

TOWN HALL

WrapUp

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WINS!

- Diagnostic Imaging reported a great month of volumes and revenue'
- We have hired 2 new employees under 18. One in the Dietary department and one as a CNA on Med-Surg. Thank you to Jerrold for coming in on Saturday for orientation since they could not come during the weekday.
- REAP resulted in a full 6% credit
- The MAPS project the clinics and the AMA partnered with is moving forward. The AMA provided \$15,000 to purchase automatic B/P machines for use in the Primary Care clinics.
- We are excited to be adding several new CNAs to our team! Please join us in welcoming them and offering support as they get settled into their roles. We appreciate everyone who helps create a positive start for our newest team members.



PERFORMANCE LEADERSHIP AWARD 2025



As part of National Rural Health Day, Sparta Community Hospital is proud to announce that it has earned a 2025 Performance Leadership Award for excellence in Patient Perspective.

This recognition, compiled by The Chartis Center for Rural Health, honors rural hospitals that achieve top-quartile performance—meaning scores in the 75th percentile or higher—in key areas that reflect patient experience and overall quality of care.

SCHD to Assume Ownership of Moody Pharmacy

Sparta Community Hospital District (SCHD) and Moody Pharmacy are pleased to announce that Sparta Community Hospital District plans to assume ownership of Moody Pharmacy within the coming weeks.

The decision reflects a shared commitment to expanding healthcare access, streamlining services, and strengthening community wellness.
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SPARTA
COMMUNITY HOSPITAL

Pharmacy Continued...

By bringing Moody Pharmacy under the District's ownership, SCHD and Moody Pharmacy aim to ensure the long-term sustainability of retail pharmacy services in Sparta while maintaining continuity of care and trusted relationships built over decades.

With this change, SCHD and Moody Pharmacy will be able to coordinate pharmacy and clinic services more closely, creating a more connected care experience for patients. This alignment will help improve communication between providers and pharmacists, support medication management, and make it easier for patients to receive the care they need — all within the community.

As part of the transition, current Moody Pharmacy employees will become employees of Sparta Community Hospital District, ensuring a seamless experience for patients and continued collaboration among familiar faces.

"This agreement represents a shared commitment to ensuring our community's health and well-being for years to come," said Joann Emge, CEO of Sparta Community Hospital District.

"Pharmacies play a vital role in keeping healthcare accessible in rural communities, and this partnership reinforces that commitment."

"We're really excited to join Sparta Community Hospital District," said Leslie Sauzek, PharmD, of Moody Pharmacy. "For us, it's about focusing even more on patient care — expanding what we can offer, strengthening access, and making sure our pharmacy services stay strong and sustainable for years to come. Our patients deserve dependable, local care, and this partnership helps us keep it that way."

Seamus Kloos, PharmD, added, "Partnering with the Hospital District just makes sense for our community. By pooling our resources and strengthening our purchasing power, we can build a more complete and sustainable pharmacy model that will serve patients well into the future. At the end of the day, it means better service, better support, and long-term stability for the people who count on us every day."

There will be no immediate changes to services following the transition. Patients can continue to expect the same friendly staff, convenient access, and personalized care they have always received.

Further updates will be shared as the transition is completed.

Provider/Service Line Updates

Gastroenterology

As shared last month, Dr. Aliperti will be transitioning into retirement. However, we're pleased to share an update — he has agreed to stay on through March, allowing us additional time to ensure a smooth and seamless transition for our GI service line.

Rheumatology

We're pleased to announce that Dr. Umar Daud, a rheumatologist with more than 20 years of experience, will join us as a visiting specialist beginning in January. Dr. Daud currently practices with SSM Health and completed his rheumatology training at St. Louis University Hospital. We're excited to expand rheumatology access for our community and look forward to his partnership.

Family Practice

Dr. Chung will be out until December 1 due to a family emergency.

Dr. Oyelana continues to see patients at Marissa Medical Clinic on Fridays.

Radiologist Coverage Update

We are pleased to share that we have finalized a contract with CIRA to continue providing radiology services through 2026. As part of their operational adjustments, onsite coverage will be reduced to one day a week starting in January. However, we will continue to have a dedicated radiologist reading our studies remotely every day to ensure timely interpretations and uninterrupted service.

Service Line Updates

Phishing Alert Reminder

We continue to see an increase in phishing attempts across the organization. Please stay vigilant and report anything suspicious.

If you receive a suspicious email:

- Do not click on any links or attachments.
- Do not reply to the message.
- Report it to Sophos by clicking the “Report To Sophos” button in Outlook (located in the toolbar).
- Delete the email only after submitting your report.



Taking a moment to report these attempts helps protect our entire organization.

Thank you for helping keep our systems safe.

Quality Update

Our ACHC survey window opens February 27, and preparation is officially underway. To ensure we are survey-ready, departments should begin focusing on a few key areas:

- Remove all cardboard from clinical and storage spaces
- Check for and discard outdated supplies
- Identify unused dispensers and notify Maintenance for removal
- Update all bulletin boards with current, required information
- The Quality Team will begin environmental safety rounds to help identify and address issues early

Thank you for your attention to these details as we work together to maintain a safe, compliant environment for our patients and staff. If you have questions, please reach out to Sue or Jo.

Upcoming Events

Healthy Holiday Hustle - November 29, 2025

Run, walk, or cheer in our festive 5K and Fun Run/Walk supporting the Sparta Police Department's Shop With a Cop program.

[Click to Learn More](#)

NAMI Connections Support Group - 1st Tuesday of Every Month

Free, peer-led group for adults living with mental health conditions. Listen, share, learn and find encouragement in a safe space. Hospital Cafe' @ 7:00 p.m.

Safe Sitter - Monday, December 22, 2025

Safe Sitter® is designed to equip students with the skills they need to stay safe, respond to emergencies, and care for children responsibly

[Click to Learn More](#)

Employee Appreciation Party - Saturday, January 19, 2026

Come dance the night away with Champagne Fixx! Celebrate and enjoy an evening of great music, food, and fun.

Employee Health Reminder: Flu Season & COVID Protocols

As we move through flu season, please remember:

- All non-vaccinated employees must wear a surgical mask while in the facility.
- This is part of our COVID and respiratory illness precautions to keep patients and coworkers safe.

COVID Testing & Return-to-Work Guidelines

Staff should get tested as soon as they experience symptoms. The clock starts when the employee tests positive—not when symptoms begin.

If positive:

- Day 1 = the day of the positive test
- 5 consecutive days off work are required
- May return to work once they are:
 - Fever-free for 24 hours
 - Experiencing marked improvement in symptoms
- Must wear a mask for 5 additional days upon returning

We continue to follow return to work guidelines set forth by IDPH and CDC for healthcare workers.

Phone Etiquette: Creating a Consistent First Impression

For many people, their first experience with Sparta Community Hospital happens over the phone. How we answer, listen, and respond sets the tone for the entire interaction — and reflects our commitment to Care with Purpose.

Every call is an opportunity to reinforce who we are as an organization. When we take ownership of the caller's experience — from the greeting to the handoff to the closing — we build trust, reduce frustration, and create a consistent brand experience that matches the care we provide in person.

Answering the Call

Great service starts with the basics:

- Answer within 3 rings
- Give a warm, friendly greeting

“Good morning, Sparta Community Hospital. This is _____. How may I help you?”

- Listen without interrupting
- Address their needs or connect them with the right person

A strong opening shows professionalism and assures callers they've reached someone who is ready to help.

Warm Transfers: Owning the Call

Warm transfers are more than simply transferring a call — they are about owning the interaction from start to finish.

Before transferring:

- **W.arn** the caller that you will need to make a transfer.

“Ms. Jones, I will need to transfer you to scheduling.”

- **A.sk** permission to place them on hold.

“May I put you on hold?”

- **R.ecap** the situation to save the caller from having to repeat the same information over and over.

“Jenny, I have Ms. Jones on the line and she would like to schedule an appointment.”

- **M.ake** the introduction before hanging up.

“Ms. Jones, I've got Jenny on the line and she will help you schedule your appointment.”

This approach prevents callers from repeating information, reduces frustration, and creates a seamless experience.

Closing the Call on a Positive Note

How you end a call is just as important as how you begin it. A thoughtful closing leaves the caller feeling supported and confident in their next steps.

Best practices include:

- Offering additional assistance:

“Would you like directions on where to park?”

“Is there anything more I can assist you with?”

- Recapping what happens next:

A brief summary to ensure clarity.

- Expressing appreciation:

“Thank you for calling.”

A positive closing reinforces our values and ensures the last impression is a lasting one.

Facilities Update: Progress Report Shared with the Board of Directors

This month, our Facilities team had the opportunity to present a comprehensive update to the Board of Directors, highlighting the significant progress made across our campuses and outlining key projects underway and planned for the coming months. Their report showcased the tremendous effort that goes into maintaining a safe, efficient, and welcoming environment for our patients, visitors, and staff.

Completed Projects

Several major projects have recently been finished, including:

- Chiller System Replacement – ensuring consistent and reliable climate control
- Solar Project Installation – improving energy efficiency and reducing long-term utility costs
- Sparta Medical Office Remodel – refreshed spaces that enhance workflow and patient experience
- Concrete Refinishing – improving safety and appearance in high-traffic areas
- Patient Room Shower Renovations in Rooms 113 and 115
- Security Workstation Build-Out – strengthening monitoring and security capabilities



Projects in Progress

The Board received updates on several key initiatives currently underway:

- Drainage Improvements at the Family Health Centre and Sparta Medical Office
 - Expected to resolve long-standing humidity and odor issues beneath the buildings
- Fire Alarm System Upgrade
- Exterior Paint & Logo Replacement at North Campus Healthcare
- Emergency Department Painting
- Stairwell Painting Across Campus
- New Water Deionizing System for Surgery, a required upgrade for instrument sterilization

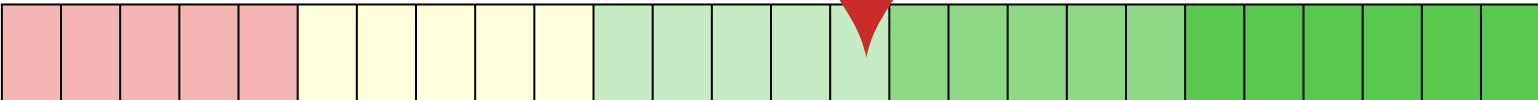


Upcoming Projects

A number of important improvements are scheduled to begin soon, including:

- Med-Surg North and South Wing Painting
- Sink and Toilet Replacements
- Two-Phase Flooring Replacement
- 4-Pipe HVAC Conversion, a major modernization that will significantly improve heating and cooling efficiency

At Sparta Community Hospital, our goal is to provide exceptional care and improve the health of the community, while also reducing the cost of providing that care. We measure and monitor our quality and service metrics, along with panel growth and employee engagement, to make sure that we are providing the best level of service to the greatest number of people that we can. If the Final LEM Score for FY26 is a 3 or greater, all employees will receive a bonus!

																											
																											
Pillar					FY 26 Goal																		Score				
 Service	Increase Patient Satisfaction Top Box Percent to 83.00% from 82.24%. Goal: $\geq 83.00\%$ Current: 87.08%																		LEM: 3 Weight: 10%								
 People	Maintain employee turnover at or below 16.0%. Goal: $\leq 16.0\%$ Current: 13.7%																		LEM: 5 Weight: 20%								
 Finance	Achieve SCHD operating margin $\geq 2\%$. Goal: $\geq 2\%$ Current: 2.46%																		LEM: 3 Weight: 30%								
 Growth	Increase number of covered lives receiving primary care from 9,936 to 10,036. Goal: $\geq 10,036$ Current: 9,848																		LEM: 1 Weight: 25%								
 Quality	Increase percentage of active patient panel that have completed an Annual Wellness Visit within the last 12 months from 62% to $\geq 63.5\%$. Goal: $\geq 63.5\%$ Current: 62.8%																		LEM: 2 Weight: 15%								