



# Community Commitment Report 2017



**MUNSON HEALTHCARE**  
Paul Oliver Memorial Hospital

## What my local hospital means to me.

"Without the diligence and professionalism of your staff, I don't know where I would be tomorrow. Great care has been given to me from entry to exit. I'm a lucky guy to be here."

"The care and compassion shown by the staff are exceptional. We are truly blessed to have a facility and organization such as this in our community."

"You saved my life, and I am forever grateful."

"Emotionally and physically they did exactly what I needed. It is obvious that you do not just show up for a job. You take an active interest, heart and soul, in the people you care for every day."



## Letter to the Community



Peter Marinoff, MBA  
President

It is hard to believe that almost 90 years have passed since the opening of our first hospital in Benzie County, Haldeman Hospital. Haldeman was operated by Adele Oliver for several years as a maternity hospital, until it was later replaced by Anna Markham Memorial. In 1951, the facility became known as Paul Oliver Memorial Hospital, in honor of a physician who practiced here and provided generous philanthropic gifts in support of local health care. Paul Oliver quickly transitioned to a 29-bed facility with laboratory and emergency facilities, and has continued to evolve since then.

As our community has grown and changed over time, so has health care. What has not changed is Munson Healthcare Paul Oliver Memorial Hospital's (Paul Oliver) dedication to providing the best care for our community. Whether it was in maternity many years ago, or in advanced diagnostic services today, our focus has always been on providing the services our community needs. Our commitment to our community has been recognized time and time again through the repeated awards we have received for high quality care and patient satisfaction.

We are proud to share with you our most recent community commitment report detailing our work to help make the Benzie community a better place to live and grow. Beyond providing traditional health care services, such as an Emergency Department and surgery, we also are focused on helping to build a healthier community through outreach programs.

The Paul Oliver team is proud to be part of the Benzie community and sincerely thank you for using the health care services we provide close to home.

A handwritten signature in black ink, appearing to read "Peter Marinoff". The signature is stylized and cursive.

Peter Marinoff, MBA  
President

## My local hospital provides **local jobs.**

• **\$2,200,175**  
total benefits paid

• **\$6,644,263**  
total wages paid

• **\$8,844,438**  
total benefits and wages paid

Paul Oliver contributes to the county's economic stability by providing year-round employment to medical and support staff who purchase homes, buy goods and services, send their children to local schools, and pay local taxes. In addition, these local health care services enhance our area's reputation, making it an attractive place for those who want to make business and personal investments in our county.

In 2017, Paul Oliver invested more than \$8.8 million in wages and benefits, a five percent increase from the previous year. This increase in wages was no accident. Munson Healthcare continually invests in our health care team to ensure all employees receive a fair and living wage.

Of the hospital's 193 employees, 143 live in Benzie County.



*"I love working at Paul Oliver because it's not just about treating patients. Our patients are our neighbors and our friends. Caring for community members to get them back to their normal life quickly and safely has always been our priority. It's wonderful to work with an organization and staff so dedicated to this mission."*

– Douglas Spence, MD  
Emergency Department physician, Paul Oliver

*"Paul Oliver is endlessly supportive of program development, allowing us to identify health needs and easily implement initiatives that positively impact our community. I love the small hospital environment, which facilitates interdisciplinary team work, encouraging collaboration with other departments, and the wide range of patient cases we see helps keep our clinical skills sharp."*

– Adrienne Jones, PT, DPT, SCS  
Manager of Rehab Services, Paul Oliver

## My local hospital invests in workforce **development.**

• Student shadowing.....	<b>1,920 hours</b>
• Student precepting.....	<b>320 hours</b>
• Tuition reimbursement for employees.....	<b>\$8,365</b>
• Scholarships to Benzie graduating seniors.....	<b>\$2,000</b>

“As a Paul Oliver employee, I was fortunate to utilize the tuition assistance program. Aside from the cost of my books, this program completely paid for my bachelor’s degree. This benefit removed the financial burden, and as a working wife and mother, was a huge relief, allowing me to better myself and further my career. My goal is to continue my education with a master’s degree, and I know Paul Oliver will support that journey as well. They care about employees and make continuing education a priority, which makes our community a better place for everyone.”

– Stephanie McCarthy, RN  
Paul Oliver Emergency  
Department



## My local hospital is a **community partner** in fundraisers, events, local committees and boards.

The health of our community is our number one priority and we recognize that we cannot do it alone. We are pleased to support many local events, organizations, and initiatives whose mission aligns with our commitment to healthy communities. In 2017, Paul Oliver contributed more than \$8,000 to support local events and fundraisers that encourage community health, including local fitness and wellness events, educational opportunities, and the performing arts. Paul Oliver also dedicates staff time to local committees, work groups, and boards focused on projects that address the social factors that impact health, such as sustainable business development, affordable housing, access to healthy foods, high quality health care services, and education. These initiatives include:

- [Advocates for Benzie County](#)
- [Bay Initiative, focused on youth initiatives to increase commitment to school](#)
- [Benzie Area Christian Neighbors](#)
- [Benzie Chamber of Commerce](#)
- [Betsie Valley Community Center project](#)
- [Centra Wellness Network](#)
- [Frankfort-Elberta Chamber of Commerce](#)
- [Frankfort Community Center Project](#)
- [Frankfort Rotary](#)
- [Live Well Benzie](#)
- [Local College Access Network \(LCAN\) grant writing team](#)
- [Health Services Collaborative of Benzie County](#)
- [Northern Michigan Diabetes Initiative](#)
- [Shape Up North](#)



## My local hospital invests in prevention to help create **healthy communities.**

### Fitness and Wellness

Paul Oliver's mission focuses on improving community health. One way we do that is through our Betsie Hosick Health & Fitness Center, a nonprofit facility that helps support residents in achieving a healthy lifestyle. No matter what your health status or physical condition, you can exercise with confidence in a safe, supervised environment to reach or maintain wellness. This facility offers something for everyone, from family and youth offerings to classes geared toward movement and balance for aging seniors, and disease or condition-specific support.

Evening childcare can be a challenge for parents. In 2017, we began offering free youth yoga each week, so parents may get the exercise they need while their children do the same. Additionally, our certified athletic trainer provides time for individuals receiving physical or occupational therapy services to continue working on their exercise and movements in a supervised environment. Members and non-members also can take advantage of free training times with certified trainers to ask questions, create personalized workouts, and ensure proper use of equipment. Recognizing the need to move



Top: Stretching before Yoga class at Betsie Hosick Health and Fitness Center.  
Below: Cardio Fitness area.

beyond the fitness center walls, we offer free classes to enhance health and wellness at locations throughout the community, including on the Frankfort beach, at Paul Oliver child development summer camps, and in nearly every senior living facility in Benzie County. In 2017, these efforts reached more than 4,500 people participating in 550 classes.

As a hospital-owned facility, the Betsie Hosick Health and Fitness Center partners with many specialists to offer medically-based programming for people with Parkinson's disease and other movement challenges, cancer, and diabetes.

We offer many opportunities to prevent injury and promote health, movement, and balance as people age, including Senior Movement & Balance, Pilates for Health, and various levels of Yoga. We also offer Moving Forward, a class developed using years of evidence based research that has shown how particular movements help people with Parkinson's disease and other movement challenges live more fully. As an extension of these offerings, we host the local Parkinson's Support group, which connects community members with exercise, conversation, and educational sessions.

The fitness center is home to The Journey Program™, a free 10-week class that supports people who become chronically fatigued or deconditioned from cancer treatment. The small group format helps participants maintain perspective as they battle the disease and return to normal life, focusing on strength training, cardiovascular exercise, core muscle exercises, and balance.



“I wish I had participated in this program sooner. I have the ability now to go for a walk, monitor my progress in my exercises, and I actually see a light at the end of the tunnel. I now have the majority of my range of motion in my arms and shoulder and the tools to care for myself when issues arise. This program should be attended by anyone who fights cancer. It shows you how to get back to living.”

Similarly, a free small group 10-week exercise class, Active Steps, includes basic strength training, cardio workouts, core muscle exercises, and balance for individuals with prediabetes or diabetes. This class helps participants learn to create and sustain their own workouts, feel comfortable in a fitness environment, cultivate confidence and motivation, and identify SMART (Specific, Measurable, Achievable, Realistic, and Timely) health goals.

“I’m not usually much of a class person, but I loved Active Steps. The class is perfectly planned to make students function independently, writing their own workouts in only nine weeks. I am eager to continue exercising, using what I have learned.”





## Food and Nutrition

Paul Oliver is committed to increasing access to healthy food and nutrition education across our community. We support the Harvest Festival Food Drive, partnering with Benzie Food Partners and Benzie Area Christian Neighbors each fall to support healthy food access for all of our neighbors. In 2017, our staff and visitors raised nearly \$1,000 in donations and more than 2,400 pounds of food.

We also collaborate with numerous community partners to offer the Fruit and Vegetable Prescription Program, an effort that offers ongoing nutrition education, cooking workshops, and free coupons for fresh produce at the Grow Benzie farmers market. This program reached 63 participants who were formally enrolled in the program, with more than 500 additional people who attended cooking demonstrations over the course of 29 events. Thanks to overwhelming support from Rotary and the community, this program will run again during the summer of 2018.

Registered dietitian nutritionists at Paul Oliver also lead free community education classes on various nutrition topics, such as:

- Cooking on a budget
- Cooking with herbs and spices
- Meal planning
- Popular and medically-prescribed diets, including low sodium or carbohydrate counting

## Diabetes Prevention and Management

Paul Oliver also offers classes aimed at helping Benzie-area residents stay healthy and prevent diabetes. Free community pre-diabetes education classes, led by a registered dietitian nutritionist and certified diabetes educator, are offered each month. Residents also may receive diabetes education through our accredited Diabetes Self-Management Education course, a patient-led class that teaches participants what they want to learn and helps them set SMART goals, talk about key behaviors, self-care, and diabetes concepts. Course participants have demonstrated increased blood sugar control and leave the class with tangible and specific information and goals to put into practice every day.

### Trauma Education and Prevention

Benzie County is surrounded by water, which is what helps make this community beautiful. It also presents a need for education and training. In 2017, more than 80 drowning-related deaths occurred on Lake Michigan. Last year, the Paul Oliver Emergency Department spearheaded many education opportunities, including partnering with Great Lakes Surf & Rescue to provide water safety education to all sixth-grade students in Benzie County, highlighting safe water activities and providing free safety equipment.

Each year, more than 150,000 people die suddenly because of cardiac arrest. During a cardiac arrest, there are only a few short minutes to save a person's life. Paul Oliver is committed to creating safe communities, where CPR certification is the norm. Each year, we certify more than 250 people in CPR, and an additional 40 in First Aid.

### Education for Children

Paul Oliver believes that all young children should have access to a quality early childhood program that will promote success in school, work, and life, and pave the way for long-term health. In 2017, Paul Oliver provided fully-integrated child development and preschool programs to foster each child's social and emotional growth, as well as his or her physical and mental development.

Paul Oliver is also proud to help ensure safety and high quality care in our community through Safe Sitter classes taught by a certified instructor. This program helps teach young teens how to be better, safer babysitters, including choking rescue, basic first aid, how to screen potential babysitting jobs, diapering, and much more. Over the years, we have trained more than 100 new babysitters to take care of our community's children.

### Healthy Beginnings

Munson Healthcare believes that every child deserves a healthy future. The Healthy Futures program is a collaboration between Munson Healthcare hospitals and local health departments to ensure that all mothers-to-be and children under two have everything they need for a healthy beginning, including health care referrals, information, and breastfeeding support. In Benzie County, 91 percent of expectant mothers participated in this program, reaching 118 women and their children in 2017.



# My local hospital brings **high quality** and essential specialty services close to home.



## Primary Care ..... **3,510 visits**

Primary care is often referred to as the “first line of defense” within our health care system. Studies show that individuals who regularly see a primary care physician are more likely to live longer, healthier lives. Munson Healthcare Empire Community Health Center is home to Empire Family Care, with three family practice providers who see infants to seniors.



Nicole Fliss, MD



Katie Krezoski-Evans, DO



Cyrus Ghaemi, DO



In addition to providing a range of acute and chronic care services, these doctors offer well-child checkups, sports physicals, prenatal care, as well as immunizations for Medicaid and uninsured children through the Vaccines for Children program. In 2017, more than 50 children were provided with free vaccinations, and more than 30 patients were supported through our sub-oxone clinic to treat drug dependence. Physician-staffed evening and weekend hours are available to accommodate busy work schedules, and to ensure you can receive the care you need, when you need it.

## Diagnostic Services ..... **11,330 Tests**

Radiology services are a critical component for nearly all health care visits. This technology provides images to see what is happening within the body, from broken bones to brain tumors. Our advanced, digital technology allows for high quality images with minimal radiation exposure.

- Bone density testing
- CT scans
- Fluoroscopy
- Mammography
- Mobile MRI
- Ultrasound
- X-Ray



Registered Technologists from POMH (from left) Holly, Toni, and Janice.

### Early Detection is Key

Lung cancer is the leading cause of cancer-related deaths in the United States, and, there was no good way to detect it early until recently. With the use of low-dose CT screening, lung cancer can now be detected earlier, increasing the chance of cure. CT lung screening in high risk patients has shown to decrease cancer death by 20 percent. Paul Oliver is pleased to bring this preventive service close to home.

### Emergency Care .....5,253 visits

As a Level IV Trauma Emergency Department, Paul Oliver offers 24/7 care and advanced trauma life support with the ability to coordinate with Munson Medical Center (or other medical centers) when patients require a higher level of care.

Frankfort-area resident Tom Stobie, was a recent beneficiary of this advanced training and support. When he arrived at Paul Oliver's Emergency Department, the medical team worked quickly to stabilize him and coordinate with Munson Medical Center for further evaluation. Nancy Reye, MD, medical director of Paul Oliver's Emergency Department, is proud of the services the hospital provides to Frankfort

"I wanted to take this opportunity to thank you for the professional care I received in October. Your quick analysis of my heart attack was impressive and helped Munson determine further treatment."

— Tom Stobie,  
Frankfort, MI

and the surrounding community. “We strive to provide friendly, quality, and efficient medical care in a convenient location in the heart of our community,” she said. “We have a staff of experienced and dedicated nurses, physician assistants, doctors, and lab and radiology technicians who ensure exceptional and prompt care.”



**Five-Star Quality Rated**

by Centers for Medicare and Medicaid Services

### Dialysis Center.....2,104 treatments

Paul Oliver’s Elizabeth C. Hosick Dialysis Center provides expert care and a healing environment for people in northern Michigan who have chronic kidney disease, kidney failure, or an acute kidney injury. Our center serves both residents and visitors, so they can continue to enjoy our beautiful community without a trip to Traverse City when they do not feel their best. We have been recognized by the Centers for Medicare and Medicaid Services (CMS) with a 5-star quality rating for providing some of the highest quality dialysis care in the nation.



Barb Smith, RN, cares for a patient in the Emergency Department.

## Cardiac and Pulmonary Rehab.....5,966 Visits

Munson Healthcare’s board-certified cardiologists have expertise in advanced heart failure and cardiovascular disease, and provide preventive, diagnostic, and follow-up heart care right here in Frankfort. Our newly-renovated cardiac rehabilitation unit offers supervised exercise, education, and counseling designed to help individuals with heart disease recover from heart events or surgery, and to help prevent a cardiac event from happening.



Benzie County resident Robert K. Filkins, DVM appreciates seeing Dr. Recchia close to home for his cardiology appointments.

“During the last two decades, we have witnessed an explosion of technology allowing us to treat patients with all types of heart and blood vessel diseases who previously had no options. We are saving more and more lives and making a real difference in the lives of so many patients and their families.”

– Dino Recchia, MD, FACC, medical director, Munson Medical Center Webber Heart Center

“I am in excellent health and I attribute that to rehab. We are monitored and are looked after very well. I am very pleased with how they treat everybody.”

– John Riegle, Benzonia

## Special Shout Outs

- Paul Oliver employs the Benzie Central Public Schools athletic trainer, ensuring our local athletes have access to direct care and education focused on injury prevention and safe play. Evidence-based approaches to concussion prevention and rehabilitation ensures complete healing prior to returning to play. Benzie soccer player Alexis Howell, 17, had a concussion but avoided medical treatment because of insurance concerns. Our athletic trainer connected her with concussion treatment, rehab, and financial resources to cover her expenses. She played in her district finals game and plans to study occupational therapy at college in the fall.
- Barb Wilson first started having issues with her shoulder two years ago following a skiing accident. Certified hand therapists at Paul Oliver help patients through the recovery process. "When I started I couldn't do anything functional," Wilson said. "I could barely dress myself, wash my hair, or anything like that. Now I can do all of the self-care. I'm grocery shopping again, I'm back to my volunteer work."

*Continued on next page*

## Sports Medicine and Rehabilitation ..... 4 locations, 1,586 Visits

Paul Oliver offers comprehensive rehabilitation services at four locations – Benzonia, Empire, Frankfort, and Interlochen. Our highly trained and experienced professionals hold advanced certifications in numerous specialties and are dedicated to helping you achieve your personal goals every step of the way. Using state-of-the-art rehabilitation equipment and evidence-based techniques, our team provides one-on-one rehab services in an environment that encourages recovery, positivity, and independence. Specialty rehab services include:

- Aqua therapy
- Brain injury and cognitive rehabilitation program
- Concussion prevention and rehabilitation
- Craniosacral therapy
- Hand therapy
- Inpatient rehabilitation services
- Lymphedema services
- Occupational therapy
- Parkinson's disease therapy
- Physical therapy
- Speech therapy
- Sports medicine
- Wound care



Munson Healthcare Paul Oliver Memorial Hospital Sports Medicine & Rehab Team.

## Convenient Lab Locations.....23,500 visits

Paul Oliver provides a full range of state-of-the-art lab services in four locations – Benzonia, Empire, Frankfort, and Interlochen. Tests not performed at your local hospital or collection site are sent by courier to Munson Medical Center’s state-of-the-art automated laboratory for analysis. That means patients can have their blood drawn at a location near their home and be confident that the same team of Munson Healthcare experts will deliver timely, accurate reports and results to their health care provider.

## Hospital-Based Extended Care Services

Munson Healthcare Paul Oliver Living & Rehab Center provides compassionate and skilled care for seniors, and also for those of any age in northern Michigan who need short- or long-term assistance. Our hospital-based care means physicians and emergency medical care are available 24 hours a day, working together and coordinating care. It also means access to in-house specialty services, including dialysis, skilled therapies, and visiting specialists. This broad range of services helps you better manage disabilities or chronic illnesses with the security of 24-hour support, heal after surgery or a hospital stay, or live comfortably with assistance as you age.

**Our number one goal is to help every person function at their highest level.**

## Visiting Specialists

As part of the Munson Healthcare system, we have access to some of the best specialists in the nation. They drive so you don’t have to.

- Cardiology: 647 Visits
- Dermatology: 865 Visits
- Gastroenterology: 337 Visits
- Ophthalmology: 129 Visits
- Orthopedics: 166 Visits
- Physical Medicine: 60 Visits
- Podiatry: 2,381 Visits

Individuals who received specialty care at Paul Oliver saved a total of 299,400 round trip miles by receiving these services close to home.



*“Shout Outs” cont. from previous page*

- Paul Oliver continuously makes improvements to bring necessary services closer to home for local residents. Our rehab team recently completed advanced training to provide lymphedema assessments and follow-up care right here in Frankfort, saving patients a trip to Traverse City.
- James Love of Benzonia wore glasses for 65 years. Following cataract surgery and treatment for glaucoma, he has clear vision. “It is fantastic. My vision was better the same day. Dr. Arkin is very professional and I felt very comfortable having the surgery at Paul Oliver – it was easy and close by.”



## My local hospital **covers** financial gaps

No one is ever denied medically necessary care, regardless of their ability to pay for their services. In 2017, POMH provided \$49,828 in unpaid services/charity care.

In 2017, we provided one-on-one support to 20 people navigating the health insurance exchanges and selecting an insurance policy, ensuring our community members have the medical insurance coverage they need.



Munson Healthcare Paul Oliver Memorial Living & Rehabilitation team.

# My local hospital is **committed** to this community

## Dollars Invested and Community Members Served

### Local Jobs

Total employees.....	<b>193</b>
Employees residing in Benzie County.....	<b>143</b>
Total wages & benefits paid.....	<b>\$8,844,438</b>
Total wages paid.....	<b>\$6,622,263</b>
Total benefits paid.....	<b>\$2,200,175</b>

### Workforce Development

Student shadowing.....	<b>1,920 hours</b>
Student precepting.....	<b>320 hours</b>
Tuition reimbursement for employees.....	<b>\$8,365</b>
Scholarships to Benzie graduating seniors.....	<b>\$2,000</b>

### Partner in Fundraising

Contributed more than \$8,000 to support local events and fundraisers

### Healthy Communities

More than 4,500 people participated in 550 fitness & wellness classes

### Food & Nutrition

- **Harvest Festival Food Drive**
  - Raised nearly \$1,000 in cash donations and 2,400 pounds of food donations
- **Fruit & Vegetable Prescription Program**
  - 63 participants formally enrolled
  - 500 people attended 29 cooking demonstrations

### Education

- 115 children participating in the child development & pre-school programs
- 130 people certified in CPR
- 40 people certified in first aid





## Dollars Invested and Community Members Served (Continued)

### Women & Children

- 91% of expectant mothers in Benzie County participated in the Healthy Futures program
- 118 expectant mothers and their children benefited

### Primary Care

- 3,510 primary care visits provided by Empire Family Care
- More than 50 children received free vaccinations
- 30 patients received services from our clinic to treat drug dependence
- 11,330 tests provided



### Emergency Care

- 5,253 visits

### Dialysis Center

- 2,104 treatments

### Cardiac & Pulmonary Rehab

- 5,966 visits

### Sports Medicine & Rehabilitation

- 1,586 visits
- 14 programs

### Lab Services

- 18,000 visits
- 4 locations



### Providing Services to All

- \$49,828 in unreimbursed care
- 20 people helped to select coverage through the health insurance exchanges



**MUNSON HEALTHCARE**  
Paul Oliver Memorial Hospital

224 Park Ave.  
Frankfort, MI 49635  
**231-352-2200**

[munsonhealthcare.org/pomh](http://munsonhealthcare.org/pomh)