



How our respiratory therapists are helping patients breathe again.

Turn to page 5 to learn more.

Registered Respiratory Therapist Carolyn Buclay

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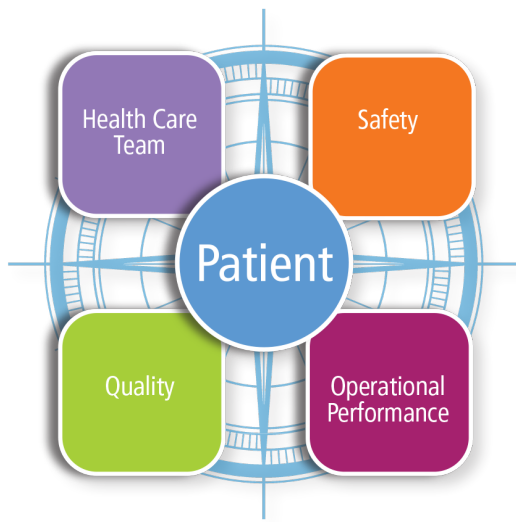
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A Note from Ed Ness

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, 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.

Christmas is just around the corner, and what I'm looking forward to the most is having my children in town for the holidays. We moved to this community almost 20 years ago because my wife and I believed it would be a great place to raise our family. And we were right. Over the years, I have come to appreciate even more just how special this area is and how privileged I am to work at an organization that supports the health and needs of our communities — communities made up of our families and friends.

At Munson Healthcare, it's the connections our hospitals and organizations have to our communities that make us truly unique. For those of us who have worked in other cities, you know exactly what I mean. There's something truly special here that connects us on a deeper level, makes us all feel a sense of pride and ownership in growing healthier communities, and challenges us to continue to strive for excellence. This is evident in the ways our community members support us through generous donations — more than \$6.9 million in the last fiscal year. Their support allows us to improve our facilities, purchase better technology, and provide countless health care services and programs that would otherwise not be possible.

The same kind of support comes from our employees. On Giving Tuesday, many of you helped raise more than \$65,000 for Munson Healthcare Foundations, which was then matched, bringing the total to \$130,000. With this money, we can take some of the burden off of our

patients receiving treatment through our Patient Needs Fund and assist with their household bills, groceries, and child care costs, or offer them a gas card. See page 11 for all the ways your donor dollars make an impact.

But it's not just your donations that are so generous. As a member of the Health Care Team, you are always giving to our patients. Whether you're providing direct care or supporting the teams that do, your work is making a difference in the lives of our community members every day. Turn to page 4 to read some of the wonderful thank-you notes we've received from our patients and their families.

Even when your work is done, many of you go out into your community and volunteer your time and talents. Whether it's organizing a food drive, serving on a community board, or marching in a parade, you're continuing to give to your community. (For more examples, read "The Many Ways We Give" on page 6.)

This is the season of giving and for many it's a happy time for families to come together. However, the reality is that some families will be spending the holidays around a hospital bed instead of a warm kitchen or a Christmas tree. Many of you will be right there with them helping to care for patients and their families instead of spending time with yours. I can't think of anything more generous than that.

Thank you.



Keeping Our Patients at the Center of Everything We Do

Improving the patient experience is the driving force behind ongoing renovations and new construction happening around our health care system. Here's a sampling of updates underway:

Various Projects in the Works at Charlevoix Hospital



This team is working on many different smaller projects that ultimately create a better experience for patients. Some of these include:

- Installation of a snow-melt system at the main entrance for safe patient drop-off and pick-up, and the purchase of new snow removal equipment.
- Installation of ramps and railings at both the Charlevoix Sleep Center and its primary care clinic.
- Renovation of East Jordan facility to house Jordan Valley Family Medicine clinic. This practice opened a couple of months ago, helping to meet the need for primary care in the community.

"These 'behind-the-scenes' initiatives create and maintain a constantly improving, safe environment for our patients and staff," said John Singer, chief operating officer at Charlevoix Hospital.

Manistee Community Health Center Nearly Complete



The new Manistee Community Health Center is in the final stages of construction, with plans to open the fitness center in December and the medical services in early January. The 45,000-square-foot facility will house several

provider offices — Manistee General Surgery, Manistee Neurology, Manistee Orthopedics, Manistee Urology — as well as Rehabilitation Services, Cardiac and Pulmonary Rehabilitation, Manistee Health and Fitness, and some administration staff. "Patients will enjoy bright spaces with ample windows providing views of the wooded area behind campus," said Esther Sigurdardottir, director of rehabilitation services. "Plus, the new building will be much easier for patients with mobility issues to access."

Grayling Hospital Set to Open Primary Care Clinic in Mio Next Year



Grayling Hospital just purchased a dental clinic in Mio. This location will be the future site of their newest primary care office, Munson Health-care Mio Primary Care, which will open in mid- to late-2019.

"There is a great need for primary care providers in Oscoda County," said Kirsten Korth-White, interim president of Grayling Hospital. "By providing these services, patients will have better access to the care they need and won't have to travel far to get it."

Construction of New Medical Pavilion in Kalkaska Continues on Schedule



Construction began this past summer on a new \$13 million medical pavilion at Kalkaska Memorial Health Center. "The medical pavilion construction is going great — both on time and on budget," said Laura

Zingg, administrative director of assisted living, marketing, and outreach. "It's on track to open in the summer of 2019." It will house physician services — primary and specialty — on the first floor and the second floor will house Infusion Therapy, chronic disease education space, and other services in the future.

Cadillac Hospital Begins Construction on New OR

Construction of a fifth operating room at Cadillac Hospital is now underway. An increase in surgical cases and plans to increase services in cataract surgery, general surgery, and orthopedic surgery are the reasons behind a fifth operating room. "The new OR will increase our ability to care for patients and ensure the delivery of safe, high-quality care," said Christen Brandsma, director of Surgical Services at Cadillac Hospital. This \$1.4 million project is fully funded by the Mercy Hospital Cadillac Endowment and should be finished by the end of March.

From Our Grateful Patients

These special notes remind us that not all gifts come in the form of a present:

To Casey Wallace, RN, Charlevoix Hospital



"Casey was our sister's nurse. What gentle, warm, patience she had with her. Her manner is truly remarkable. We are so grateful."

To everyone at Charlevoix Hospital

"We had to bring our daughter to the ER. We were treated with kindness; we were listened to; and everything was explained to us. A full array of diagnostic tools was used, and an effective treatment administered. This is the second time this year we have had to use your hospital. We thank your employees, and they should be very proud of themselves."

To Kathryn Krezoski-Evans, DO, Empire Family Practice



"Dr. K is outstanding! I come from a completely non-medical background so I was apprehensive about my first trip to the doctor's office. I could not have asked for a better experience. She was very supportive, understanding, and compassionate. Her guidance was excellent. I would not hesitate to contact her again if there

was ever a need."

To Raini Jenkins, RN, Grayling Hospital



"I have never felt more comfortable in the ED than I did yesterday. Raini was so sweet and informative. She talked to me and kept me calm during a confusing and scary visit. Her bedside manner is incredible and I was very impressed with her skills as an RN. Easily the best nurse I have had in any medical setting."

To Robert Barry, MD, Orthopedic Surgeon, Manistee Hospital



"Thank you so much for taking care of my dad. You performed his surgery. My brother also speaks very highly of you. I am happy that my dad was able to benefit from your time, care, and expertise. I also wish to extend my gratitude to your entire team."

To Greg Gunn, RN, Manistee Hospital



"You were my daughter's ED nurse today and I just wanted to say how exceptional you are. You made her laugh when she was scared. You are extremely personable and are not only amazing at your job but also your bedside manner. You set the bar for exceptional nursing and I thank you very much. I hope your superiors appreciate you as much as we do!"

To Karen Riedel, Senior PAS, and Diane Knight, Special Procedures Tech, Smith Family Breast Health Center



"I had a mammogram recently. I have Parkinson's and I want to thank the receptionist and the x-ray technician for being so kind and thoughtful. You not only fit me in, but you offered me a chair during

the x-ray and the receptionist waited outside of my dressing room to walk me back to my husband. It meant a lot to me. Thank you."

To Deborah Robinson, Special Procedures Tech, Paul Oliver Memorial Hospital



"I had a CT Scan and this wonderful technician by the name of Deborah did the scan. While I was having the scan, my eyes closed, this little hand patted my hand and I thought there's an angel in this room. Honestly I have been through a year of tests and she made me feel special. I don't even think she realizes she does this beautiful gesture. Please see that someone recognizes her for her kindness. Thank you."





Left photo: OMH's **Marie Prebenda**; **Paul Hagan**, RRT; **Casey Butler**, RCS; **Carolyn Buclay**, RRT; **Teri Hall**, ARDMS; and **Beth Glasser**, MSHS, RRT. Center photo: **Lori Richardson**, RRT, is also part of the OMH team. Right photo: KMHC's **Theresa Rowell**, LRT, RRT.

Breathing New Life into Patients

Imagine helping struggling newborns take their very first few breaths. For Respiratory Therapist Carolyn Buclay, encouraging these initial gulps of air is just part of an ordinary day at Otsego Memorial Hospital, where she spends a twelve-hour shift that begins just shortly after 6 am.

"They have to be ready for anything because they don't know what the next moment is going to bring," says Supervisor Beth Glasser, MSHS, RRT, explaining that RTs respond to calls in the ER, ICU, Med Surg, and OB units among others, as well as McReynolds Hall, the 33-bed long-term care facility attached to OMH.

Buclay — one of five full-time respiratory therapists at OMH — began her career in the Philippines, where she taught and earned both her BS and MS in biology. She eventually settled in Michigan with her husband, a physical therapist, and upon learning that both of her young sons had asthma, she became inspired to pursue respiratory therapy.

Buclay still remembers during her first year as an RT when a patient became unresponsive and she had to resuscitate him. "It was the first time I had to really respond quickly," she recalls. Fifteen years later, helping others breathe through respiratory

aides, medicine, and education has become like second nature to her. And in her small, close-knit community, the people look to her and her fellow RTs as real anchors in the community.

"We're always called when people are in distress so seeing them over that hump and thankful to be breathing — that's so rewarding for us," says Glasser.

At Kalkaska Memorial Health Center, Theresa Rowell, LRT, RRT, is the sole respiratory therapist, working alongside what she calls a wonderful hospital team, and in particular, the nurses who often help her. "It's a group effort," she explains. "We all have the same end goal: to provide the best care for our patients." Originally an RT with MMC, Theresa transitioned to KMHC four years ago to work closer to home. "I love the idea that I work in the community that I live in — it's very rewarding. There's a family feel here. I am very blessed."

Likewise, receiving care close to home is something Charlevoix Hospital Respiratory Therapist and Coordinator Shari Wheeler knows is important to respiratory patients. In fact, Wheeler was integral in facilitating pentamidine nebulizer treatments — a treatment that needs to be inhaled in a closed chamber — for children at risk

for pneumonia. "A mother called to ask if we did this treatment in Charlevoix so she and her son wouldn't have to travel to Grand Rapids, and I thought 'There's no reason we can't.'"



Charlevoix Hospital Respiratory Therapist and Coordinator **Shari Wheeler** and **Ellen Marcus**, RRT, demonstrate CPR for a group of staff members with the aid of a resuscitator bag and AED.

Wheeler admitted that at first she wasn't sure what to expect of working with young patients who are often shy and scared. "It's sad that these children have low immune systems, but over time, they become a part of our family. It's a very good feeling," she said. "We love the fact that we're able to do this for them."

Munson Healthcare offers top-notch respiratory care across the system, with the largest team at Munson Medical Center in Traverse City.



John Cox and other MHC employees volunteer regularly on mission trips to rural villages in Guatemala.

The Many Ways We Give

At Munson Healthcare, we know our staff give 100% every day to provide the best care for our patients. But for many, it doesn't stop there. Our Health Care Team continues to give beyond the walls of our hospitals and facilities in so many ways. Here's how:

Mistie Atkins, CMA (AAMA), practice manager at Munson Family Practice, organizes the Father Fred Turkey Drive through the Northwest Chapter of Medical Assistants. The endeavor involves many MMC staff, including **Carissa Cowen**, CMA (AAMA), **Sarah Miller**, CMA (AAMA), and **Laura Ide**, CMA (AAMA).



Sarah Miller and Carissa Cowen outside of Family Fare during this year's Father Fred Turkey Drive.

"Every year, we stand outside Family Fare the Sunday before Thanksgiving and encourage shoppers to donate. Father Fred then gives turkeys away to families for their holiday meals," said Atkins. "Over the last 7 years we've raised more than \$19,000."

Meagan Bottrell, CPMA, CPB, compliance auditor with MHC Internal Audit, volunteers with the Girls on the Run program at Traverse City's Willow Hill Elementary School.

"It was an honor to share my love of running with young girls in my community and to watch them establish healthy habits, self-esteem, and friendships."

James Barker, CEO, Manistee Hospital, serves on the following community boards and committees: West Shore Community College, Manistee Rising Tide, and Manistee Chamber Economic Development.

Nicki Brown, office coordinator, MSU-CHM, is a 4-H leader, serves on the Benzie County Central School Board, and serves on the Zoning Board of Appeals.

John Cox, Executive Director of Surgical Services, and a team of other MHC employees, volunteer regularly on medical missions to Guatemala.

"Our medical mission teams consist of 25 - 30 people that include volunteer physicians, APPs, nurses, pharmacists, and other health professionals and non-clinical team members that serve in three rural villages. Our teams see/treat about 3,000 villagers per year."

Gene and Patty Drenth, a courier with Lab Clinical and RN with

Medical Surgical at Charlevoix Hospital, respectively, volunteer for Keryx in Community, a 3-day short course in Christianity.

Mark Hepler, CPA, MHC Chief Financial Officer, serves as the treasurer on the Conservation Resource Alliance (CRA) board and on the Chamber Venture North board.

"CRA is deeply involved in river restoration all across northern Michigan. I'm involved because I see (and enjoy) the benefit to our natural resources. The Venture North board is an economic development board that invests in job creation in our community. I'm involved because commerce is also important to our region."

Meg Johnson, a receptionist at Boyne Area Medical in Charlevoix, volunteers at the SDA Food Pantry and the Challenge Mountain Resale Shop, both in Boyne City.

Peter Marinoff, CEO of Paul Oliver Memorial Hospital, coaches various youth sports, including soccer, basketball and baseball, and has served on the board of his local YMCA for the past five years.



Left photo: Kathleen Glaza (center), RN, clinical nurse specialist at MMC and Barbara Platts (right), as well as Rosalie Gaertner (back row), a retired MMC nurse, put their skills to good use for Little Dresses for Africa. Right photo: April Nowland started Foster Closet, a 100% volunteer run charity that provides clothing and supplies to children in foster, guardian, and kinship situations in northern Michigan.

"Communities are more than roads and houses; they are built upon people giving back to others in various ways. Plus coaching kids is an absolute blast!"

Shena Miller, a lab clinical coordinator at Charlevoix Hospital, runs Pop Warner youth football in Central Lake.

"I give back to the community because I love to do it! It is my passion to spend time with the kids, teach them, and keep the programs going for them. Volunteering is something I love to do and look forward to doing it. I try to do what I can to help out in my little community because to me we are all family."



Jennifer Murtaugh is helping to build a home in Thompsonville.

Jennifer Murtaugh, on-call fitness center tech at the Betsie Hosick Health and Fitness Center, is the acting president of Habitat for Humanity of Benzie County and serves on the Crystal Commission, which oversees operations at Crystal Camp and Conference Center.

"I volunteer with the hope of making a positive difference in the lives of others and to experience a deeper connection to my community."

Sherri Nemeth, MT (ASCP), laboratory manager at Charlevoix Hospital, is a youth group leader for her church. This past summer, she took a group of teenagers on a mission trip to West Virginia for a week of service projects.

April Nowland, RN, CM, with Munson Home Care Cadillac, started a non-profit in 2016 called Foster Closet of Michigan, which benefits children in foster, guardian, and kinship situations in northern Michigan. April herself is a foster mom, adoptive mom, biological mom, and guardianship mom — she and her husband have 13 children!

Barbara Platts, MLIS, AHIP, manager of MHC's Knowledge Management Services, sews blankets for those in need and participates in a project called Little Dresses for Africa.

John Rokos, BSLAMB, ORDM, Ambulatory Applications System Analyst at MMC, has volunteered with the National Cherry Festival for 30 years and served as the assistant director for Pepsi Concessions at the Open Space last summer. "I've been doing it for so long it just becomes natural," he said in a Record Eagle article.

"Traverse City is where I was born, raised, and the place that I call home. Giving back is a small way to be involved in things that are important to you. Sometimes you may not have the finances to support a cause, but you have time, and that is just as valuable."

Nancy Russell, Infusion Center coordinator at Charlevoix Hospital, has been volunteering at The Good Samaritan in Ellsworth for the past 10 years and currently serves as president of the Ellsworth School Board.

"How time flies when you are having fun. I can't imagine a life without giving back to others."

Shalene Sommer, LLMSW, a patient care manager at MMC, is the Victim Services Unit Coordinator for the Antrim County Sheriff's Office, a group of volunteers who are available 24/7 to provide services for the needs of victims.

Malissa Walton, a fitness technician at the Betsie Hosick Health and Fitness Center, supports an annual dinner fundraiser that raises money for individuals with developmental delays and disabilities in Benzie County.

"I give back to my community because there are people out there who really need our support in so many different ways. Also, the more I volunteer, the lighter the work for everyone. It also feels great."

Candice Wiers, PT, DPT, a physical therapist at Charlevoix Hospital, teaches Sunday school.

Desiree Worthington, President, Munson Healthcare Foundations, serves on the campaign committee for St. Francis of Assisi Catholic Church in Traverse City.

Waddle Your Way through Winter

'Tis the season again to winter proof your walk! Our feathered friend Waddles is back to remind us to walk safely — and not just outdoors.

Whatever your role in our Munson Healthcare family, no knee, bum, or elbow is exempt from a fall. We want you to stay safe, whether you're on your way to a patient or heading to an important meeting. We're all here to make an impact on our community; together, we can avoid slips, trips, and falls that keep us from doing what we love — both on and off the job.

When you see a potentially slippery area or an icy walkway, or when you're getting out of your car, remember the *Waddles' Way*.

OUTSIDE

- Keep your knees relaxed
- Point your toes out
- Take short steps
- Walk slowly and deliberately
- Keep your hands free

INDOORS

Did you know that most of our falls with serious injuries actually happen inside? Puddles, corners, stairs, floor clutter such as **cords and equipment**, and distractions like smartphones lead to slips, trips, and falls. These injuries can be prevented by **slowing down, and being alert and aware of your environment. Scan the area where you are working or walking and identify potential hazards:**

- Watch out for puddles from melting snow and ice
- Pay extra attention to transitions in flooring such as tile to concrete, walk-off mats to lenoleum
- Turn corners slowly and with caution
- Be careful when trekking up and down stairs
- Refrain from texting and checking your phone while you're on the move

“With Waddles' help, we can reduce serious injuries due to slips, trips, and falls across MHC!”

—John Bolde,
System Director,
Safety and Security



Psst — Waddles' wisdom isn't just for our work family. Use our penguin pal as a fun way to encourage your whole family to stay safe and injury-free this winter.

Coming Soon... Our Next Safety Campaign

So what's next on the safety horizon? Hand Hygiene — to reduce hospital acquired infections and to protect our patients, co-workers, and families.

Our patients are vulnerable and susceptible to infection. And they can also pass something to us, which we could then give to each other or take home to our families.

We all know how important clean hands are, but sometimes there are barriers, such as type of hand sanitizer product and location of dispensers. A multi-disciplinary, system-wide team has been working to address these barriers and recently began installing — directly outside patient rooms — no-touch hand sanitizers

containing a new product at Munson Medical Center. All of this will soon be rolled out across the system too.

Our new campaign focuses on the safety behaviors **questioning attitude, support the team, and attention to detail**. It also supports True North — helping us to provide **quality** care and keep everyone **safe**.



Colleen Green, CENA, helps a patient at Paul Oliver Living and Rehabilitation Center.

MHC Long-Term Care Units Rated "High Performing"

Five Munson Healthcare owned or affiliated long-term care facilities earned "High Performing" ratings and are listed among the Best Nursing Homes by U.S. News & World Report for 2018 - 2019.

The ratings are based on the quality of the overall care of all residents, both short- and long-term stay, and include evaluations of medical quality, nurse staffing, health inspections, and rehabilitation therapy.

The facilities that earned "High Performing" ratings include:

- Grayling Hospital's Crawford Continuing Care Center, a 39-bed facility
- Otsego Memorial Hospital's McReynolds Hall in Gaylord, a 34-bed facility
- Kalkaska Memorial Health Center's Eden Center, a 104-bed facility

- Mackinac Straits Health System's Evergreen Living Center in Saint Ignace, a 48-bed facility
- Paul Oliver Living and Rehabilitation Center in Frankfort, a 39-bed facility

According to U.S. News, on any given day, over 15,000 nursing facilities in the U.S. care for nearly 1.4 million people, most of them elderly. One in every ten Americans over the age of 85 is a nursing-home resident, and nearly one-third of older Americans spend time in a nursing home in their final months of life.

"We are proud to be recognized for McReynolds Hall in Otsego," said Mary Steele, RN, BS, McReynolds Hall director of nursing. "Our staff have made customer service, clinical excellence, and an exceptional environment a primary focus. It's very rewarding for their dedication to be acknowledged in this way."

MHC Hospitals Earn Performance Awards

Four Munson Healthcare owned and affiliated hospitals recently earned 2018 Performance Leadership Awards from The Chartis Center for Rural Health and the National Organization of State Offices of Rural Health.



Cadillac Hospital and Grayling Hospital were recognized for excellence in outcomes; Kalkaska Memorial Health Center was recognized for excellence in health care quality; and Mackinac Straits Hospital and Health Center was recognized for excellence in patient perspectives.

Rankings are determined through a data-driven program designed to identify excellence across a broad spectrum of indicators relevant to hospital performance and patient care using public data sources. Performance Leadership Awards reflect top quartile performance among all rural hospitals in the nation.

"We're proud to be recognized as one of the top performing rural hospitals across the state," said Kirsten Korth-White, interim president of Grayling Hospital. "At Grayling Hospital we focus on bringing quality care close to home and this award reflects our ongoing commitment to this purpose and our community."



Healthy Mom, Healthy Baby

Maternal-Fetal Medicine Clinic Provides the Right Care, at the Right Time, and in the Right Place

Kimberly Webster and her husband, Michael Griffith, couldn't wait to become parents together. They knew, however, that given Kimberly's age and history of high blood pressure, they would face a high-risk pregnancy.

It was just about a year ago when Kimberly, then 41, learned she was expecting their first child and was eagerly anticipating telling Michael. "At my age, we were trying and planning and hoping and not sure — and it worked," said Kimberly, who gave Michael a gift to open — a baby onesie featuring the words "Love Made Me" — as the way to share the exciting news.

Kimberly and Michael welcomed their son, Finnegan Griffith-Webster, this past September. Weighing just over 5 lbs., Finn was born three weeks early and healthy, thanks in no small part, the couple says, to the quality care they received from the Health Care Team in the Maternal-Fetal Medicine Clinic at Munson Medical Center.

While Munson Healthcare has had a maternal-fetal medicine program for 20 years, it's only recently that we've had a dedicated clinic and a board-certified, fellowship-trained maternal and fetal medicine physician on staff, June C. Murphy, DO, FACOOG. She leads this program that provides guidance and comfort to women throughout northern Michigan who are in a high-risk pregnancy situation.

Designed for preconception to postpartum, these expanded services mean patients are experiencing customized specialized care as well as a greater level of coordinated care among their health care providers right here in northern Michigan, ac-

ording to Mary Schubert, executive director of Women's and Children's Services for MHC.

The clinic sees about 100 patients each month, said Dr. Murphy. She will also be providing these services at Manistee Hospital again in January, and the plan is to next expand to Otsego Memorial Hospital as there is a great need for these services in northern Michigan.

"We do see moms delaying child-bearing, which is then related to the higher risks for diabetes and high blood pressure as we get older. But then we are also seeing other problems with, for example, opioid addiction and those special circumstances that affect the pregnancy and the newborn," she said. Plus, with the way medicine has evolved, this team can address problems in utero and pick out the best scenario or best delivery plan for the patient.

OB-GYNs, their high-risk pregnancy patients, and the clinic team all work together for coordinated care. In Kimberly's case, this meant her OB-GYN, Peter Bump, MD, of Northwood Obstetrics & Gynecology, helped her manage her care throughout, and often was present for the ultrasounds that took place at the clinic.

Kimberly and Michael are grateful for the close-to-home care they received throughout her pregnancy. They're savoring these early months with their son, who recently learned how to roll over and lights up a room with his smile.

"Everything is good. He's a really good baby," Kimberly said. "I think it was fantastic having that team available to us and knowing that I could always reach out if I had questions."



I think it was fantastic having that team available to us and knowing that I could always reach out if I had questions.

—Kimberly Webster,
new mom and patient



Thank You!



This holiday season, I'd like to personally thank those of you who have generously given back to MHC in the past year. Whether your donation occurred through payroll deduction, as a one-time gift, at a special MHC Foundations fundraising event, or through last month's incredibly successful Giving Tuesday, we are so very grateful. Your generosity makes a significant difference in the lives of others!

Donor dollars provide up to 30 percent of funding for capital improvements in our hospitals. Without philanthropy, we wouldn't be able to purchase equipment such as the latest imaging and lab equipment, patient lifts, and infant warmers, or enhance and expand departments such as surgery, cancer, and the ED.

Philanthropic support helps strengthen our hospitals and facilities at all levels. Every upgrade, equipment purchase, and investment in a new program impacts our ability to deliver high quality health care to our communities.

But most importantly, philanthropy allows us to impact the lives of our patients and our Health Care Team, who are sometimes patients themselves. We often receive notes like this:

"We just wanted to say thank you again for being there to help people like us. The journey hasn't been an easy one, but because of the kindness of your donors, sometimes the obstacles don't stand quite as tall." —an anonymous recipient of the Patient Needs Fund

On behalf of Munson Healthcare Foundations, I want to thank you for the myriad of ways you make our communities better! We wish everyone a healthy and peaceful holiday season.

Desiree Worthington
President, Healthcare Foundations

Experience the healing power of

GIVING

After a weekend filled with shopping on Black Friday, Small Business Saturday, and Cyber Monday, we had **Giving Tuesday**, a worldwide day of giving back. Thank you to those who chose to give to Munson Healthcare. More than **\$65,000** was raised with a matching donation of \$65,000 for a total of **\$130,000**. This is an increase of almost **47%** from last year! Three of the most popular funds receiving donations on #GivingTuesday were:



Patient Needs

This fund helps patients offset a variety of expenses while receiving treatment, including: assistance with rent, utilities, groceries, child care, and gas cards for travel.



Innovation

Our Innovation Fund enables our hospitals to respond quickly to opportunities that improve patient care, through the purchase of cutting-edge technology, game-changing equipment, and the implementation of new programs.



Hospice

We understand that compassionate end-of-life care and grief and bereavement services are critical for our communities and we're committed to offering it to our patients, regardless of their ability to pay. Each year, Munson Hospice provides this care to 1,500 patients and requires nearly \$350,000 in funding.

Impressive Stats – Because of You!

Over \$200,000

Total amount employees gave throughout MHC in 2018

2,193

Number of employees system-wide who gave

68

Number of employees who participated in Giving Tuesday

218

Number of community members who participated in Giving Tuesday

To learn how you can give, call Munson Healthcare Foundations at **231-935-6482**.



Pictured here are some of the team members working on the Cerner Ambulatory EHR initiative. *Left photo:* Mitch Morehouse, Anup Salgia, Chris Kitchen, John Beckett, and Tom Hawksford (back row); Julie Massey, Claudia Miller, Cree McMains, and Latoya Price (front row). *Right photo:* Joy Vai (from Cerner) and Mary Stoops.

Tom Kimball, Claudia Miller, and Renee Gerry (back row); Heather Sertic (front row).

Staff at the Center of Cerner Ambulatory Project Success

Our patients are at the center of all we do here at Munson Healthcare, but it's our staff who are at the center of our successful Cerner Ambulatory Electronic Health Record (EHR) initiative. The dedication and hard work of the hundreds of people involved since January 2017 have finally made this project — which officially launched on December 4 — a reality.

One patient, one record has always been the goal of the Cerner Ambulatory project. It seems intuitive and an easy concept to get behind, but making it a reality was extremely complex and included 26 different practice and clinic locations and more than 500 people, including providers, office staff and practice leadership, along with the MHC and Cerner technical and support teams.



I commend all of the team members who have contributed to the project.

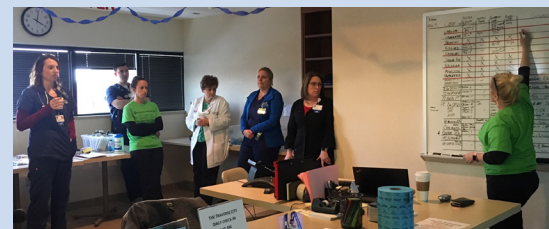
—John Beckett, MD, FAECEP
Chief Medical Information Officer



According to MHC Chief Medical Information Officer John Beckett, MD, FAECEP, this project has taken a "village" of talented people to configure, test, and implement all of the workflows that our providers and office staff require to serve our patients. Committed team members joined forces, contributed their expertise, and completed the tasks necessary to support a successful go-live. "I commend all of the team members who have contributed to the project," he said. "Now that we've launched, our patients and our EHR users will require additional support, and we will strive to improve the user experience as we learn more in the coming months. The talent and expertise of each individual remains essential as we move forward with additional phases of this initiative. Our work is never done!"

Cerner Ambulatory Project by the Numbers

- 26 Practice Locations
- 671 Staff
- 167 Providers
- 120,000 Patient Records Migrated



The Command Center at Traverse Heart & Vascular.

Who's on the Cerner Team?

- Users: providers, nurses, practice managers, medical assistants, and clinic staff
- Information Systems: ambulatory and clinical application architects and analysts
- Informatics: ambulatory informaticists and clinical informaticists
- Clinical EHR Education
- Central Billing Office and revenue cycle experts
- Corporate Finance
- Corporate Communications
- Project Management
- Executive and practice leadership
- Cerner experts