

MOMENTUM

Moving critical access and rural hospitals and their communities forward

Becoming the Footprint for Rural Health

ICAHN to break ground on new facility

From meager but spirited beginnings, the Illinois Critical Access Hospital Network opened its doors in two small basement rooms of a local Princeton attorney's office back in 2003. Fourteen years later, ICAHN will break ground on a new 6,500 square foot facility located in the City of Princeton's Technology Park, less than a mile from its current location.

"We sincerely thank the ICAHN Board and our hospital membership for their support and approval of the construction of our new site," said Pat Schou, ICAHN Executive Director. "With 14 staff currently functioning in four single offices, we have literally outgrown our space here. The new building is designed to not only accommodate our existing staff, but will offer extra space for growth of up to 20 employees."

The ICAHN office was moved in 2007 to Scott Brothers Insurance Agency (now Dimond Bros.), on Backbone Road in Princeton. The new space originally accommodated five staff, with two private offices, an open area for the receptionist and staff members, a furnace/IT server room, a conference room, small kitchen, and two bathrooms.

As staffing grew, the office was expanded in 2010 and 2012 to add two more private offices, and again, in 2015, when two additional offices were added, along with individual workstations in cubicles. One staff



member was moved to the conference room, other staff doubled up in existing offices, and the copier was moved to the rear entrance. Recently, ICAHN lost two offices to Dimond Bros., displacing four employees and creating a real pinch for space.

The new office will be built on 2.53 acres in the city's Technology Park, which is "build ready" and designed for new business and commercial use. The new facility will house 16 offices, a training room with advanced AV capabilities for up to 40 people, ample storage for files, supplies and equipment, an IT server room, kitchen, and a small conference room.

Options for expanding/buying the existing site, moving to an existing building in Princeton or elsewhere, or building were all extensively explored. Following a visit to the existing facility at the March 2017 Board meeting, the Board voted to build a new office and seek a USDA direct loan to finance the project. Member ratification of the decision was obtained during the member meeting in May.

"The current office is 2,380 square feet, but we actually need 4,500 square feet," said Schou. "We have needed additional space for several years but waited to see the impact of ACA changes and the financial position of the network before fully developing building plans. It's a process that's been in the works since 2014."

The monthly cost to ICAHN is expected to increase about \$1,500 per month from its current lease situation. There are no expected additional dues increase or assessment for members. Next steps include submitting the USDA loan application, obtaining the architect's final review and the needed construction permits, and then commencing with building.

"We are excited to begin this process and expect to be 'move-in ready' in six to nine months," said Schou. "I truly believe with this move, ICAHN will be the footprint for rural health." ICAHN will celebrate 15 years of service to its critical access and small and rural hospitals in May of 2018.

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Enjoying the fruits of their labors

Community Garden contributes to Kirby's 'Apple a Day' Cafe menu

Fresh from the farm now translates to fresh from the hospital grounds as Kirby Medical Center serves as host, for the second year, to the Monticello Community Garden.

"Growing our own fruits and vegetables has worked well in multiple ways for us," said Sara Wade, Kirby's Director of Food and Nutritional Services. "It's been a labor of love to plant and nurture this garden during the early phases and has been extremely rewarding now to see staff and community visitors alike harvest the produce and actually taste the 'fruits of our labors'."

Staff, community visitors, and patients also have the opportunity to eat these homegrown vegetables as Kirby's 'Apple a Day' Cafe food service personnel have incorporated them into weekly menus. For instance, one of the cafe's menus had offerings that included vegetable lasagna, fresh cantaloupe, mozzarella caprese salad, and eggplant dip.

The garden is located on land just south of the medical center building. The plot include zucchini, yellow squash, tomatoes, peppers, eggplant, watermelon, cantaloupe, and fresh herbs.

In its pilot year, organizers engaged 10 participant 'farmers' to plant, care for, and harvest the plants, but there continues to be room for almost double that number should others decide to participate.

"The idea of a community garden had been brewing for a couple of years and became a

It's been a labor of love to plant and nurture this garden during the early phases and has been extremely rewarding now to see staff and community visitors alike harvest the produce and actually taste the 'fruits of our labors'. — Sara Wade, Director of Food and Nutritional Services

reality through a collaborative effort between Kirby Medical Center, the University of Illinois Extension Service, and the City of Monticello. Kirby provided the land, Extension staff helped with day-to-day monitoring, and the City provided the water. Fees paid by the gardeners help reimburse the City for water use.

To date, there have been several experienced gardeners participating, including a group of Master Gardeners, but there has also been interest from rookies who want too 'try things out' in a more controlled setting.

"That was the purpose of it, for folks who don't have the sun they need or the space, to have a garden of their own, plus it gives them the chance to interact with the experienced gardeners," said Karyn Traum, a horticulture specialist with the DeWitt, Macon, and Piatt County Extension Unit. "It's a good way to try your hand at gardening and see if you have a 'green thumb' or not."

Traum also said the Community Garden provides a landing spot for those wishing to transplant



items into their own yards including flowers, which currently dot the garden with color.

Growers have the choice of a 12x12-foot or 12x24-foot space. A nominal cost of \$30 is requested for the smaller space and \$50 for the larger one, with a \$30 deposit. The deposit is paid back if the plot is cleared and ready to be tilled at the end of the season.

"All you need is a hoe, a back, some sweat, a little space to plant, and the desire to make it succeed," said Wade.

In addition to having food fresh-picked from the garden, Kirby Medical Center has also seen cost-savings in their food budget for having become a partner in this collaborative.

"It's just another great way to provide a healthy activity, the means to exercise and socially interact with others, and also enjoy some really great and nutritional food," said Wade. "It's a win for everyone."

Issuing a Fond Farewell



After 13 years of dedicated service to ICAHN, Matt Comerford, Director of Finance and Operations, will be furthering his career as Regional Controller for Lutheran Life Communities' Ottawa and Bloomington, IL locations. As one of only three original ICAHN employees, he was honored on June 21st with a party, plaque, and several presentations.

Shown below are some memories of his time helping to shape the organization and his plans for the future.

TITLES THROUGHOUT THE YEARS: Administrative Assistant, Operations & Grants Coordinator, Operations, Finance & Grants Manager, Director of Finance & Operations

EDUCATION: Bachelor of Science, Business Administration Management, 2003; and Master of Science, Public Health-Health Services Management, 2014

HISTORY WITH ICAHN: I started with ICAHN in February of 2004 as a part-time administrative assistant. Initially, the job consisted of stuffing envelopes and answering phones two days a week. The two days a week turned into full-time by May of that same year. I wanted a career where I could use my college education, so I decided to stick with it. As the organization grew, so did the position and responsibilities. Before I knew it I was training on the accounting system, grants

administration, and everything in between. Thirteen years later, I can say that the opportunities ICAHN provided were far greater than those I would have obtained anywhere else.

THOUGHTS ON TENURE WITH ICAHN: I believe that I, along with many of ICAHN's earliest employees/consultants, helped set a tone for the organization in terms of providing a high level of professionalism, customer service, and responsiveness to member needs. I am pleased that this tradition carries on today with an expanded ICAHN staff who are all very much member-centric.

FRIENDSHIPS MADE AND PEOPLE WHO IMPACTED YOUR LIFE: There were too many friendships formed over my 13 years at ICAHN to do justice in this spotlight, but I was fortunate to have always been surrounded by extremely talented mentors, teammates, and member hospital leaders. I can honestly say I learned a lot from them all.

As for impact on my life, I really developed a strong admiration for the dedicated rural health providers who are faced with seemingly insurmountable challenges every single day. I have appreciated the tenacity of our membership to keep pushing forward, and never take no for an answer. When faced with dead-ends, we've blazed trails. I've seen the power of the collective group mobilize multiple times over the years for change, and it was an impressive sight. The passion and

energy our members give to ICAHN is incredible, especially considering they all have many other important responsibilities to attend to as well.

WHAT WILL YOU MISS THE MOST: I fondly remember the first ICAHN location at 10 Park Avenue West in Princeton. It was a tiny three room space in the corner of a local law office's basement across the street from our county courthouse. It was an interesting location, and before long I realized my daily walks to the mailbox might entail seeing an inmate in an orange jumpsuit being led to trial.

Our office had wood paneled walls, poor parking, one small bathroom we shared with the attorneys, and a periodic ant problem in Pat's office. We had a small copy room that separated the two slightly larger office spaces. Pat had her space and then there was a space I shared with Bill Spitzer, who was ICAHN's first special consultant, and then later with Don Evans, who worked on education and quality programs. Apologies are in order to both of those gentlemen as they had to endure the constant low rumble of my daily sports radio programs.

Shortly thereafter, we hired Holly Lendy who had a small desk nestled between the copy machine and a storage cabinet.

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It was common for us to set up a card table for additional workspace in either of the two larger spaces when guests were expected, and equally common for us to have more people packed into the office space than was probably allowable by the local fire code. I don't recall anyone ever really complaining about it though. It just was what it was, and we dealt with it.

It is enjoyable for me to remember where it all began, especially now that ICAHN is about to break ground on its very own building. I can't help but feel proud of how far the organization has come and will certainly be in attendance when the west wing is dedicated in my honor. lol.

ADVANCING YOUR CAREER: I truly believe that my experience with ICAHN will serve as a springboard for any future success I have. I was provided an opportunity by a new organization with far more responsibility than many people my age had at the time, and it was a challenge.

I didn't have a lot of peers as there weren't ICAHNs on every block, so I focused on learning from the older, more experienced professionals I worked with. I believe that was a tremendous benefit to my development and would not trade



the experience for anything. I consider myself lucky to have had such great mentors and teammates throughout my career with ICAHN.

My desire to move on was simply derived from



Celebrating Matt's Master's Degree

wanting to take what I've learned here and seek out new challenges. I feel great satisfaction that I am leaving on excellent terms with the organization that gave me my first "shot" and will always admire ICAHN from afar.

Leading the charge

ICAHN plans 2017 Executive Leadership Summit

Registration is underway for the 2017 ICAHN Executive Leadership Summit: "*What it Takes to Lead*." Organized by ICAHN Professional Education Services, the event includes both in-person workshops and webinars.

The first in-person session will be held on Tuesday, August 22 from 9 a.m. to 3:30 p.m. at O'Shea Builders Training Facility, Springfield, IL. Andy Kauffman will present "*Leading the Charge: Influencing, Decision-Making, and Relationships*."

This event will be followed by a series of four webinars, the first of which will be held on Tuesday, August 29 from 11 a.m. to noon. Eunice Chaney will present "*Leadership: Louder than Words, Being C-Suite Ambassadors of Patient Safety*."

Amanda Basso will lead the second webinar, "*The Courage to Lead*" from 11 a.m. to noon on Tuesday, September 12; and Lance Keilers will present "*Financial Leadership: A Project Analysis*" on Tuesday, September 19 and October 3, also from 11 a.m. to noon.

The Summit concludes on Thursday, October 12, with another in-person workshop, "*Leading the Team: Understanding the People*



Side of Teams" from 9 a.m. to 2 p.m., with located yet to be determined. This final session will be conducted by Steve Thomas and Pat Schou.

Cost to participate is \$200 per individual (or \$150 for Gold Member hospitals and \$180 for Silver Member hospitals). There will be a maximum of 40 participants, and 14.5 ACHE credits will be given. Registration is now available at www.icahn.org/professional-education or by calling Kathy or Liz at 217.223.0452.

Carlinville Area Hospital offers 'High School to Healthcare'

Carlinville Area Hospital's "High School to Health Care" (HS2HC) is a complimentary class offered to area high school students interested in pursuing a career in healthcare.

Students meet and learn from professionals in nursing, laboratory science, respiratory therapy, pharmacy, radiology, physical and occupational therapy, and behavioral health over the course of 8 weeks, meeting one evening per week.

The classes are based around a hypothetical case study of a medical situation and an injured or ill patient. Each profession teaches students how their profession helps the patient during the course of their recovery.

The classes offer hands-on learning opportunities, introduces them to medical equipment, discusses education requirements, career options within each field, expected career growth, and much more. Twelve students from four Carlinville area high schools completed HS2HC in April. For more information about the program, contact Tanya Kessinger at 217-854-3141 Ext. 373.



ICAHN is seeking applicants for two positions: **Director of Finance, Princeton**, and also **Project/Business Manager for IT Services, Springfield, IL**. Interested candidates can visit www.icahn.org for more information or call Pat Schou, Executive Director, at 815.875.2999.



Worthington Square
at Illini Community Hospital

Worthington Square is a state-of-the-art, 10 patient bed Geriatric Psychiatric Unit located on the 2nd floor at Illini Community Hospital in Pittsfield, Illinois. At *Worthington Square*, we specialize in treating and relieving patients age 55 and older with acute psychiatric and behavioral symptoms.

Some of the Symptoms We Treat Include:

- Delusions
- Psychoses
- Social Withdrawal
- Anxiety and Stress Related Issues
- Acute and Chronic Depressive Illness
- Sudden or Unexplained Changes in Behavior
- Alzheimer's Disease and Dementia with a Concurrent Psychiatric Need



Practice steps for cyber attack response

This article is provided courtesy of Roger Clayton and Greg Rastatter of Heyl, Royster, an ICAHN Preferred Business Partner. Heyl Royster's healthcare team seeks to provide high quality and affordable legal services specific to the unique needs of critical access hospitals in the state of Illinois.

The Office of the Inspector General has recently published a helpful summary of the responses required and suggested in the event of a cyber attack. In the event of a cyber-attack or similar emergency an entity must:

1. Execute its response and mitigation procedures and contingency plans (*such as fixing any technical or other problems to stop the incident and taking steps to mitigate any impermissible disclosure of protected health information*).
2. Report the breach to OCR as soon as possible, but no later than 60 days after the discovery of a breach affecting 500 or more individuals, and also notify affected individuals and the media, unless a law enforcement official has requested a delay in the reporting.

OCR presumes all cyber-related security incidents where protected health information was accessed, acquired, used, or disclosed are reportable breaches unless the information was encrypted by the entity at the time of the incident or the entity determines, through a written risk assessment, that there was a low probability that the information was compromised during the breach. An entity that discovers a breach affecting fewer than 500 individuals has an obligation to notify the



individual without unreasonable delay, but no later than 60 days after discovery; and OCR within 60 days after the end of the calendar year in which the breach was discovered.

Additionally, an entity **should:** (1) report (*not including protected health information*) the crime to other law enforcement agencies, which may include state or local law enforcement, the FBI, and/or the Secret Service; and (2) report all cyber threat indicators to federal and information-sharing and analysis organizations (ISAOs), including the Department of Homeland Security, the HHS Assistant Secretary for Preparedness and Response, and private-sector, cyber-threat ISAOs (*again, not including protected health information*).

In addition to the above, it is important to remember the background due diligence required of hospitals long before any such incident should occur. As in the case of any

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industry in the rapidly advancing field of technology security (*coupled with the ever changing regulations in healthcare*), perfection is not the goal. No one can prevent all cyber attacks or breaches of patient information. What is required, however, is that healthcare providers erect and maintain a culture of compliance, properly documented, so that in the inevitable event of a problem, your files are in order to mitigate any penalties and fines that may come into play. Evidence of long-term background preparation from a provider will pay real dividends in such events.

FBI agents to be featured at annual ICAHN Cyber Security Conference

FBI Special Agents Michael Maguire and Chris Anglin will serve as the keynote speakers for ICAHN's 2017 Cyber Security Conference on Tuesday, July 25 from 9 a.m. to 3 p.m. at the Illinois Education Association, 3440 Liberty Drive, Springfield, IL.

They will discuss the nature of intruders, the targeting of victims, and schemes and attack techniques. Ryan Morgan, ICAHN Chief Infor-

mation Strategy Officer, and Ryan Sierman, ICAHN Chief Information Officer, will follow this presentations with "What You Should Know to Protect Yourself and Your Hospital."

Break-out sessions will include a segment on "Cyber Liability and Cyber Insurance: What You Should Consider," presented by Brenda Niederbrach, MLIS, Illinois Marketing Manager, Arlington Roe. Agents Maguire and Anglin

will then round out the day's education with a session on Cyber Security: Defenses and Incident Response," focusing on user level actions, enterprise level actions, and working with law enforcement, security firms, and industry partners. A question and answer panel concludes the event.

To register, visit www.icahn.org/professional-education. Cost is \$85 per individual.



Creating Connections: Building for the Future

'Call for Presenters' issued for ICAHN's Annual Conference

ICAHN is issuing a **Call for Presenters** for its 17th Annual Conference on November 14 and 15, 2017 at the I Hotel in Champaign, IL.

We are looking for timely and relevant presentations delivered by enthusiastic and knowledgeable presenters that address the ever-changing landscape of rural healthcare. This conference is for hospital and rural health care CEOs, CFOs, COOs, top management, and board members who are looking for the latest information about issues that impact their hospitals. Break-out sessions will be held on November 15, and plenary sessions will be held on both days.

We are looking for presentations that focus on hospital leadership, financial leadership, quality, hospital operations, wellness, or board

governance. Audio and visual equipment will be available.

Presentations will be selected based on relevance, interest, and merit; as well as speaker knowledge and experience. Proposals must include a completed application and presentation summary and are due by Thursday, July 13, 2017. Letters of acceptance will be sent electronically by July 31, 2017.

Presentation expectations include:

- Conference sessions/break-out sessions are 50 minutes long and should include time for a question and answer period.
- Sessions may be delivered by a single presenter or as a panel presentation. All speakers must be identified at the time of submission.

- If your proposal is accepted, you are required to complete all paperwork and send a copy of your PowerPoint to ICAHN by the deadline included in your letter of acceptance.
- Sales presentations of any kind will not be accepted.

Accepted presenters will receive one complimentary registration to the conference. Transportation, meals, and lodging are the responsibility of each presenter and will not be reimbursed. All submissions must be made online. Please complete the online form that will ask for presentation title, objectives, presentation summary, and presenter expertise. Visit www.icahn.org/professional-education for the form or call Kathy Fauble at kfauble@icahn.org for more information.

Nominations now taken for Young Leader and Innovation of the Year honors

Registration for the 2017 ICAHN Annual Conference will be open by Monday, July 10 by visiting www.annualconference.events.icahn.org. A link to secure hotel accommodations is available now.

Those interested in participating in the Hospital "Innovation of the Year" project or the "Outstanding Young Leader" honor are encouraged to visit the same site for details. Regarding the "Outstanding Young Leader," all ICAHN member hospitals are eligible to submit one or more nominations. Nominees must have five years or less of leadership experience

at your critical access or small, rural hospital. The "Outstanding Young Leader" and "Innovation of the Year" winners will be recognized on November 14th at the I Hotel and Conference Center, Champaign. Submission deadline is Friday, October 6 for both awards. The Hospital "Innovation of the Year" applications are also available. Innovation projects showcase hospitals that find creative ways to motivate and inspire staff, improve patient relationships, implement new process flow or lifesafety improvement, or create a successful community project.

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