

the compass

Connecting You to Every Point of True North

April 2019 | Munson Healthcare System News

Celebrating Our Volunteers

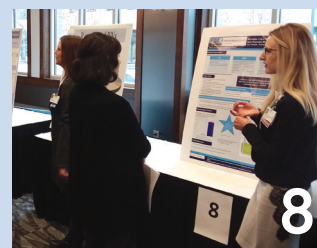
Learn how this wonderful team is providing comfort to our patients. See page 6.

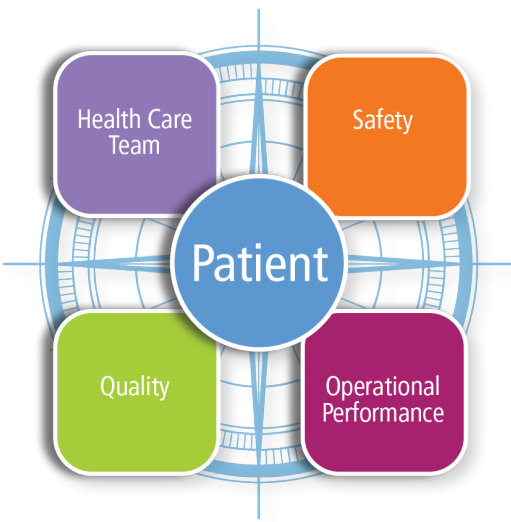


Jim DalSasso, June Andres, and Reva Ervin volunteer at Munson Medical Center

In This Issue

- 3 Kind words from our thankful patients
- 4 MMC holds its first Honor Walk
- 5 Showcasing our lab teams around the system
- 8 A recap of our Frontline Leadership Program
- 10 The many ways Waddles has helped us this winter
- 11 More recognition for our quality care
- 12 A generous gift helps Manistee pediatric patients





A Note from Ed Ness

President and CEO, Munson Healthcare

True North

True North drives everything we do. It is the compass that guides us to make the right decisions, aligns our daily work with our goals, and inspires us to do our best for our patients and each other.

Mission

Munson Healthcare and its partners will work together to provide superior quality care and promote community health.

Vision

Working together, we will be the first choice for care within the communities we serve.

Our Values

Accountability

We are accountable to our patients and each other for our decisions.

Respect

We respect everyone, everywhere, every day.

Stewardship

We carefully use resources entrusted to us.

Compassion

We show compassion and understanding in all of our encounters with others.

Teamwork

We approach all of our work with a spirit of collaboration.

Safety

We make safe work practices a top priority every day.

April is National Volunteer Month and at Munson Healthcare we couldn't be more thankful for our volunteers, and for all of the extraordinary things that they do.

When I think about the many volunteers across our system and the difference they're making in people's lives every day, I'm truly inspired. Imagine a patient walking into one of our hospitals to prepare for surgery, meet with a doctor to hear a diagnosis, or embark on a treatment plan. This patient is probably anxious and stressed — and most likely scared. Or think of a family member whose loved one has been rushed to the hospital and is fighting for their life. This mom, brother, daughter, or friend is just trying to get to the patient's bedside as fast as possible. Then they encounter one of our volunteers. These wonderful people greet patients and their families with a warm smile, show them where they need to go, and assure them that they've come to the best place for care.

These encounters are often brief but they mean so much to our patients and their families. I know I speak for many when I say that our volunteers are improving people's lives. I'm humbled by their service and I thank every one of them for selflessly donating their time to Munson Healthcare. (Turn to page 6 to learn more about our volunteers.)

I also want to thank members of our Health Care Team who spend their days and nights helping patients or lending strong support to the teams that do, and then leave work to volunteer in their communities. I'm so proud to be in the company of people who donate their time to churches, food banks, clothing drives, and mission trips — to name just a few.

Another story in this issue highlights a very different kind of donation. In "Honor Walk" (page 4), we feature an incredibly special event that recently happened at Munson Medical Center. A family whose loved one was at the end of their life carried out that patient's wishes for organ donation. So we asked that family if we could honor them. We lined the hallways of the hospital and bowed our heads to this patient and their family. The donations their loved one was about to give would save many lives. As caregivers, we want to save the life of every patient who walks through our doors. This Honor Walk reminded all of us that we can't heal everyone — and that other people's gifts can help patients too.



Here's What Our Patients Have to Say

In honor of Patient Experience Week April 22-26, we wanted to share some of the terrific comments we've received from our patients around the system. It's clear that the hard work of our Health Care Team is appreciated and our patients continue to be very grateful for our quality care!

Manistee Hospital

"I asked each person (from the doctor to the cleaning lady) if they liked working for Munson [Healthcare] and each one said yes. They all treated me as if I were a family member of theirs. Every member of your staff should be honored and thanked for me."

Cadillac Hospital

"Everyone — from the lab and respiratory therapy to radiology and cardiology — was kind, professional, and concerned about my health."

Charlevoix Hospital

"Everyone was very helpful keeping my husband informed and comfortable."

Cadillac Urgent Care

"This is the best urgent care center in our area. It is immaculately clean and the service is excellent. I would not hesitate to recommend the urgent care center to my relatives, friends, and everyone."

Home Health

"We were reluctant to enter hospice care because we thought that it was premature. We were wrong...when better informed by the hospice team, we became eager and highly appreciative."

Charlevoix Ambulatory Surgery

"Every person I encountered was friendly and helpful."

Munson Medical Center

"Everyone I came in contact with was so helpful and took such good care of me. I have never had such wonderful care. The hospital is so lucky to have such a fantastic staff."

Otsego Memorial Hospital

"The staff was always willing to answer any questions and made me feel relaxed."

Northflight

"I was transferred by ambulance from Munson Healthcare Manistee Hospital. You have a great EMS staff."

Grayling Hospital

"I was treated so well, it felt like I was at a resort. Exceptional food quality, and the process to order it from a menu was unbelievable. Excellent!"

Kalkaska Memorial Health Center

"This was our first experience at this hospital, and we were very impressed. They got us in and out quickly. I appreciated all the help and good service we received."

Paul Oliver Memorial Hospital

"I was very nervous when I came into the ER. The doctor explained everything to me about what was happening and stayed in the room with me. I greatly appreciate that."

Grayling Family Practice

"I had a very good experience. My provider has always fully answered my questions and provides excellent care."



Honoring the Gift of Life

When a patient and family choose organ donation, their gift can save the lives of people they have never met. An Honor Walk is a way to support those families and show them that their loved one's heroic act will leave a lifesaving legacy.

Recently, more than 200 members of our Health Care Team lined the hallways of Munson Medical Center to honor a patient and family as they left the unit and the hospital for the last time. Their brave decision helped save many lives.

"The family involved in this Honor Walk gave special consent for the walk to occur and we were proud to honor them for giving the gift of life," said Cate Gadbow, a resource nurse clinician in MMC's ICU, who

was part of a multidisciplinary group that helped organize this memorable event.

During an Honor Walk, all staff are invited to attend in support of the patient and family. Staff are asked to:

- Line the route that's outlined
- Remain present and silent for the entire walk
- Silence cell phones and pagers during the walk
- Respect the patient and family's privacy and refrain from taking any photos or videos

For more information on Honor Walks and organ donations, please contact Scott Stahl, Hospital Services Associate at Gift of Life Michigan, at sstahl@golm.org.

Thank you for organizing this Honor Walk. My husband received a double lung transplant 16 months ago from a young man in a car accident. Words cannot express the gratitude we feel for his donation. It's a true miracle.

—Michelle Olson, Maternal Child RN, MMC Nursing Pool



The Impact of Organ Donations

2,997

people have been organ donors so far in 2019

6,100

transplants have been performed in 2019

113,682

people in the U.S. need a lifesaving organ transplant



Cadillac Hospital's lab section head Barbara Carbury reviews quality control on chemistry analyzers, one of the many tasks involved in her role.

Laboratory Services: Providing Vital Data for Our Patients

Lab results typically reveal important diagnostic information that helps patients to a better outcome. So think of Laboratory Services as a catalyst for care.

System Technical Director for Clinical Laboratory Bonnie Torres oversees 230 staff members at Munson Healthcare hospitals who perform varying functions such as drawing blood, preparing tissue slides for pathologist diagnosis, typing blood, and much more.

"We support our patients and the entire hospital system," Torres said. "The lab provides data that helps providers make informed decisions about a patient's disease, the potential treatments, and response to treatment. Seventy percent of those decisions are based on the laboratory data we provide."

Munson Medical Center's Lab offers a clinical laboratory (blood bank, chemistry, hematology) as well as cytology, microbiology, histology, and specimen collection. In addition, the team includes phlebotomists who draw blood and twelve pathologists who provide medical directorship for MMC and the entire system.

Labs at Manistee Hospital and Otsego Memorial Hospital also offer clinical laboratories and microbiology along with specimen collection services. Cadillac Hospital, Charlevoix Hospital, Grayling Hospital, Kalkaska Memorial Health Center, Mackinac Straits Health System, and Paul Oliver Memorial Hospital all have collection services as well as clinical laboratories.

Lab services are highly regulated and our labs are inspected by an

accreditation group every two years. They can also be inspected at any time by surveyors from the state of Michigan.

One of the most highly visible services of the lab are its couriers. They are on the road every day traveling as far north as Indian River, Bellaire, Charlevoix, and Gaylord; as far south as Manistee, Cadillac and Frankfort; and as far east as Grayling and Prudenville. They are transporting specimens collected at clinics, physician offices, nursing homes, and system hospitals as well as delivering the mail, and other timely materials.

"They do a lot," Torres said. "The weather and the roads have not been the best this winter and they have done a great job of persevering. It's a tough job in the winter."

The specimens that cannot be tested locally come back to Munson Medical Center's Lab. Testing that cannot be accomplished in Traverse City are sent to the system's reference lab at the Mayo Clinic.

Standardization of lab equipment around the health care system has been underway for the past few years to increase quality and promote efficiencies. Torres said the lab chemistry standardization has been accomplished and hematology and blood banks are close to completion.

While Mayo Clinic continues to be the reference lab for the health system, Torres said Munson Medical Center's capabilities were recently boosted. The lab can now perform specialized protein testing and autoimmune disease testing. "Also, we will soon be bringing in a couple of different kinds of specialized cancer tests," Torres said. "The more tests we can do here, the better it is for our patients."



Pat and Jerry Moran



Vivian Mettler

Our Volunteers Make a Difference in Many Ways, Every Day

Acts of Kindness

After retiring and moving north to Gaylord in 2006, Pat and Jerry Moran knew they wanted to get involved with the community in some way. It wasn't long before the couple found their place as volunteers at Otsego Memorial Hospital.

"I believe it's an important way of giving back, of helping out, and reaching out to the community and the people around us," said Pat, 77, who put her bookkeeping and administrative skills to work as a volunteer in the employee health department and later the hospital's gift shop and auxiliary — a group that provides volunteer services to the hospital and its long-term care facility.

Jerry, meanwhile, began volunteering as a greeter in OMH's surgical waiting room and main lobby. He also has served as president of the auxiliary — both he and Pat help

with the annual golf outing — and did some office work for the gift shop.

"The benefits are getting to know the people, knowing the staff — it's just a wonderful group of people to work with," said Jerry, 78.

"I particularly enjoy the people we meet," Pat added. "It's just a way of having something to do and making my life worthwhile."

Selflessly Sharing Their Time and Talents

Throughout our health care system, more than 800 volunteers give thousands of hours to their local hospital each year — they play a key role in our success, adding a special touch to the quality of care we provide. From direct interaction with patients and visitors to behind-the-scenes office work, volunteers make a difference each and every day.

Interested community members work closely with our hospitals' volunteer

services or auxiliary to determine which service would be the best fit based on a volunteer's interest and ability. A hospital may have specific needs the Health Care Team is looking to meet, such as greeting or visiting with patients. All volunteers receive specialized training and general orientation.

Faye Parrish, who oversees volunteer services at Charlevoix Hospital, is grateful to have so many great community members step up to serve as volunteers. One person in particular stands out for her commitment to the hospital, she said.

"Vivian Mettler began volunteering in 2007 in our Foundation office, in Physical Therapy Services, and at the hospital's gift shop," Parrish said. "Wherever there was a need, Vivian would step up and help get the job done. We are very lucky to have Vivian at our hospital. I truly don't know what we would do without her."

To date, Mettler has volunteered 9,147 hours at the hospital, most recently serving as the gift shop manager. "I didn't realize it was that many," Mettler said upon hearing just how many hours she's given to the hospital. "I just enjoy being here at the hospital and talking with people here. It's a social time for me, too."

Mettler comes in every day to make sure the gift shop is opened. "Our hospital's gift shop is totally supported by volunteers, and Vivian does whatever is needed to keep the shop open," Parrish said. "She is the scheduler, buyer, displayer, duster — she does a little bit of everything. During the winter months many of our volunteers head south, but not Vivian. She stays and puts in many hours and many days."

Providing 'Something Extra'

At Munson Medical Center in Traverse City, volunteer Jim Dal Sasso is in his element when he's greeting visitors and assisting patients when they're discharged from the hospital.

"I just really enjoy the people I work with," said Dal Sasso, who retired in July 2014 after working as a federal law enforcement officer at 23 different national parks.

Jim, whose easy smile and cheerful demeanor is the first thing you notice about him, began volunteering at the hospital in 1997 and coming in on one of his midweek days off. Over the years, he's worked front desks greeting people, assisting both cardiac rehab and pediatric therapy staff, and most recently helping with patient transport and escort.

Jim enjoys having the opportunity to talk with patients, particularly when they need some guidance upon arrival. He often walks them to their destination, to ensure they get to where they need to go — and also to squeeze in some extra movement for himself.



Jim DalSasso

"I have a goal of getting 10,000 steps in. It's a good way of getting exercise and you're helping people," he said. (One morning shift resulted in this activity recorded on his smart phone: 21,564 steps, or 9.3 miles, and 25 floors climbed.)

Like his fellow MHC volunteers, Dal Sasso feels strongly about the importance of giving back to his local hospital. "I've been so blessed," he said. "I feel like I needed to pay back my community. The secret to volunteering is reading people. I'm here for the patient. Whatever the patient wants, I try to provide something extra. That something extra is a smile."

If you know someone who enjoys helping people, they should consider becoming a Munson Healthcare volunteer. Volunteer opportunities are available at Cadillac Hospital, Charlevoix Hospital, Grayling Hospital, Kalkaska Memorial Health Center, Manistee Hospital, Munson Healthcare Hospice, Munson Medical Center, and Paul Oliver Memorial Hospital. The work is meaningful. The rewards are immeasurable. And the grateful smiles are a nice bonus, too. Learn more at munsonhealthcare.org/volunteer.

2018 Volunteers by the Numbers

Cadillac Hospital

- 146 volunteers
- 10,464 volunteer hours

Charlevoix Hospital

- 48 volunteers
- 4,980 volunteer hours

Grayling Hospital

- 48 volunteers
- 7,395 volunteer hours

Kalkaska Memorial Health Center

- 53 volunteers
- 5,346 volunteer hours

Manistee Hospital

- 80 volunteers
- 5,494 volunteer hours

Munson Medical Center

- 320+ volunteers
- 34,000 volunteer hours

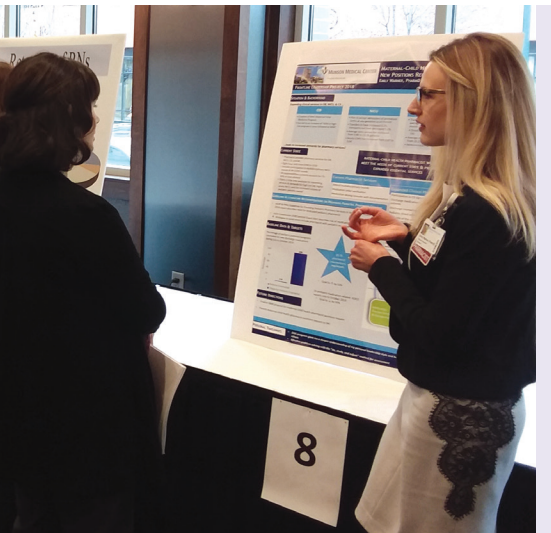
Otsego Memorial Hospital

- 66 volunteers
- 7,354 volunteer hours

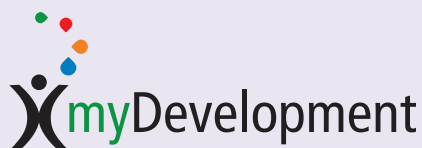
Paul Oliver Memorial Hospital

- 28 volunteers
- 2,200+ volunteer hours





From top: Emily Warner, PharmD, BCPS, of MMC's Pharmacy, shared information on her project involving a maternal-child health pharmacist position. MMC Interim President and COO Derk Pronger was among leaders reviewing the project presentations.



Interested in participating in the Frontline Leadership Program?

Frontline Leadership is open to all employees without direct reports. Admission is based on manager nomination, plus the candidate's application, essay, and interview. The next session will be held in the fall of 2020. Interested employees should contact their manager.

Frontline Leadership: 66 Learn and Grow

The 2018 Munson Healthcare Frontline Leadership Program allowed 66 staff members from around the system to expand their leadership potential and complete a quality improvement project.

Staff Development Senior Coordinator of Talent and Organizational Development Mary Aurand said all participants in the program are nominated by their supervisor. The three-session program seeks to help participants identify and leverage their leadership strengths, think critically and strategically, and increase their perspective on how their work makes an impact on the organization.

The 2018 class included 13 coaches, five of whom were former graduates of the program and now hold formal leadership roles.

As part of the program, each participant develops a quality improvement project. Participants showcased their efforts at a ceremony at the end of last year. Following is a sampling of participants and projects:

Micki McHugh, RN, clinical coordinator at Boyne Area Health Center in Charlevoix, focused her project on showing the need to strengthen and share best practices for quality outcomes and revenue opportunities among outpatient clinics. "Some facilities have done a great job utilizing tools and resources to bring new revenue into their clinics," she said. "By showing the need for clinics to be able to connect online, a plan can be made to develop a new resource tool that will help these clinics support True North in both the Quality and Operation Performance areas."

Katie Gunderson, coordinator of safety and emergency management at Cadillac Hospital, focused her quality project on reducing sharps injuries. "This is currently a priority area for our hospital," she said. "I am aligning this project goal with the Safety area of True North, and helping to ensure we keep our Health Care Team safe."

Delaney Bachman, coordinator of Patient Access Services at Manistee Hospital, wanted to help clear patient backlogs in the main lobby by implementing bedside registration for patients arriving for surgeries. "I feel that this project will help rectify that situation while simultaneously improving patient satisfaction," she said.

Jordan Goepfrich, a senior systems analyst in Munson Healthcare's Information Systems department in Traverse City, targeted the Cerner application code defects for her quality improvement project. "Defects should be identified and fixed before the clinician notices they are present in our system, or even before they are implemented into our production system," she said.

Jana Balliet, a radiologic technologist at Kalkaska Memorial Health Center, saw a need for an orientation/competency process for new department hires. She created one. "I want to have an orientation/competency list that will not only help new employees, but will better the hospital as a whole, continuing to make KMHC a great place to work," she said.

Focusing on Hand Hygiene

Each day, through our Hand Hygiene campaign, we are continuing to reinforce that *clean hands are safe hands*. And the hard work is paying off. In this issue, we're giving a 'High Five' to our Health Care Team, as well as our patients and their families, for practicing the three key safety behaviors that support clean hands.

Here are a few of our favorite stories this month:

Questioning Attitude

This example demonstrates an employee embracing a patient/visitor's questioning attitude:



"A nurse used hand sanitizer in front of a patient as she entered the room. A family member accompanying the patient questioned what the nurse was using to clean her hands, indicating that the patient was allergic to hand sanitizer. The nurse pleasantly agreed to wash with soap and water instead."

— **Caron Withers, BS, MT (ASCP)**

Infection Prevention/Employee Health, Charlevoix Hospital

Support the Team

In this example, Theresa Stachnik outlines the many ways she supports her team:



"Our volunteers come into contact with a variety of people and places throughout the hospital and many hands touch our wheelchairs, so ensuring that my team assists each patient or visitor with a clean set of hands — and wheels — is critical. I support my team by making sure they have hand hygiene supplies at every turn and are using them. In addition to the hand sanitizer stations located throughout the hospital, we have a designated room for our patient escorts to wash their hands and wipe down wheelchairs."

— **Theresa Stachnik**

Manager of Volunteer Services & Gift Shop Coordinator
Munson Medical Center

Attention to Detail

Here's a great example of a Health Care Team member paying more Attention to Detail — and ultimately ensuring a safer environment for our patients.



"A provider appeared to not be washing his hands as he moved from patient room to patient room. After a nurse voiced concern, the provider used the safety tool STAR (Stop, Think, Act, Review) specifically to ensure that he was visibly washing his hands in front of others. Auditing our behaviors has really brought awareness to our team."

— **Bridgette Radak, RN**

B3S, Munson Medical Center



"The testimonials we continue to hear from our Health Care Team demonstrate that our hand hygiene campaign is really gaining traction both inside of our facilities and out. We should feel proud that even our patients and their families are using these safety behaviors and we're so willingly obliging them. Great job, team!"

— **Tom Peterson, MD, FAAP**

VP of Quality and Safety for Munson Healthcare

High FIVE
for hand hygiene

Get Into the Clean Hands Groove

Questioning Attitude

Support the Team

Attention to Detail

Clean hands.
Check.

THANKS, WADDLES!

How our feathered friend came to the "Wescue" this winter season

We asked employees to share how Waddles and his words of wisdom helped keep them safe this winter. Check out their stories:



"I recently broke my ankle and was not able to bear weight for a few months. Since I'm back on my two feet, I am extra careful like Waddles when I'm outside. It may take me longer, but I get to where I'm going safely."

—**Andrea Tack**, Patient Access Specialist, Otsego Memorial Hospital

"It helps to waddle my way to work from the bus stops and home, especially when everything is covered with ice and snow. So far, I haven't fallen or even slipped, and I will be glad when winter is over and the sidewalks are clear again."

—**Peggy Nichols**, Office Support Staff, Munson Home Medical Equipment

"I was waddling out to the garage when I stepped on a small ice pond in the middle of my driveway. I did a 360-degree spin, but I remained upright! It was very helpful knowing how to waddle like a penguin, and my neighbor still chuckles about the incident he witnessed. Maybe he will learn to waddle someday too!"

—**Laura Howard**, Munson Medical Alert Representative, Munson Home Services

"I was walking to my vehicle with my adult son and the driveway was very slippery. I began waddling and he was making fun of me for it, saying how funny my 'strut' was. Then he slipped and almost fell down! He then waddled the rest of the way."

—**Jenny Forman**, Receptionist, Orthopedics, Otsego Memorial Hospital

"Lot K was really icy last week so I walked slower and waddled like a penguin, looking for safer places to walk where the pavement was clear. I was also careful getting in and out of my car. I made it in without an incident."

—**Sheila Stusick**, Risk Management, Munson Medical Center

"The floor at work is typically wet due to snow and ice from the courier vans. However, I didn't realize that the water was freezing due to the furnace going out. When I started to slip and slide, my first thought was Waddles, and by changing my posture, I didn't fall."

—**Deb Bryll**, File Clerk II, Northern Michigan Supply Alliance (NMSA)

"I recently drove out to Grayling Hospital. When I arrived, the entire parking lot was covered in thick ice. I immediately thought of Waddles. I put my bag around my neck so my hands were free. I positioned my feet appropriately and shuffled my way slowly to the door. I was relieved when I made it. Thanks for the safe walking tips, Waddles!"

—**Dianne Lopez-Wild**, MBA, Clinical Applications Specialist – EHR Educator, Ambulatory Informatics, Munson Healthcare

"I must say, Waddles' way has saved me on a few occasions on the icy parking lot. Some had a good laugh on the way I waddled. But I waddled on with pride!"

—**Joseph Thorp**, Medical Assistant, Charlevoix Primary Care

And finally, a little poem that was penned from an employee!

Waddle, Waddle

— **By Mollie Howard**,
Meal Service Attendant,
Food & Nutrition Services,
Munson Medical Center

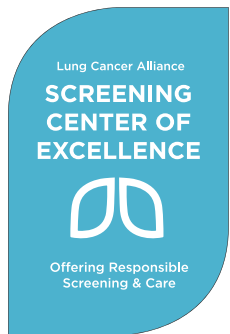
When things get cold and icy, and your path looks kind of dicey, Waddle on!
Keep your toes all pointed out like a Y, keep your knees all loosey goosey, Waddle on!
Keep your hands outside your pockets, take short steps so you won't rocket, Waddle on!
Take it slowly holey moley, so you won't fall down and roly polley. Waddle on!

For more great Waddles stories, check out The Compass Weekly!

Continued Recognition for Munson Healthcare

8 Hospitals Designated Screening Centers of Excellence

Munson Healthcare hospitals have earned the Screening Center of Excellence (SCOE) designation by the Lung Cancer Alliance (LCA) for their ongoing commitment to responsible, high-quality lung cancer screening practices. These hospitals include Cadillac Hospital, Charlevoix Hospital, Grayling Hospital, Kalkaska Memorial Health Center, Munson Medical Center, Otsego Memorial Hospital, and Paul Oliver Memorial Hospital.



"We are proud to have been granted this designation, as the Lung Cancer Alliance is committed to excellence in lung cancer screening," said Kendra

Worden, a nurse practitioner at the Thoracic Oncology Program and coordinator of the Lung Cancer Screening Clinic, which is housed at the Cowell Family Cancer Center and oversees screenings at all MHC sites. "It highlights the hard work of our team, community providers, and the importance of this screening offered for our patients. This screening saves lives."

Designated Screening Centers of Excellence are committed to providing comprehensive standards based on best practices developed by organizations including the American College of Radiology (ACR), the National Comprehensive Cancer Network (NCCN), and the International Early Lung Cancer Action Program (I-ELCAP).

Gold and Bronze MI AIM Status for MHC Maternity

The Michigan Alliance for Innovation for Maternal Health (MI AIM) recently awarded gold and bronze designations to six MHC hospitals.

Gold:

- Cadillac Hospital
- Grayling Hospital
- Munson Medical Center

Bronze:

- Charlevoix Hospital
- Manistee Hospital
- Otsego Memorial Hospital



ALLIANCE FOR INNOVATION ON MATERNAL HEALTH AIM

MI AIM strives to decrease maternal mortality and morbidity in Michigan by working with birthing hospitals to implement the "AIM Obstetric Hemorrhage and Severe Hypertension in Pregnancy" safety bundles. These bundles help improve health outcomes for mothers by combating the leading causes of preventable maternal mortality.

"Munson Healthcare's participation in the MI AIM program assures we are providing the safest care as a system," explained Mary Schubert, executive director of Women and Children Services for Munson Healthcare. "Michigan embarked on a journey in 2015 to reduce the number of women who experience severe morbidity or mortality related to childbirth. Munson Healthcare is at the forefront of this work, assuring our organizations are meeting and exceeding the safe care standards."



Five-Star Quality Rated

by Centers for Medicare and Medicaid Services

Cadillac Hospital Earns Five-Star Quality Rating from CMS

Cadillac Hospital is one of just 11 hospitals in Michigan to earn a 5-star Quality Rating from the Centers for Medicare & Medicaid Services (CMS).

The CMS ratings — from one to five stars — summarize a variety of measures, including safety of care, readmission, patient experience and effectiveness of care. Only 293 out of more than 4,500 hospitals nationwide were rated as five-star hospitals.

"We strive to consistently provide safe, efficient, and high quality health care in our community," says Tonya Smith, president of Cadillac Hospital. "This recognition is a true testament of the incredible work our staff and providers do every day to keep our patients at the center of all they do."

Just for Kids: Dedicated Space for 'Habilitation' to Open in May in Manistee



The new pediatric room at Manistee Hospital Community Health Center offers a great space for kids.

Manistee Hospital's new community health center will soon be home to an innovative space just for infants and children and their continued development.

Thanks to a \$24,000 grant from the Nickum Family Foundation, through Munson Healthcare Foundations, a designated pediatric room at the community health center will include all-new furniture, toys, and equipment, said Esther Sigurdardottir, a physical therapist who serves as rehabilitation director for Manistee Hospital.

"We carefully selected the equipment — it's all state-of-the-art and brand-new. Because of the smaller space we had, these are things we were not able to offer before," she said. "We are just humbled to have received this generous gift. And we know that the impact this has on the treatment and the future of our children in our community is significant. We are so grateful."

More than 3,000 pediatric visits specific to developmental concerns are made each year to the hospital, Sigurdardottir added. Rather than call these visits "rehabilitation visits," she said infants and kids are here for "habilitation visits."

"We see children every week, and they come for multiple visits," she said. "Unlike rehabilitation, which is re-teaching something, we call it 'habilitation' because we're teaching these children of all ages something new — a skill they have not developed yet."

The center will have multiple kinds of equipment — appropriate-sized furniture, toys that are utilized as a treatment tool, and a ceiling swing to work on sensory integration with children. The team will work on balance and coordination, cognitive treatment, developmental delay improvements, and overall function of sitting, walking, running, jumping, and all of those activities people can take for granted.

The new space is expected to open in May. "We are just so grateful to the Nickum Family Foundation to be able to meet the needs the community and the children, and to help create a better quality of life for them," Sigurdardottir said.

Third Quarter Capital Projects

Munson Healthcare's capital spending for the third quarter continued to support our information technology needs and several other important projects around the system.

This fiscal year, the capital budget is being approved on a quarterly basis.

In November, the second phase of the IT Strategic Plan was approved along with \$7.6 million spending for the rest of the fiscal year. There is another \$7.2 million planned for phase two of the plan in the next fiscal year. The spending, in part, is moving the health care system toward one electronic medical record that will give Health Care Teams real-time understanding to better meet patient needs.

Other approved expenditures in the third quarter include:

- A-Tower nurse call systems replacement at MMC
- SPOK mobile capabilities for Charlevoix Hospital, Manistee Hospital, and Otsego Memorial Hospital
- Replacement stretchers for Grayling Hospital
- New instrument washer and disinfectant at Charlevoix Hospital
- Inpatient facility upgrades at Cadillac Hospital
- Medication safety upgrades at MMC and CFCC
- An elevator replacement at MMC
- Milliken Medical Group and IT infrastructure in Traverse City