

# the compass

Connecting You to Every Point of True North

monthly

June 2018 | Munson Healthcare System News



## Munson Healthcare welcomes Otsego Memorial Hospital to the system.

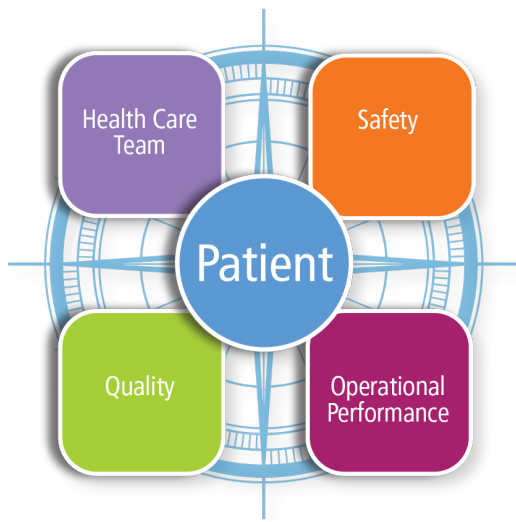
See celebration photos on page 5.

Members of the Munson Healthcare Otsego Memorial Hospital team: Phlebotomist Jennifer Vogel; Patient Access Supervisor Candace Marcotte, CAC, CHAA; and Patient Access Specialist Kelly Rhodes.

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# A Message from Al Pilog

Chief Operating Officer, Munson Healthcare  
President, Munson Medical Center

## 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, everyday.

### 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.

June is one of my favorite months to be in northern Michigan. The snow has melted and with it comes warmer weather, longer days, and fun summer activities. This time around, June also signifies some important milestones for Munson Healthcare.

On June 1, we officially welcomed Otsego Memorial Hospital (OMH) into the Munson Healthcare family.

I want to personally thank all of the teams who worked tirelessly to make the OMH transition a smooth one for staff, patients, and the communities that OMH serves. OMH is the seventh hospital to fully integrate into our system and with them, along with all of the hospitals in our system, we can continue to sustain quality healthcare in our communities and keep care close to home. You can read more about OMH and the "Day 1" celebration in this issue. I had the pleasure of rounding in Gaylord on that day. It was a great experience and I appreciated the team's enthusiasm and the warm welcome they gave me.

June 1 also signified another milestone in the opioid Rx laws. All licensed prescribers must now be registered with and query the Michigan Automated Prescription System (MAPS) before prescribing or dispensing a controlled substance to a patient. Providers must also obtain informed consent. As a health care system, we are committed to doing our part to address the opioid crisis. Thank you to everyone who is involved in making sure our providers, medical staff, and patients stay informed of these changes.

Finally, June brings the end of the fiscal year. I know that all of us are continuing to work hard to impact our True North goals which are intended to push and stretch us in the pursuit of perfection. We strive for zero harm, one hundred percent engagement, excellence in patient experience, and strong financial performance so we can be sustainable for the future. Because of our approach, we continue to see ongoing improvements in many areas throughout the organization — and that's an exciting thing. We should all be proud of the small accomplishments we make every day that add up to big results. Thank you for your commitment to True North as we enter the fiscal year-end home stretch. More information will be forthcoming regarding next fiscal year's True North goals as well as our finalization of the FY19 budget.

I hope you and your family enjoy a wonderful summer. As we all know, when others arrive in northern Michigan to vacation, we're here to help and support them if needed. When censuses rise, it can add a lot of stress to our Health Care Team. Let's keep that in mind and do our best to look out for one another and support each other, because we're in this together. Have a happy and safe June.

Please continue to share your feedback and comments with us by emailing [Compass@mhc.net](mailto:Compass@mhc.net).





Kathi Kohler, RN, OCN, cares for a patient at the Cadillac Hospital Cancer and Infusion Center. Radiation Therapist Nancy Mac, RT (R)(T), and Radiation Oncology Manager Sue Curnow, BEd, RT (T), prepare a patient for radiation treatment.

## Strong Work in Cancer Care

In recognition of National Cancer Survivors Day, we wanted to highlight our Regional Cancer Network and the great work everyone at Munson Healthcare is doing to ensure that our cancer patients receive the care they need close to home.

Our Regional Cancer Network includes sites in Cadillac, Charlevoix, Gaylord, Grayling, Manistee, Traverse City, and St. Ignace; nine infusion clinics, seven of which provide chemotherapy; specialized care at the Cowell Family Cancer Center; and a network of physicians who log hundreds of miles each week to see patients in their communities.

"We see over 3,000 new patients a year, with 75% of those at the CFCC," said Kathleen LaRaia, MS, executive director of Oncology Services. "In 2017, our Regional Cancer Network saw more than 125,000 patients for infusions, radiation, and clinic visits."

In addition to a multidisciplinary team of physicians and support staff, the network has access to state-of-

the-art technologies, including the UroNav Fusion Biopsy System, which improves diagnoses of prostate cancer, and the da Vinci® Xi Surgical System and accompanying Firefly technology to treat patients diagnosed with cervical and endometrial cancers.

"Our goal is to put the patients and their needs first and our integrated network of hospitals and specialists allows us to do that," added LaRaia. "We receive so many letters of appreciation from our cancer patients coming to us from all over northern Michigan." Here's one of those notes:

*As I continue my chemo treatments, I need to tell you how enriched I have been through your outstanding staff and marvelous facility. If treatment can be described as a joy, I can't think of a better descriptor. From the smiles and music upon entering to the simply outstanding folks that are part of the second and third floor — doctors, pharmacy, desk, nurses, and on and on. I am simply amazed!*

—from a grateful cancer patient

## June 27 is National HIV Testing Day



Each year the Centers for Disease Control and Prevention recognizes National HIV Testing Day, and this year's theme — *Test Your Way. Do It Today* — is a call to get tested now and a reminder that there are more ways than ever to get an HIV test.



About 1.1 million people in the United States have HIV, and 1 in 7 of them don't know it. Young people are the most likely to be unaware of their HIV infection. The Centers for Disease Control and Prevention recommends that everyone between the ages of 13 and 64 get tested for HIV at least once as part of routine health care. But some people are more at risk of getting HIV than others and should be tested at least once a year.

Watch for more details in The Compass Weekly on what the Thomas Judd Care Center will be doing for our region to recognize this important day.



The CFCC will be celebrating National Cancer Survivors Day on June 24 with their annual picnic. For more info, visit [munsonhealthcare.org/cancer-events](http://munsonhealthcare.org/cancer-events).



Terri Lacroix-Kelty, LMSW, director of Behavioral Health, with Susan Kramer, LMSW, clinical manager of Outpatient Behavior Health, and Terri Parmer, LMSW, lead worker for Central Access.

## Behavioral Health's Reality: Some Success, Many Challenges

Look no further than the patient in crisis in an emergency department and his or her family waiting for a care solution to understand the challenges of Behavioral Health needs in northern Michigan.

However, through collaboration with community agencies, a new inpatient unit at Munson Medical Center, and provider recruiting and retention, progress is being made.

We see patients from all over northern Michigan. When those patients present to the Emergency Department in Traverse City, Centralized Access Center staff begin an assessment and referral process to place the patient in the appropriate level of care. Since September, a Michigan Health Endowment Fund Grant to Northern Lakes Community Mental Health has allowed community-based Family Assessment and Safety Teams to deploy to young patients in hopes of keeping them out of the Emergency Department. Munson Medical Center is part of the collaborative involved in the grant.

When it comes to older patients, funding remains an issue.



Behavioral Health Director Terri Lacroix-Kelty said part of the challenge her service line faces is linked to insurance reimbursements and the need for pre-authorization of nearly all behavioral health care. There is also the reality that a high percentage of behavioral health patients have substance use disorders but mental health and substance use disorder treatment have to rely on two different funding streams.

"We have to be able to treat both needs at the same time," she said. "We have to have the ability to send the patient into treatment when they need it. We have a four-week waiting

period for our substance treatment program. If someone is having a heart attack, we don't tell them to come back in four weeks. When you are in crisis you need the care now."

Lacroix-Kelty said plans are in the works with the Michigan Health and Hospital Association to lobby state legislators for more resources for behavioral health. One major area the region and state need solutions for are aggressive patients — many with intellectual and developmental disabilities — who get stuck in the hospital for days. There are limited resources in the state to care for them.

"We are just doing our best to keep them safe," she said.

Meanwhile, collaboration with other behavioral health agencies in the community such as Northern Lakes Community Mental Health and Pine Rest helps resources reach those with less acute needs.

"I think our area has always been a collaborative community," Lacroix-Kelty said. "Munson Medical Center and Community Mental Health psychiatrists share rotation. In the future we are going to see even more coordination."

Since opening the new inpatient unit on D6 at Munson Medical Center in January, Lacroix-Kelty said staff have seen a reduction in violence. To date, there has been no need for restraints and no use of the isolation room.

Looking to the future, Lacroix-Kelty said efforts to improve the care model for patients with both mental health and addiction needs are underway. Behavioral Health Manager Sue Kramer recently visited a South Dakota community that uses a collaborative model.

"There are some good community collaborative models that show great success," Lacroix-Kelty added.



# Welcome, Otsego Memorial Hospital!

On June 1, Otsego Memorial Hospital (OMH) became the seventh hospital to fully integrate into the Munson Healthcare system. Our affiliation with OMH dates back to 2006 and we're excited to form a closer alignment with this team.



System to patients for minimally invasive surgeries." Lemon also went on to say that many initiatives at OMH help bolster their supportive culture including educational opportunities, community outreach, and employee recognition, as well as a successful customer service training program.

**Celebration photos, clockwise from top left:** The hospital's new name is displayed at the top of the building. Trina Snow, CMPE, a practice manager for the OMH Medical Group, helps deliver pizza to the entire staff. MHC CEO Ed Ness, OMH CEO Tom Lemon, and OMH Board President Mary Sanders welcome attendees to the Day One Celebration Reception. Ed Ness and Tom Lemon unveil and pose in front of the hospital's new sign. Collegiality and Fun Committee members Denise Schmidlin, RN, BSN, supervisor of Cardiac Rehabilitation; Marilyn Record, Human Resources Coordinator; and Ethel Crandell, director of Materials Management, pause for a quick photo.

"This step is the natural evolution of our relationship with OMH," said Munson Healthcare President and CEO Ed Ness. "It's not about Munson Healthcare getting bigger. It's about bringing rural hospitals throughout northern Michigan together who share the same values and goals. We're all here to support one another and do what's right for our patients."

To get to know the OMH staff better, we asked CEO Tom Lemon to tell us a little more about his team. "We have a strong, cohesive culture here," said Lemon. "Our teams really support each other. Our customer service is not only directed at our patients, but inward within the organization."

More than 800 people make up the OMH team, including staff and providers who help support a wide range of specialties offered at the 46-bed acute care hospital. The team is known for its strong surgical program and family-centered maternal care, along with comprehensive outpatient services such as oncology and infusion, radiology, lab, rehab, and cardiopulmonary care.

"There are so many things we're proud of here," added Lemon. "For example, our hospital is only the second hospital in northern lower Michigan to offer the da Vinci® Robotic Surgical

One team in particular should be recognized for the work they did to help plan the Day One Celebration: OMH's Collegiality and Fun Committee. "This team was formed within the last year to organize fun activities for staff both inside and outside the hospital," explained OMH Marketing Director Brett Streby. "They've planned euchre tournaments and wine tasting events and it just made sense that they be heavily involved in planning the integration celebration."



## It's Survey Time!

The best organizations make it a priority to regularly ask for and respond to feedback from employees and Munson Healthcare is no exception. It's been one year since we've taken the full **Great Place to Work** survey and it's time to see how we're doing.



Beth Straebel

The 28-question survey is quick and simple, and only takes a few minutes to complete. "This survey is an opportunity for every employee to make their voice heard,"

said Beth Straebel, system director of organizational effectiveness for Munson Healthcare. "The results and feedback from the comments are instrumental in steering improvement efforts — at both the local and system level."

As teams have been working to make improvements since the last survey, it's important to know how we are collectively doing to make this an even better place to work. Participating in this survey is a great way to do that.

*This completely anonymous survey runs **June 15 - 30**. All eligible employees will receive an email from **notifications@cultureamp.com** with a link to the survey.*



## Preparing Docs for Rural Settings, and Maybe to Return

National statistics show 20 percent of Americans live in rural areas, but only 10 percent of physicians practice there.

Rural medicine can be characterized not only by geography, but by incomes, access to care, and other factors.

Much of northern Michigan meets the definition for rural medicine and future physicians who one day may return to the area are getting hands-on experience through Michigan State University College of Human Medicine's Rural Community Health Program. MSU-CHM Traverse City Campus Community Assistant Dean Daniel Webster, MD, said the program prepares students for practice in a rural setting after their residencies.

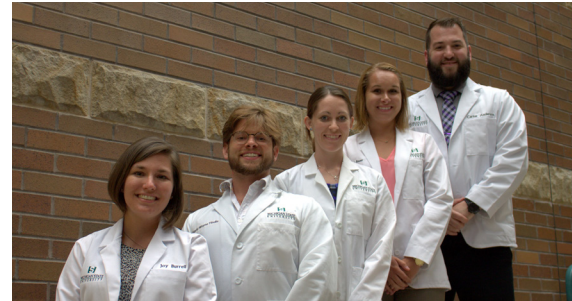
"There is a different skill set needed to practice in a rural area when you think about things such as stabilization of a patient and treatment plans," he said.

Past program success at the Traverse City campus has led to an expansion of the program in 2019.

Since the program's debut in 2012, six students from each 12-student class assigned to MSU-CHM's Traverse City campus chose the rural medicine option. They have been assigned to either Alpena, Charlevoix, or Ludington. Starting in 2019, Grayling also will participate and all 12 students will take part in the program.

Dr. Webster said students spend about half of their time in those regions for their clerkship experiences.

"The benefit for Munson Healthcare is that we're training students with the hope some of them will come back to



From top: Carter Anderson, MD, celebrates his graduation with Daniel Webster, MD. 2018 graduates Joy Burrell, MD, David Wayne Tindle, MD, Haleigh Edgar, MD, Hope Bauer, MD, and Carter Anderson, MD.

the region after their residency," he said. "Ben Edwards in Charlevoix was part of the program as a fourth-year student and now practices family medicine there. We also have a student in Alpena who has signed a contract to go back there after his Emergency Medicine residency."

Recent MSU-CHM graduate Carter Anderson, MD, spent two years in the Traverse City campus' Rural Community Health Program in Ludington and Mason County. He hopes to return to northern Michigan after his OB-GYN residency in Ann Arbor.

"In some ways, we fill the role of a first-year resident," Anderson said. "We see patients, and stand as first assistant in surgery — it's less a shadowing and more an assistive experience."

More information on the program is available at **humanmedicine.msu.edu**.

# What's Your Retirement Outlook?

Are you on course for retirement? Will you have enough money to retire at the age you want? When you're busy working, paying the bills, and saving for your next vacation, retirement can seem a long way off.

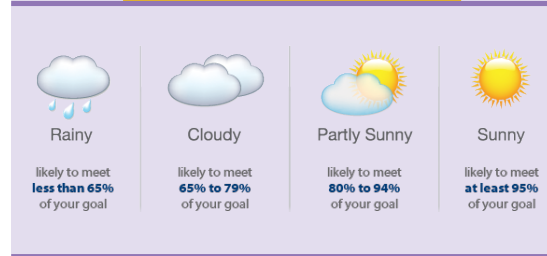
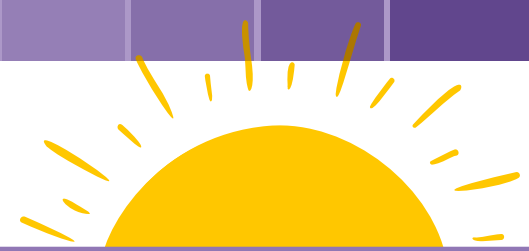
A simple and easy way to know if you're on track is Transamerica's free "Your Retirement Outlook" tool. You can see how much money you'll have to retire at the age you choose depending on your income, retirement savings, and other factors. Experts recommend saving 10% of your income for retirement so you'll ideally have 80% of your pre-retirement income when you retire.

The tool uses weather icons to represent your retirement outlook — a sunny outlook means you have a 95% chance of reaching your goal.

"The Outlook tool is the best 'are you on track' tool I've seen," said Amy Birtcher, CRPC, retirement planning consultant with Transamerica. "It runs through 500 scenarios every time you change an option. For example, changing your savings rate from 6% to 10% will give you a whole new outlook."

To access "Your Retirement Outlook," login to your Transamerica account and click on "Are you on track?" in the left column. The tool will automatically populate with your Transamerica account information and allow you to link to other savings plans and add a partner or spouse to see how you're doing as a household.

According to Birtcher, of the 4,550 MHC employees who have used the tool, 86% have a positive outlook, which means partly sunny or sunny.



"Just like an annual check-up with your doctor, you should be checking up on your retirement outlook," Birtcher said. "Your Retirement Outlook" is a wealth fitness tool so you can plan ahead, have enough saved to retire, and live the life you want."

Need help getting started? Email Amy Birtcher at [Amy.Birtcher@transamerica.com](mailto:Amy.Birtcher@transamerica.com) to schedule a free appointment.

## Staying Safe at the Water's Edge



As the weather warms and the water beckons, it's important to keep in mind just how frigid our lakes and rivers can be this time of year — and just how quickly cold-water drownings can happen.

So far this year, six drownings have occurred in the Great Lakes, with half

of these taking place in Lake Michigan, according to the Great Lakes Surf Rescue Project, a nonprofit that is a chapter of the National Drowning Prevention Alliance.

The U.S. Coast Guard says planning ahead is critical in staying safe, especially when the water temperature is not much more than 60 degrees Fahrenheit. The water temperature of Grand Traverse Bay in June is typically in the 50s.

The water temperature will drain your core body temp a lot faster than the air temperature would. Your body will start shutting down and won't be able to move or swim. With even jeans and a sweatshirt your survival ability is only an hour. The Coast

Guard recommends everyone wear a dry jacket — dry material with insulating layers underneath.

Munson Healthcare is part of the Northwest Michigan Water Safety Network, which educates the community on specific beach hazards including weather conditions and water temperature. "The safety of our employees and our community is so important to us," said Tom Peterson, MD, FAAP, vice president of Quality and Safety. "And since many of us live close to Lake Michigan as well as inland lakes and rivers, we need to make sure everyone understands water safety."

Learn more at the **Play It Safe in the Water** Facebook page.

# MHC Physician Leadership Retreat 2018



Keynote speaker **Allan McDonald** shares his insights into leadership's role in safety.

For the second year, our physician leaders gathered to learn about the challenges affecting the Munson Healthcare system and our strategies to impact them, as well as Lean initiatives and safety best practices.

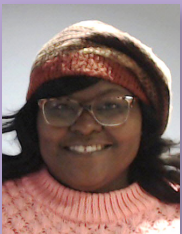
In fact, much of the retreat focused on safety and aligning our physi-

cians with the rest of our Health Care Team on specific initiatives. Tom Peterson, MD, FAAP, Munson Healthcare vice president of Quality and Safety, outlined the Foundations of Safety Culture and Christine Nefcy, MD, Munson Healthcare chief medical officer, talked about speaking up

through Lean Transformation. The event concluded with special guest Allan McDonald, an engineer during the Space Shuttle Challenger disaster who had advised against the launch and also the author of "Truth, Lies, and O-rings: Inside the Space Shuttle Challenger Disaster." He shared the safety and ethics lessons learned from the Space Shuttle Challenger and Columbia accidents.

"The annual Physician Leadership Retreat is a great way for our physician leaders to learn about the state of our system, and provide them with tools that they can take back to their communities," added Dr. Nefcy. "Many of our speakers stressed safety and how important it is that we all speak up when we have a safety concern."

## PEOPLE ON THE MOVE



**Dionne Anderson,**  
Director, Environmental  
Services, Munson  
Medical Center



**Jennifer Couillard,**  
Pharmacy Director,  
Charlevoix Hospital



**Dawn Halleck,**  
VP of Patient Care,  
Otsego Memorial Hospital



**Jennifer Lechota,**  
Manager, Emergency  
Department, Munson  
Medical Center



**Sherri Nemeth,**  
Laboratory Manager,  
Charlevoix Hospital



**Christine Perry,**  
Practice Administrator,  
General Surgery, Munson  
Medical Center



**Tami Putney,**  
Director of Critical Care,  
Munson Medical Center



**Jacqueline Runyon,**  
Clinical Quality Manager,  
Cadillac Hospital



# Streamlining Our Work Order Systems



Charlevoix Hospital Maintenance Director Bruce Giem scans the asset bar code to add the equipment into the eMediTrack system.

A new system-wide work order system will soon be in place that will improve patient and employee safety.

The eMediTrack web-based system will replace the current manual sys-

tem and various work order databases at our hospitals to create a unified system and streamline the process for our Health Care Team.

The transition to the new system started in May. The new web portal will be turned on at Munson Medical Center in June and then go live system-wide in July.

How will it work? "Each facility's Intranet will have a link to a work-order form or will provide the link to employees to enable them to electronically request work. This will reduce phone calls, voicemails, emails, and all associated manual work by 75-80%," Director of Plant Engineering Bob Van Rees explained.

Munson Healthcare has over 23,000 medical devices and over 2.6 million square feet requiring both preventative and corrective maintenance.

"The new system will allow users to create their own work orders using their location and/or the new equipment asset ID tags," Van Rees said. "From a safety standpoint, the work request gets into our system faster and we'll establish the ability to track repair history on equipment and patient rooms. The goal is to see a 15 - 20% reduction in down time, an increase in maintenance productivity and a decrease in emergency requests, which is positive for everyone all around."

## Everyone Has a Role in Safety

Did you know that **70%** of human errors are due to problems with processes, tools, and systems, and about **30%** of errors are due to individual actions?

An article recently published in The Pulse outlined the role that our providers play in safety. The article stressed that providers can:

- Be leaders in safety by participating in committees, safety rounding, coaching, safety debriefs, and new safety initiatives.
- Demonstrate in words and actions that safety cannot be compromised at any time.
- Encourage everyone to please speak up with safety concerns before a surgery.
- Communicate clearly by repeating back, acknowledging, and confirming responses.
- Peer check each other, speak up themselves, and wash their hands in and out of every room every time.

"Our providers do play a big part in shaping our culture of safety but so does our staff," said Tom Peterson, MD, FAAP, vice president of Quality and Safety. "Many of the behaviors we're asking for from our providers apply to

everyone at Munson Healthcare. We're one Health Care Team working together to keep each other safe and provide the safest possible care for our patients."



### June is National Safety Month

#### Munson Healthcare Safety Behaviors:

Prepare for the Day

Questioning Attitude

Clear Communication

Support the Team

Attention to Detail

# Germ Warfare: Infection Prevention Making Strides

As the flu virus was stalking northern Michigan a few months ago, Munson Healthcare hospitals stayed one step ahead of the bug through a new dashboard created by the system's Infection Prevention team.

"For the first time in the history of the region we were able to accurately monitor flu activities at the regional level which gave us the advantage of staying prepared and ahead of influenza," said Salah Qutaishat, PhD, system director for Infection Prevention. "Our goal was to closely monitor influenza activity to ensure that we were ready for any influx of patients at our facilities. We were able to do this because the sample size of tests being sent to our Laboratory Services was big enough to represent the population in our region."

Linking efforts to engage in germ warfare begins with washing hands in and out of patient rooms and extends to continually improving processes across our hospitals to prevent *Clostridium difficile* (C. diff), catheter-associated urinary tract infections (CAUTIs), central line-associated infections (CLABSIs), surgical site infections (SSIs), and all other infections related to hospitalization.

Qutaishat said each of the nine hospitals in the system have strong infection prevention programs in place and the goal underway is to align infection prevention practices and standardize the reporting.

"The good thing about infection prevention metrics is that the stan-



Salah Qutaishat displays a petri dish growing bacteria.

“  
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 — Salah Qutaishat, PhD ”

dards are mainly created by the CDC," he said. "The plan for the next six months is to develop a hospital system dashboard so that our metrics are visible to each other, and after that we will look at areas for improvement."

Infectious disease physicians in Traverse City, infectious disease pharmacists, and infection preventionists two years ago formed an Infection Prevention Consortium that offered collaboration on infection prevention issues at Munson Healthcare hospitals. The next phase will bring the collaboration into more measured outcomes and the consortium into a more formal infection prevention structure.

Long-term plans call for all Munson Healthcare facilities to use Munson Healthcare Lab Services, which will help with surveillance and reporting

activities. Currently Cadillac Hospital, Grayling Hospital, Kalkaska Memorial Health Center, Munson Medical Center, and Paul Oliver Memorial Hospital utilize the lab.

"We are building the basis for the future to parallel the progress with the laboratory services," Qutaishat said. "We will continue to strive for zero hospital-acquired infections."

One example of major success has been the reduction of C. diff rates at Munson Medical Center. The hospital has gone from the 75<sup>th</sup> percentile in terms of rates to the 10<sup>th</sup> percentile — meaning that we are among the best in the country.

"Our timely intervention helped us stay ahead of the curve. It impacted not only our rates but also test utilization for all of the system hospitals," Qutaishat said. "Test utilization means we are making sure that the test is performed for the right reason. It reduces the risk of over diagnosing and over treating. Optimizing laboratory testing is a national trend now."

# The CBI Team Deals in Data

Big data is a big deal in 2018. But it's like gold. First you have to mine it, then refine it into something useful.

Users across Munson Healthcare can dig deep into data using self-serve analytical solutions developed by the Clinical and Business Intelligence (CBI) team. Recent releases include multiple new quality dashboards, Employee, Patient, and Medication Safety reporting, and Workforce Planning tools for management across the organization.

"Unlocking the data allows all the best talent across Munson Healthcare (MHC) to identify trends, explore hypoth-



eses, and monitor change in performance on hundreds of measures," said CBI Director Ann Vermeer.

But CBI's work with internal data doesn't stop there.

"In addition to developing new tools for users, we maintain and secure three data warehouses supporting over 500 users across MHC," Vermeer said. "We also provide 'push' reporting cascading from True North scorecards to all MHC hospitals.

Finally, we respond to requests for information by mining data and supporting such efforts as the Cerner ambulatory conversion and grant applications."

Other examples include supplying data for 'master facility planning,' helping departments examine readmissions, or identifying how many patients receive a particular modality of treatment within a service line such as oncology.

The group also supplies quarterly reports to the National Database of Nursing Quality Indicators which benchmarks nursing care at our hospitals with hospitals around the state and country. "Without the work of CBI," added Vermeer, "important quality data used in patient safety efforts and national quality reporting would not occur."

# Mohawks for Munson

Forty-two people are sporting new Mohawks and helped raise almost **\$15,000** (so far) during the third annual Mohawks for Munson event on May 19. The family-friendly fundraising event helps support community members battling cancer and the Cowell Family Cancer Center. Mohawks were chosen because they draw attention, raise awareness, and serve as a symbol of support for cancer patients.



David Girdley, Security Officer, MMC Security, showed up for the second year in a row to get a new 'do.



Marin Henry, daughter of Anita Henry, Senior Strategy Specialist, Corporate Communications, opted for a face-painting instead of a haircut.



Alex Kraft, son of Terri LaCroix-Kelty, LMSW, Director, Behavioral Health Services, gets his Mohawk from Bulldogs Barbershop stylist Reid Jensen.



Pint-sized community member Alex Rapson, who came with his family to support a friend battling cancer, gets a colorful Mohawk.

# The Many Ways Information Technology Supports True North

Technology is an integral part of our everyday lives. We use it to communicate, gather data, and make decisions. Health Information Technology (HIT) is no different. We have to have good information in health care in order to provide safe, high-quality care for our patients.

To really understand how HIT connects to every aspect of True North, we asked our experts:

## PATIENT



"HIT can provide patients with access to their health history, medications, and allergies through our patient portal, and support online communication between patients and providers. Also, once the 'best way' to care for a particular condition is identified, HIT improves the quality of care by helping the Health Care Team

deliver that 'best care' to all patients who suffer from that condition. Finally, it improves patient safety by delivering important patient information, such as test results and vital signs, to the right clinician at the right time."

—**John Beckett, MD, FACEP**, VP and Chief Medical Information Officer, Munson Healthcare

## HEALTH CARE TEAM



"HIT is simply a set of tools that are used on behalf of our patients and the organization. HIT professionals are not directly involved in patient care, but we all take a great deal of pride in how our work enables the entire Health Care Team in providing great patient experiences and outcomes. Everything we do is to support

the availability, accuracy, and security of the information needed to provide care."

—**Ryan Winn**, System Director of Information Systems, Munson Healthcare

## SAFETY



"The electronic health record (EHR) can improve patient safety by generating a complete record of a patient encounter. This includes medications, vitals, orders, past medical history, and test results. The EHR is a real-time, point-of-care and patient-centric source of information for clinicians to make the best possible

decisions for patient care. Also, as we integrate the EHR with ambulatory practices, this will provide more seamless communication for providers between settings.

Technology also helps keep our Health Care Team safe by monitoring parking lots, entrances, and hallways as well as generating alerts that quickly communicate safety situations to people trained to help."

—**Heather Sertic**, Manager of Ambulatory Applications, Munson Healthcare Information Systems

## QUALITY



"HIT can alert providers when a patient is at risk for complications or illnesses that can occur while the patient is in the hospital. Also, HIT can collect patient information that indicates if the patient has a high risk of readmission after discharge. This information helps providers ensure that patient receives the right care after discharge, ultimately preventing readmission to the hospital."

—**Chris Podges**, Chief Information Officer, Munson Healthcare

## OPERATIONAL PERFORMANCE



"A good deal of functionality delivered through our EHR helps to improve quality and safety while maximizing our reimbursement potential. Meaningful Use and MACRA are initiatives that involve advancing EHR functionality while making us more efficient and improving operations. Also, many departments use data and

analytics to find cost-saving opportunities such as less expensive but equally effective medications and assessing areas of northern Michigan that may benefit from bringing more or different MHC services closer to home."

—**Jodie Wick**, System Director of Information Systems, Munson Healthcare