith reported.

Meanwhile, the storm passed.

“We didn’t see any of it but we could definitely hear it,” Dr. Smith recalled. “We didn’t feel as if we were risking our lives, but we felt we had a dangerous situation outside. It’s a memory I’ll not soon forget.”

Today, Roman Riggs is back to tearing up football and soccer fields, baseball diamonds and basketball courts in North Liberty, Iowa, the way the wind tore up Quincy on July 13, 2015.

“He loves sports,” Krista said. “You would never know he had a life-threatening injury. He is back 100 percent.”

“Roman is an outstanding young man and brings a lot of joy to our lives. Life without him would be a tragedy for us,” said Rich. “We are eternally grateful to the staff at Blessing Hospital, the emergency responders and everyone else who helped us survive that day.”

“It is almost incomprehensible to realize all the things that had to go perfectly right that day to turn this horrific accident into a true miracle,” added Mandy. “Roman has made a full recovery and is involved in many sports. The only signs of that day are the scars on his leg. Sometimes people ask him what happened. You should see their faces.”

## Here's **LOOKING** at you – the easy way

**W**hen Phyllis Pence (*top*) heads south this winter to escape the cold, she will travel with extra peace of mind because no matter where she is, she will never be far from her Blessing Physician Services heart doctor in Quincy.

Phyllis is a patient of John Hammock, MD, cardiac electrophysiologist (*bottom*). Blessing Physician Services is one of the first healthcare providers in the country to use the Medtronic MyCareLink Smart™ Monitor, the world's first app-based remote monitoring system for patients with implantable pacemakers.

A pacemaker is a small device placed in the chest or abdomen to help control abnormal heart rhythms. It uses low-energy electrical pulses to prompt the heart to beat at a normal rate.

On a regular basis, cardiologists check or “interrogate” a pacemaker to review the function and battery life of the unit and the patient’s recent heart rhythm.

Before the Medtronic MyCareLink Smart Monitor, patients had to use a landline phone to transmit the data to their doctor or visit their doctor in person.

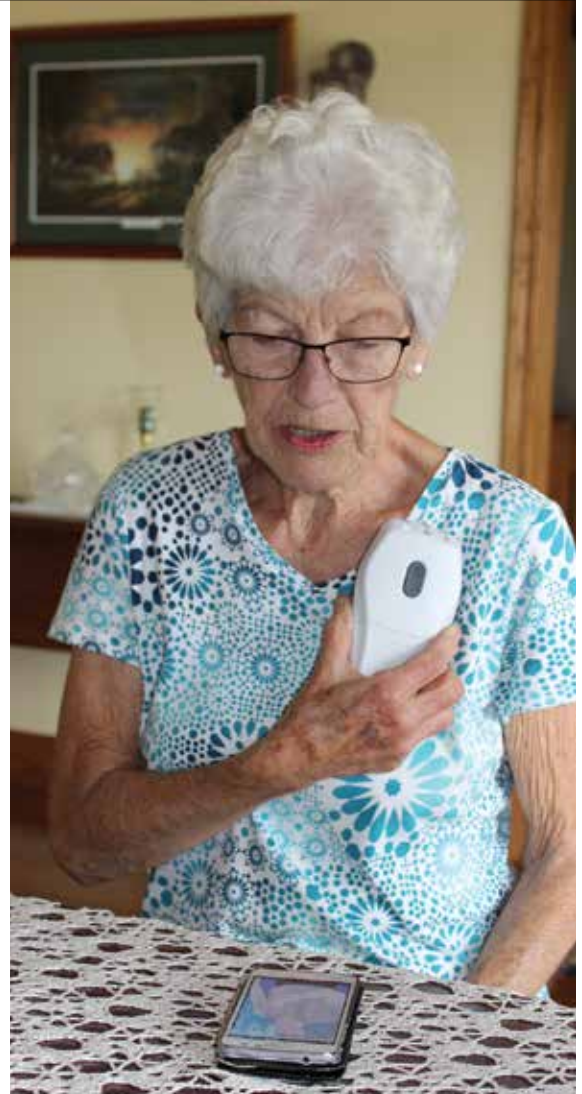
Using the MyCareLink Smart handheld portable device reader and the MyCareLink Smart mobile app, patients with a Medtronic pacemaker can use their own smartphone or tablet technology, and with cellular or Wi-Fi service, securely transmit data from their pacemakers to their physician who can then interpret the data to make treatment decisions.

“It’s fantastic,” said Dr. Hammock. “You don’t have situations anymore where you have a waiting period after the patient says, ‘I don’t feel like my pacemaker is working appropriately.’ So many people have given up their landline phones that in order to do an interrogation of the pacemaker, the patient would have to come into the office. Now with the app they can send the information directly to me, and I can have an answer to them by the end of the day of what is going on.”

“It allows someone to have an amazing amount of control,” he concluded. “Patients don’t want to spend their life held hostage to their pacemaker.”

Phyllis does not have a landline and lives nearly 50 miles roundtrip from Dr. Hammock’s office.

“It is so simple,” she said. “I couldn’t believe how simple. All I have to do is tap it like you would to make a phone call or check messages. The app prompts me through the entire process.”



For more information on the Medtronic MyCareLink Smart™ Monitor contact Dr. Hammock at (217) 214-3431.

# COPD patients can breathe easier

At 75 years old, Iris Rose exercises seven days a week to keep her lungs healthy.



Iris Rose is one of 24 million people in the United States with chronic obstructive pulmonary disease (COPD). COPD robs people of their ability to breathe. For Iris, COPD led to frequent hospitalizations and the need to be on oxygen 24 hours a day.

“It’s a horrible feeling not to be able to catch your breath,” said the 75-year-old grandmother. “It is just awful.”

Ten months after receiving her diagnosis, Iris has changed her life. A life-long smoker, she quit and no longer needs oxygen around the clock thanks to the Blessing Hospital Pulmonary Health and Rehabilitation Program.

The program is a 10- to 12-week customized, supervised exercise program for patients with moderate COPD.

“At the end of the program, a majority of people feel better than when they went into the program,” said Venu Reddy, MD, medical director, Blessing Hospital Pulmonary Health and Rehabilitation Program.

To maintain the gain they experience, patients are strongly encouraged to continue their exercise plan upon graduation from the program. Iris did. She exercises seven days a week.

“I want to live,” Iris stated. “Do I like doing exercise? The answer is no. I am lazy sometimes. But I know I have to do it if I want to breathe.”

Dr. Reddy encourages COPD patients to look past their fear to the benefits the program could bring to their health and quality of life.

“Some patients think, ‘I cannot do that much exercise because

I have lung disease.’ But, in a supervised setting, they find out they can do the walking and other exercise they thought they were not able to do. That gives them a psychological advantage.”

Iris Rose is living, breathing proof of the benefits COPD patients can find through Blessing Hospital Pulmonary Health and Rehabilitation Program.

“If you want to breathe, if you want to live to see your great-grandkids or your grandkids grow up and to be able to love them and spoil them rotten, then you do the program,” Iris stated.

A doctor’s order is required to participate in the Blessing Hospital Pulmonary Health and Rehabilitation Program.

**For more information, call Blessing Hospital Respiratory Services at (217) 223-8400, ext. 4200.**



## “They were our protector”

**K**aren Wiewel’s story is as heartwarming as it is heartbreaking. A mother of five, Karen fought a six-year battle with cancer. In the end, more than two dozen tumors wracked her body.

“Karen always maintained a positive attitude, always said that God had a plan for her and never once blamed God for her cancer,” said her husband of more than 30 years, Mark.

Mark’s mother had been a volunteer with Blessing Hospice & Palliative Care for many years. So when Karen’s medical team told Mark further treatment would provide no benefit, he looked to Blessing Hospice & Palliative Care for help.

“We lived in this house with Karen for over 26 years,” Mark said. “We really wanted Karen to be here. Blessing Hospice made that possible for us.”

Blessing Hospice’s specially trained and experienced team members help loved ones provide care to terminally ill patients in the home. Patients have their pain and symptoms controlled so they can enjoy a higher quality of remaining life. In addition to the education and guidance provided by the Blessing Hospice staff, loved ones have social and spiritual care available to them during this difficult time in their lives. Blessing Hospice provides care throughout west central Illinois.

“Putting somebody on hospice is a very difficult decision,” Mark continued. “However, Blessing Hospice was there for us. They were our protector. They were there any time we needed them, day or night. I believe my wife lived much longer from being on Blessing Hospice than if she had stayed in the hospital.”

Karen and her family packed a lot of living into their days at home. Because she was not expected to live long enough to see three of her children graduate in May 2015, Mark McDowell, principal, Quincy Notre Dame High School, made arrangements to get the graduation caps and gowns and diploma covers for Quincy Notre Dame High School, John Wood Community College and Southern Illinois University – Carbondale so that the three Wiewel children graduating in 2015 could celebrate at home with their mother and other family members and take pictures.

With the help of friends, Karen also made 30 videos for her children, to be viewed as they reached future milestones in their lives.

“When she first came home, they told us she had 10 days because she was not eating or drinking,” recalled Mark. “Karen lived 104 days. Blessing Hospice gave us 94 days of just being a family. We probably spent more time as a couple and as a family than most people spend in 20 years. Blessing Hospice was the reason we were able to do that.”

Karen passed away January 10, 2015.

“She died so peacefully,” Mark recalled. “She was not in any pain. My oldest daughter was singing her a song at the time. She just passed away very, very peacefully.”

“Blessing Hospice allowed us the opportunity for Karen to die with dignity at home,” he concluded.

**[Go to \*blessinghospital.org/hospice\* to see a video featuring comments from the Wiewel children about having their mom home in her final days and to learn more about care available from the Blessing Hospice & Palliative Care team.](http://blessinghospital.org/hospice)**



# Teaching the teacher



As a retired educator, Jane Deters spent her career helping young people explore their abilities.

Sometimes in life, the teacher becomes the student. When Jane needed to focus on her abilities, she knew where to go, Blessing Hospital Rehabilitation Services.

Jane has been a Blessing Rehabilitation patient twice. The first time was in 2001 to recover from a stroke.

“I was very traumatized because of the stroke,” Jane recalled. “It was very scary. You have to learn all over again how to walk, how to balance, what muscles to use. It’s hard.”

“Jane’s physical therapist had her up and sitting the very first day, which was remarkable,” Jane’s husband, Tom, added.

They were very helpful, very kind and got me going again,” Jane continued. “They’re very encouraging, telling you all the time what a good job you are doing because you don’t think you are doing a good job.”

“Good coaching,” observed Tom.

Fifteen years later, Jane again looked to Blessing Rehabilitation Services for help after a total knee replacement.

“It was bone on bone. There was no cartilage left at all,” she said of her left knee. “I had lived with it for years, getting shots, trying to put it off because it was the side affected by the stroke. Finally it got to the point where I knew I had to do something. The pain was just too much. I could not deal with it anymore.”

Jane’s surgeon was very specific about her post-surgery care.

“He wanted me to go to a hospital that had the kind of certification that Dr. DeGuzman has to be medical director of Blessing Rehabilitation,” Jane stated.

John DeGuzman, MD, is a board-certified physical medicine & rehabilitation (PM&R) specialist with Blessing Physician Services and medical director of Blessing Hospital’s Inpatient Rehabilitation Service (see related story “What is PM&R?” on page 13).

Blessing Inpatient Rehabilitation also has long been accredited by CARF, the Committee on the Accreditation of Rehabilitation Facilities, for meeting or exceeding internationally recognized standards in rehabilitation.

Jane found the pre-surgery education offered by Blessing to be helpful, the group physical therapy done by joint-replacement patients to be motivating and the rehabilitation staff’s teamwork to be comforting.

“I have a close friend of mine from out of town who was very ill. One comment they made about their care was every time the staff changed during the day, people would come on duty and not have any idea what to do. I did not find that at Blessing,” she said.

“When staff changed, they would come in and introduce the new people to me and talk about what I needed. I really liked that aspect of it. I felt like everyone was really up to speed on what needed to happen,” Jane concluded.

Jane herself is working to get up to speed. When the pain in her knee forced her to have surgery, it also forced the Deters to cancel a trip to Switzerland to see their son, daughter-in-law and twin granddaughters. They also have children and grandchildren on the east and west coasts of the United States.

“When your family lives all over the world, you have to get back to traveling,” Tom said.

Gueti Reis! (That means, “Have a good journey” in Swiss German).

For more information on Blessing Inpatient Rehabilitation Services, go to [blessinghospital.org](http://blessinghospital.org), and select Rehabilitation Services from the Patient Services drop-down menu.

The new Blessing Wellness Center (seen below) is home to the Be Well for Life program.



When it comes to being well, everything matters.

Most of us know that we need to eat more veggies, stay off the couch, stop blaming the dryer for shrinking our clothes and chill out a little more, but we find that it is extremely difficult to make and sustain these important and critical changes on our own.

Be Well for Life is a supportive, individualized life-style change program. We teach people how to reduce health risks and manage chronic conditions, such as obesity, diabetes, hypertension, and high-cholesterol, safely and effectively for a lifetime.



"I am a much happier person because of the tools in this program."  
-Laura Oakman

"I am off of all medications now, completely. It is amazing."  
-Carlyn Meats



**Be Well for Life is a 16-week lifestyle change program under the medical supervision of BPS Cardiologist Irving Schwartz, M.D.**

**Experience long-lasting, real results. Program includes:**

- Health Risk Assessments
- Physician consultations
- Wellness coaching
- Nutrition education
- 1-on-1 nutrition consultations
- Stress management classes
- Personal training
- Tobacco cessation counseling

## New session starting Spring 2017

For more information please call 217-223-8400, ext. 4202  
[www.blessinghealthsystem.org/bewellforlife](http://www.blessinghealthsystem.org/bewellforlife)

**BE WELL**  
for Life

# Six Tips for Staying Mentally Fit

By Susan Tate, RN, Home Health Coordinator, Blessing Home Care

Where are my glasses?  
What did I do with my keys?  
What was that phone number?

A little memory loss is a normal part of the aging process. But there are a few things you can do to delay normal, age-related memory loss:

1. **Don't believe the hype:** Evidence shows that if a person believes memory loss is part of the aging process, then it's more likely to become a reality for that person. Someone who expects memory loss stops paying attention and blames the lack of information on forgetfulness.
2. **Feed your brain:** One study showed that participants who worked a crossword puzzle four days a week had a 47 percent lower risk of developing dementia than those who did a crossword puzzle once a week. Challenging the brain keeps it humming and builds up cognitive reserve. Other beneficial activities include playing cards, checkers and chess and other board games, learning a foreign language, reading, playing a musical instrument and volunteering, to name a few.
3. **Manage your blood pressure:** High blood pressure damages blood vessels, possibly decreasing blood flow to the brain and contributing to mental decline and increased risk for stroke.
4. **Lace up those sneakers:** Regular cardiovascular exercise not only helps with weight management, but also gets blood pumping to the brain. A *Journal of the American Medical Association* study of more than 2,000 men ages 71-93 showed that those who walked less than a quarter mile a day were nearly twice as likely to develop dementia as those who walked two or more miles each day.
5. **Sleep tight:** Researchers are just beginning to untangle the complicated relationship between sleep and long-term mental abilities. But data suggests that interrupted sleep patterns are more closely associated with an increased risk of dementia than previously thought. If you have trouble sleeping through the night, talk to your doctor or neurologist.
6. **Share your thoughts:** University of Michigan researchers found a brief chat with another person was just as effective as spending 10 minutes on a crossword puzzle, and both were more effective at boosting brain power than watching 10 minutes of television. Successful relationships hone the mind through interaction and learning new things about others.



**“It keeps me young!”**

The recent adult coloring book craze rekindled the interest in art of 81-year-old Elizabeth Stanley.

“Then I got a little bit bored coloring somebody else’s drawings and I thought, “I kind of like to draw that and then color it.””

Learn more about Elizabeth’s art and how it benefits her mind and body by going to [blessinghospital.org/homecare](http://blessinghospital.org/homecare) and clicking on the link, “Meet Elizabeth” to see a video.

# Make your own house call.

## BlessingCareOnDemand.com



## Feeling better just got faster and more convenient

Visit with a doctor or nurse practitioner now

### Get treated using webcam or phone

Receive care now from Blessing Care on Demand using your computer, tablet, smartphone or phone\*.

\* not available in Iowa

### One price – \$49 per visit.

Payable by Visa, MasterCard and Discover. Insurance is not accepted.\*

\*Check with your insurance provider to determine whether the visit fee can be claimed or applied to your deductible. Regulatory restrictions prohibit providing Blessing Care on Demand to individuals covered under a federal insurance program, such as Medicare, Medicare Advantage, Medicaid or Tricare.

### Download the app today!



# Visit BlessingCareOnDemand.com

For a phone visit call 1-844-9DOCNOW (1-844-936-2669)

### WHAT WE TREAT\*

Here are just a few examples of what we may be able to treat. Our most common conditions include:

- Acne
  - Allergies
  - Asthma
  - Athlete's Foot
  - Back Pain
  - Bladder Infection
  - Burns
  - Colds
  - Congestion
  - Constipation
  - Cut
  - Cough
  - Dermatitis
  - Diarrhea
  - Ear Pain
  - Eye Issues
  - Fever
  - Flu
  - Headache
  - Hives
  - Insect Bites
  - Nausea
  - Pink Eye
  - Rash
  - Scrapes and Bruises
  - Shingles
  - Sinus Symptoms
  - Sore Throat
  - Sprains
  - Stomach Flu
  - Urinary Tract Infection in Adult Women
  - Vomiting
  - Yeast Infection
- and more...

Our providers will always assess your condition individually and based on your unique circumstances including the severity of the illness, may need to refer you for in-person care for proper diagnosis and treatment. Medication can be prescribed if the doctor or nurse practitioner determines your condition requires it.



# Get well ~~soon~~ now.

Your health is important. So is your time. Blessing Health System wants to help you protect both valuable assets with Blessing Care on Demand. Blessing Care on Demand is a virtual medical care clinic for minor illnesses in the privacy of your own home or office, around the clock, every day of the year, no appointment needed. Care is available through video chat, Skype or FaceTime via personal computer, tablet or smartphone, or by telephone.

Illinois, Missouri and Iowa patients can access Blessing Care on Demand online through the Blessing Health System website, [BlessingCareOnDemand.com](http://BlessingCareOnDemand.com) or by downloading the Blessing Care on Demand app. Patients in Illinois and Missouri can also receive treatment over the phone at (844) 9DOCNOW.

Once online or connected by phone, the patient answers questions about their current concerns and medical history. A board-certified physician or nurse practitioner, contracted by Blessing Health System to provide this virtual care, reads the information. If Blessing Care on Demand can help, the provider will connect with the patient via webcam or phone typically within 30 minutes, to assess their condition and suggest a treatment plan. The encounter is very much like a typical office visit, including prescribing medication if necessary.

Typically, people of any age can use Blessing Care on Demand. However, if the provider determines the patient's condition would better be treated at a

nearby medical facility, the patient will be informed of that.

"Nothing replaces the relationship between a person and their primary care provider," said Maureen Kahn, president/chief executive officer, Blessing Health System. "But we've all had the experience of a minor illness and not being able to get an appointment with our doctor or being unable to take the time to go to the Walk-In Clinic."

"Maybe someone is new to the area and does not yet have a primary care physician," Kahn continued. "In each of these situations, Blessing Care on Demand provides the quality medical attention you've come to expect from Blessing at the time and place you need and want that care."

A patient's personal information and visit details are confidential and protected in a secure manner, as is all such information within Blessing Health System.

The cost of a Blessing Care on Demand visit is \$49, payable by Visa, MasterCard and Discover. Insurance is not accepted. The patient can check with their insurance provider to determine whether the visit fee can be claimed or applied to their deductible. Regulatory restrictions prohibit providing Blessing Care on Demand to individuals covered under a federal insurance program, such as Medicare, Medicare Advantage, Medicaid or Tricare.

**For more information about Blessing Care on Demand, go to [BlessingCareOnDemand.com](http://BlessingCareOnDemand.com).**



# Welcome, Doctors



Emmanuel Bessay, MD-PhD, general surgeon, has joined the provider team of Blessing Physician Services.

Dr. Bessay earned his PhD in Molecular

Physiology and Biophysics from Vanderbilt University in Nashville, TN, and then attended medical school at Northwestern University, Feinberg School of Medicine, Chicago, IL.

Dr. Bessay completed his residency training in general surgery at Texas A&M Health Science Center, Baylor Scott & White Health in Temple, TX.



Daniel Child, DO, has joined the provider team of Blessing Physician Services. Dr. Child provides primary care to patients of all ages, including newborns.

Dr. Child earned his medical degree at Kirksville College of Osteopathic Medicine in Kirksville, MO and completed the Southern Illinois University's Family Medicine Residency program in Quincy, IL.

Warren E. Hagan, MD, board certified plastic surgeon, has joined the provider team of Blessing Physician Services. Dr. Hagan



specializes in plastic and reconstructive surgery, hand surgery, and non-invasive cosmetic procedures.

Dr. Hagan graduated from

Tulane School of Medicine and went on to complete a residency in General Surgery at the University of California, San Francisco and a residency in Plastic and Reconstructive Surgery at Washington University in St Louis.

Dr. Hagan is board certified by the American Board of Plastic and Reconstructive Surgery and the American Board of Otolaryngology, Head and Neck Surgery.



Michael E. Nellestein, M.D., FACS, has joined Blessing Physician Services. Dr. Nellestein is a board certified thoracic surgeon.

He will be instrumental in guiding the opening of a Vein Clinic/ Phlebology practice and offering the related patient services.

Dr. Nellestein completed medical school at the Uniformed Services University of the Health Sciences (USUHS), Bethesda, MD. He then completed an internship and residency in General Surgery at Bethesda Naval Hospital prior to completion of an additional

residency in Thoracic Surgery at St. Luke's Hospital, Kansas City, MO. A retired U.S. Navy Captain, Dr. Nellestein practiced for a number of years as a cardiovascular and thoracic surgeon in various military duty stations. He also practiced in St. Joseph, MO, for 16 years. Most recently, he has focused his practice on the treatment of venous disease working with Vein Clinics of America.



Elyas Safar, MD, has joined the provider team of Blessing Physician Services. Dr. Safar is a nephrologist, who specializes in kidney care and treating

diseases of the kidneys.

Dr. Safar attended Aleppo University Faculty of Medicine, Aleppo, Syria, then completed a residency in Internal Medicine at St. Joseph's Regional Medical Center, Mount Sinai School of Medicine, Paterson, NJ.

After completion of his residency training, Dr. Safar went on to complete a fellowship in Nephrology at SUNY Upstate Medical University, Syracuse, NY, and a fellowship in Geriatric Medicine at St. Louis University School of Medicine, St. Louis, MO.



Garry Sandhu, MD, has joined the provider team of Blessing Physician Services. Dr. Sandhu specializes in the medical and surgical treatment of problems that may arise along the urinary tract and has a background in advanced laparoscopic and robotic surgery, urologic oncology and cancer survivorship, men's health and general urology.

He completed his medical education and residency in Urology at University of Manitoba, Winnipeg, Manitoba, Canada. Dr. Sandhu went on to complete a Urologic Oncology Fellowship at Washington University School of Medicine, St. Louis, MO.

Since July 2013, Dr. Sandhu practiced urology at Washington University School of Medicine in St. Louis

He is board certified by the American Board of Urology and is a fellow of the Royal College of Surgeons of Canada.

**The following doctors have been selected for the Residency Program of the Southern Illinois University School of Medicine Center for Family Medicine – Quincy. They will receive three years of specialized training.**

**Blessing Hospital has been a proud sponsor of this award-winning physician specialty program for more than 30 years:**

Aurora Bell, DO, received her medical degree from A.T. Still University Kirksville (MO) College of Osteopathic



Medicine. Dr. Bell was born and raised in Hannibal, MO.

Kelsey Davis-Humes, DO, received her medical degree from the A.T. Still University Kirksville (MO) College of Osteopathic Medicine. Dr. Davis-Humes was born at Blessing Hospital and raised in Kahoka, MO.



Stephen Trevor King, MD, received his medical degree at St. George's University School of Medicine in Grenada.



Tilak Raj Pokharel, MD, received his medical degree at Manipal College of Medical Studies in Nepal and went on to complete a Physician Assistant degree at Rosalind Franklin University of Medicine and Science, Chicago, IL.



Dr. Pokharel worked as a family physician in Nepal and the Marshall Islands. Additionally, he has provided care as a Physician Assistant in the Blessing Hospital Emergency Center.

Mayank Sharma, MD, received his medical degree from Windsor University School of Medicine, St. Kitts and Nevis.



Katie Skaggs, DO, received her medical degree from A.T. Still University Kirksville (MO) College of Osteopathic Medicine.



## What is PM&R?

(continued from page 7)

The following information is from the American Academy of Physical Medicine and Rehabilitation ([aapmr.org](http://aapmr.org)):

Physical medicine and rehabilitation (PM&R), also known as physiatry or rehabilitation medicine, aims to enhance and restore functional ability and quality of life to those with physical impairments or disabilities affecting the brain, spinal cord, nerves, bones, joints, ligaments, muscles and tendons.

Unlike other medical specialties that focus on a medical "cure," the goals of the physiatrist are to maximize patients' independence in activities of daily living and improve quality of life.

Physiatrists are experts in designing comprehensive, patient-centered treatment plans and are integral members of the care team.

# “I’m glad I chose Blessing for my surgery!”

That was what a patient said after nominating the nurse who cared for her for a DAISY Award.

Through the international DAISY Award program, patients or their family members, visitors, doctors, hospital staff members and volunteers recognize the extraordinary care provided by nurses.

Since the last issue of Personal Blessing magazine, five more Blessing Hospital nurses have joined the ranks of DAISY Award winners.



**Kari Schmiedeskamp hugs Pam Shaffer upon receiving the DAISY Award.**

Kari Schmiedeskamp, RN, 2 North medical/surgical unit, received the DAISY Award for May 2016. Schmiedeskamp received two nominations: one from the daughter of a patient she cared for and one from students of Blessing-Rieman College of Nursing & Health Sciences who worked alongside Schmiedeskamp as part of their clinical experience.

Pam Shaffer nominated Schmiedeskamp for the care she provided to her mother, Faye Orr, after knee replacement surgery.

“How Kari handled the complexity of care of my mother was extraordinary. Kari’s gerontology knowledge and expertise with post-operative patients was excellent, definitely patient centered nursing. Kari, you are one of the finest of the finest in the nursing profession.”

Students of the Nursing 320 class said of their clinical experience working with Schmiedeskamp, “She represents how a great, compassionate nurse cares for patients. We would be honored to be the kind of nurse she is. Kari is a nurse I would trust with my family and my own life. She is an example of the reason we want to be nurses.”



**Elliot Kuida presents Claudia Coggeshall and Wayland Mutter with their Healers Touch carvings as part of the DAISY Award.**

Because a patient said she could not choose between the two nurses who provided care to her in the Intensive Care Unit, both nurses, Claudia Coggeshall and Wayland Mutter, received the DAISY Award for June 2016.

Coggeshall and Mutter were nominated by Mary Doan who said, “Each time they walked past my door, they looked in at me, smiled and waved. I didn’t feel

alone. They always watched and monitored me. This made me feel safe, secure, and allowed me to rest without worrying. They continually kept me informed. But most of all, they made me feel important. I felt like they genuinely cared about me, they were concerned about me and wanted the best for me.”



**Family members actually presented Melinda Heindselman with daisies at her award presentation.**

Melinda Heindselman, RN, Rehabilitation Services, received the DAISY Award for July 2016.

Heindselman was nominated by a patient who said, “Melinda is very kind and caring. She heard I have had several losses in my life. One day I was in extreme pain and was down. My family lives almost two hours away. Melinda took time out of her busy day to visit with me and make sure I was okay. She knew I was missing my kids, two grandkids and my dog. It meant a lot to me that she listened and really cared. After our visit, she gave me a hug. I’m glad I chose Blessing for my surgery!”



Shannon Zanger, RN, Blessed Beginnings, received the DAISY Award for August 2016.

Zanger was nominated by a patient and by her coworkers. The patient, Kayleigh Stratton, mother of Ben, said, “Shannon provided incredible support throughout my numerous hospital experiences this last pregnancy. My husband and I appreciated beyond words her friendliness, her incredible attitude, her genuine personality and her earnest passion for her job and love for all of her patients.”

Zanger and her husband, Jeff, are the parents of Easton Scott “Super E” Zanger, who passed away on December 8, 2012, at two years old, after a courageous battle against a rare genetic disease.

Zanger’s coworkers said in their nomination, “Shannon has experienced her own navigation of the health system with the long-term illness of her own son, the

unfortunate experience of his death and her own grieving process. As tragic as her circumstances have been, it has been to the extreme benefit of her patients.”



Shannon Zanger gets reacquainted with Ben Stratton after he and his mom nominated her for the DAISY award.

In accepting the DAISY Award, Zanger called her work on Blessed Beginnings a healing experience in her life.

Each DAISY award-winning nurse receives a certificate, DAISY Award recipient pin, hand-carved stone sculpture entitled, “A Healer’s Touch,” sculpted in Africa specifically for DAISY Award recipients, a DAISY Award banner to display in her department, a cake and cinnamon rolls to share with her coworkers.

DAISY stands for “Diseases Attacking the Immune System.” The family of a 33-year-old man who died of an immune system disorder began the program in 1999 to honor his memory by recognizing extraordinary nurses everywhere who make a difference in the lives of people by the work they do every day. There are more than 1,900 healthcare providers worldwide who participate in the DAISY Award program.

*DAISY Award nomination forms are located on all nursing units throughout Blessing Hospital, other locations on the 11th Street campus and on the Internet at [blessinghospital.org/daisy](http://blessinghospital.org/daisy).*



## Do Worthwhile Work Now

*[jobs.blessinghealthsystem.org](http://jobs.blessinghealthsystem.org) provides an updated, online look for employee recruitment.*

The site also serves as a database for a new-talent community. Candidates can upload a resume and their contact information without going through the entire application process. From there, recruiters can make contact.

# News**makers**

Proudly recognizing the accomplishments of these staff members

*Certification in a healthcare specialty is voluntary, providing patients and their families with confirmation that the provider caring for them has demonstrated experience, knowledge and skills in their area of specialty.*



**Katherine Berhost, RN, MSN**, 6 South/Pediatrics, has earned the status of Clinical Nurse Leader (certified), CNL(c), from

the Commission on Nurse Certification of the American Association of Colleges of Nursing.

The CNL brings a high level of clinical competence and knowledge to the point of care and serves as a resource for the nursing team. This master's degree-prepared clinician puts evidence-based practice into action to ensure that patients benefit from the latest innovations in care delivery. The CNL is a leader and active member of the interdisciplinary health care team.

Requirements for the certification include completion of a Master of Science in Nursing degree program, 300 practicum hours and passage of the CNL examination.



**Debra Derhake, RN**, Blessing Diabetes Center, has earned certification as a Certified Diabetes Educator (CDE) from the National

Certification Board for Diabetes

Educators.

A CDE is a health professional who possesses comprehensive knowledge of and experience in prediabetes, diabetes prevention and management. The CDE educates and supports people affected by diabetes to understand and manage the condition.

Requirements to earn CDE status include a minimum of two years professional practice experience, at least 1,000 hours of Diabetes Self-Management Education experience and passage of the Certification Examination for Diabetes Educators.



**Amanda Howard, RN**, Cardiovascular Unit, has earned Critical Care Registered Nurse (CCRN) certification from

the American Association of Critical Care Nurses.

Requirements for the CCRN certification include 1,750 hours of bedside care to critically ill patients in the two years prior to taking the certification examination, and passage of the examination.

Amanda is a member of the American Association of Critical Care Nurses.



**Laura Leapley, RN, MSN, BS**, nurse manager, 2 South medical/surgical unit, has earned Board Certification in Medical Surgical

Nursing (RN-BC) from the American Nurses Credentialing Center.

Among the requirements for certification are completion of 30 hours of continuing education, at least 1,000 hours of bedside medical-surgical patient care and passage of a written examination.

Laura is also a Board Certified Nurse Executive (NE-BC) and member of the American Organization of Nursing Executives.



**Deborah Landacre, RNC**, perinatal coordinator, Blessed Beginnings, has successfully met the requirements to maintain national

certification as an Inpatient Obstetric Nurse.

The credential is earned by meeting educational and practice requirements and passing an examination.

Deb is also a member of the Association of Women's Health, Obstetrics and Neonatal Nurses.



**Nicole Leerhoff and Angie Loos**, registered nurses and instructors with Educational Services, have earned their Master of Science in Nursing (MSN)

degrees from Western Governors University.



Loos

Nicole holds the status of Certified Rehabilitation Registered Nurse and has worked on Blessing's Rehabilitation, Skilled Nursing and medical/surgical units before joining Educational Services as an Instructor.

Angie holds the status of Certified Medical Surgical Registered Nurse and provided patient care on the medical oncology unit before joining Educational Services as an instructor.



**Connie Scott, MS, RN, NEA-BC,** administrative director, Specialty Care Services, has earned recertification as a

Nurse Executive Advanced-Board Certified (NEA-BC) from the American Nurses Credentialing Center.

NEA-BC status provides a valid and reliable assessment of the clinical knowledge and skills of the nurse charged with managing the daily operations of a unit or service line.

Recertification requirements include having completed 150 hours of continuing education in nursing administration within the last five years.



**Marilyn Shepherd, MSN, MBA, RN,** associate professor, Blessing-Rieman College of Nursing & Health Sciences, has earned her Doctorate in

Nursing from the University of Missouri-Columbia.

Dr. Shepherd's dissertation examined, "Information technology use in the prediction of rapid response episodes, pressure ulcer status and 30 day readmission."

She is a Certified Diabetes Educator (CDE), a Certified Nursing Educator (CNE) and Certified in Wound, Ostomy, Continence Nursing (CWOCN).



Husband and wife, **Chris and Erin Skogsberg,** have earned advanced nursing certifications.

Chris, charge nurse, 2 South medical-surgical unit, earned certification in Medical Surgical nursing from the American Nurses Credentialing Center.



Among the requirements for certification are a minimum of 2,000 hours of medical-surgical patient care nursing over the past three years and passage of a written examination.

Erin, RN on 6 South Pediatrics, earned board certification in

Pediatric nursing (RN-BC) from the American Nurses Credentialing Center.

Certification requires a minimum of 2,000 hours of medical-surgical patient care nursing, more than 30 hours of continuing education and passage of a written examination.



**Ann St. Clair, RN, BSN, CAPA,** One Day Surgery, met the requirements of American Board of Perianesthesia Nursing and earned

recertification as a Certified Ambulatory Perianesthesia Nurse (CAPA).

The CAPA nurse has received extra training and completed the examination to be certified in the care of patients both before and after the administration of anesthesia, sedation, or analgesia.

Recertification requires a minimum of 1,200 hours per year of perianesthesia nursing practice as a registered nurse for a three-year period and 90 hours of continuing education.



**Brandi Venvertloh, MSN, RN, CPN,** assistant professor, Blessing-Rieman College of Nursing & Health Sciences, was recognized as

one of the "40 Under 40 Emerging Nurse Leaders in Illinois" for 2016 by the Illinois Nurses Foundation.

# News**makers**

The award celebrates and encourages dedication to the nursing profession, dedicated service within the community and the promise to grow in leadership for the advancement of nursing in Illinois.



**Wendy Walker, RN**, Post Anesthesia Care Unit, has earned Certified Post Anesthesia Nurse (CPAN) certification from the American Board of Perianesthesia Nursing.

Post anesthesia nurses care for patients who have just come out of surgery, monitoring their initial recovery.

Requirements included a minimum of 1,800 hours of direct clinical experience and passage of the CPAN examination.



**Lori Wilkey, RTRM, MBA**, accepted the position of the Administrative Director of Surgical Services.

Lori has been a part of the Blessing Hospital team since 1989, as a Registered Radiologic Technologist in Radiography and Mammography, Manager of the Blessing Breast Center and Director of Radiology & Cancer Center. She maintains responsibility for the Cancer Center in addition to Surgical Services.

Lori received her Master's in Business Administration degree from William Woods University, Bachelor's degree in Healthcare Management from Ottawa University and diploma from Blessing Hospital School of Radiologic Technology.

The following Blessing Health System nurses recently had research published:

**Ellen Halfpap, RN**, nurse manager, Post Anesthesia Care Unit and members of her team, **Kathy Bracy, RN**, and **Mary Ann Cornwell, RN**, published their original article, "Staff Developed PACU Acuity Scoring Grid" in the *Journal of Perianesthesia Nursing*, August 2016, Volume 31, Issue 4, Pages 303-308.

Blessing-Rieman College of Nursing & Health Sciences faculty members **Ann O'Sullivan, MSN, RN, CNE, NE-BC, ANEF**, and **Pam Brown, PhD, RN**, collaborated with four other authors on, "Nurses Perception of Current and Future Scope of Practice Issues in Illinois, published in *The Nursing Voice*, 4(1), 6-7.

**Blessing Hospital: *Delivering care to you and your loved ones that is recognized by U.S. News & World Report and the Leapfrog Group.***



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HEART FAILURE**

For more information go to  
<http://health.usnews.com/health-care>



To see Blessing Hospital's full grade visit  
[www.hospitalsafetygrade.org](http://www.hospitalsafetygrade.org)

# Giving Society

Programs, services and new technology featured in this issue of Personal Blessing are made possible in part by donations to Blessing Hospital and The Blessing Foundation. The Giving Society is an honor roll of those showing love through charitable giving of \$100 and above. Gifts below were received for the following services: Blessed Beginnings, Blessing Hospice & Palliative Care, Blessing Hospice of Greene County, Blessing Hospice of Hancock County, Blessing Hospice of Pike County, Blessing Hospital, Blessing Nurses Alumni Association Scholarship Fund, Blessing-Rieman College of Nursing & Health Sciences General Endowment, Blessing-Rieman College of Nursing & Health Sciences Unrestricted, Breast Services, Cancer Center & Radiation Services, Heart & Vascular Center, Hospice Fundraising & Special Programs, Quincy Hospitality House, Respiratory Services, and The Blessing Foundation – Unrestricted.

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May 1, 2016 to July 31, 2016

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Community Cancer Crush

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 TownSquare of Quincy/Hannibal  
 Tri-State Lugnuts  
 Wagner Seed and Supply Co., Inc.  
 \*designates deceased

## Sharing a taste of heaven

Donors to the HOPE Project of Blessing Hospice & Palliative Care through The Blessing Foundation gave Lee Voss a little taste of heaven before he passed away on June 15, 2016.

Lee spent most of his life in Alabama, moving to western Illinois to be with his dying sister a short time before he also fell ill.

After being diagnosed with terminal cancer, Lee moved into the Montebello HealthCare Center in Hamilton, IL, and became a patient of Blessing Hospice & Palliative Care.

As Lee's battle with cancer drew to a close, his Blessing Hospice caregivers asked what he wanted most of all?

"He told me how much he missed shrimp gumbo," said Jessica Ellefritz, LCSW, social worker.

Jessica and her coworkers set out on a mission to bring Lee the Cajun cuisine he wanted.

The team located The Gumbo Shop in New Orleans and ordered dinner for 12 to be shipped overnight to Montebello HealthCare Center, with funds from HOPE Project donations.

"He just smiled throughout the whole evening," Jessica said. "He enjoyed seeing everyone else enjoying the meal. It was perfect."

By the time of Lee's special meal, his strength was gone. While his smile still beamed, his words were few and labored. He was only able to answer the question of what the care of Blessing Hospice had been like for him.

"Beautiful," the 80-year-old said.

Lee Voss died one day after he shared his taste of heaven with family and friends.



Donations to the HOPE project allow Blessing Hospice & Palliative Care to grant patients' final wishes when possible, like this gumbo dinner for Lee Voss (seated at the head of the table) to which he invited his son and daughter-in-law and his caregivers from Blessing and Montebello.

## Why one woman gives Blessing a 5-star rating



Carla Winters and friends on vacation in the Quincy/Hannibal area.



The brick in the Blessing Founder's Garden in memory of Carla's mother, Thelma "Kate" Moore.

**M**y name is Carla Winters. I am from Greenfield, in Greene County in central Illinois. My mother, Thelma (Kate) Moore passed away 10 years ago from cancer. We chose Blessing Hospice as one of her memorials. Later I received a letter from The Blessing Foundation telling my family that there was a brick in memory of her in the Founder's Garden outside the main entrance to Blessing Hospital. This had been done because over \$1,000 had been given to Hospice in her honor.

I haven't been to Quincy, so I and eight of my friends visited there for a long weekend.

We went to the Founder's Garden to find the brick. We found lots of bricks from Greene County, but for some reason; even with nine of us looking we couldn't find the one we were looking for. We went inside and asked if anyone could help us, but it was Sunday and the business office was closed. So I said I would call the next morning and see what I could find out.

On Monday morning, I called The Blessing Foundation office and talked to Reta.\* She said she had the map showing the exact location of all the personalized bricks. She told me that when we got to the Founder's Garden I should call her and she would come and show us where the brick was.

Of course, we had just overlooked my mother's brick. I guess we were just looking too hard!

Reta was so nice to come help us, just like the Hospice nurses that helped during my mother's illness. My family was very pleased with the help from them and the excellent care they gave her.

I would give them all a 5-star rating and highly recommend Hospice to anyone with a terminal illness.

\*Reta Richmond is the Administrative Assistant in The Blessing Foundation.

R E S I D E N T

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