

March 2019 | Munson Healthcare System News

# Caring for Our Littlest Patients

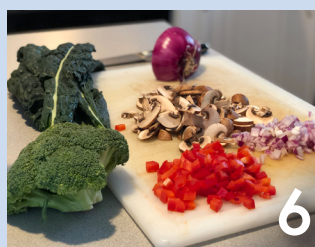
Learn more about our NICU and Pediatrics teams on page 5.

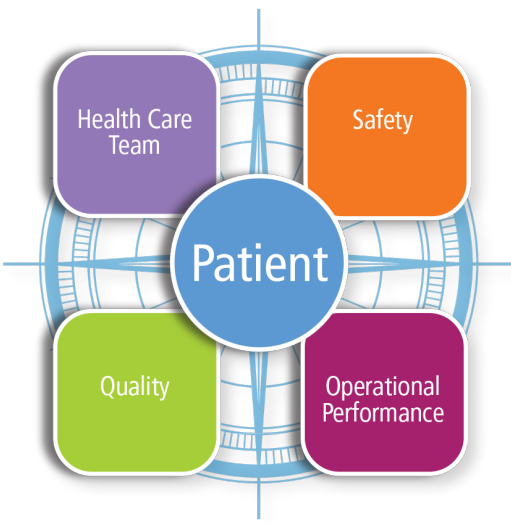


NICU staff Nancy Batterman, BSN, RN; Angela Forney-Ross, RNC-NIC; Hannah Borsvold, RN; Unit Clerk Nicole Beebe; Lydia Potthoff, BSN, RN; and Beverly Gabor, RNC, IBCLL.

## In This Issue

- 3 Ensuring great care in every patient setting
- 6 Nutrition tips to help with the winter blues
- 8 The many ways we're Waddling across the system
- 9 How our Hand Hygiene campaign is making its mark
- 10 Accolades for our quality care and safety initiatives
- 11 A pharmacy team helps de-label penicillin allergies
- 12 Showcasing MHC facility upgrades and improvements





# A Note from Ed Ness

President and CEO, Munson Healthcare

## True North

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

## Mission

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

## Vision

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

## Our Values

### Accountability

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

### Respect

We respect everyone, everywhere, every day.

### Stewardship

We carefully use resources entrusted to us.

### Compassion

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

### Teamwork

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

### Safety

We make safe work practices a top priority every day.

Every day, across Munson Healthcare, we are improving people's lives — sometimes in small ways and sometimes much more significantly.

Most of the time, patients come to us for help and receive the care they need from our team of talented caregivers. But other times it's not that simple and our patients need to overcome great hurdles before they can go home. That was true for Rayden Eastman, a little baby who was born 13 weeks early and spent almost 5 months in Munson Medical Center's NICU. Rayden was just 2 pounds at birth and had many challenges to face, including an infant hernia surgery. His surgery marked the first of its kind for MMC, and afterwards, Rayden and his parents were finally able to go home. (See page 4 for the full story.)

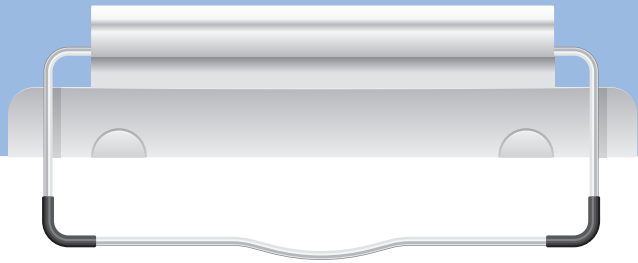
It's stories like this one that demonstrate the importance of our new Family Birth and Children Center project and just what that will mean for our patients, our staff, and our communities. Since MMC's NICU in Traverse City is the only NICU in northern lower Michigan, we have a responsibility to continue to provide high quality care and do everything we can to keep our smallest patients and their families comfortable and closer to home. Our clinical teams are continuously staying on top of the latest treatments and technology, but sometimes our facilities can't keep up. We need to ensure that our facilities match the exceptional care our Health Care Team provides.

We also need to focus on taking care of our Health Care Team. We've reached that time of year when winter seems especially long and many New Year's resolutions — often having to do with improving health — have been pushed aside. In "Eating Healthy" (page 6), we offer nutrition tips for our Health Care Team. These are small choices that are easy to make and can lead to big changes over time. We want our employees and our communities to succeed in their journey to better health, and our "Choose to Be Well" initiatives can help.

Additionally in this issue, we highlight two of our hospitals that earned spots on "Top 100 Hospitals" lists for 2019. We're thrilled that Munson Healthcare continues to be recognized by many different organizations and institutions for our high quality care and our strong safety initiatives. (Turn to page 10 to find out more.)

Finally, we feature a story submitted by Michael Hill (page 3), a technician from Munson Healthcare Home Medical Equipment. He describes a particular night, during one of the many snow storms we've had this year, and the lengths he went to for patient care. His story truly is a perfect representation of our Health Care Team, and our continued commitment to our patients and our communities.





## Great Patient Care in *Every* Setting



True North is about keeping the patient at the center of everything we do. One of the ways we ensure we're doing that is by asking our patients about their experience with us. The majority of patients visiting our hospitals are asked to complete a survey about their care, which gives us something incredibly valuable — the patient's perspective.



To improve on this process even further, we are now surveying patients outside the hospital setting, in our ambulatory care departments and employed providers' offices.



"These surveys allow us to see what opportunities there are for improvement, but at the same time tell us where we are excelling so we can continue to do that great work. The benefit is that we're getting real-time patient feedback and learning more about what's important to them," said Patient Experience Specialist Tiffany Fortin. "As we continue to grow as a system, it's important to incorporate the patient experience into all aspects of our care."



The surveys used are both practice and provider-specific, which allow us to get a clear picture of the ambulatory experience and make specific improvements. We're also able to take that data and compare ourselves to other providers, practices, and hospitals across the nation.



"Our ambulatory services and providers see these surveys as a benefit and a way to get specific feedback," Fortin explained. "They want to know their scores, and they are motivated to make changes to improve the patient experience."



## We Keep Our Patients at the Center of All We Do

Here's a great example submitted by Michael Hill, Tech II, from Munson Healthcare Home Medical Equipment.



Michael Hill

I received a call from one of our hospice patients who lost their power due to a recent winter storm. The patient was hoping that their electric company would restore power

before the night ended. As it continued, the patient was getting concerned they would run out of oxygen — they had less than 6 hours of oxygen left on their portable tanks. I received the call a little after 9 pm, but due to lack of visibility, I wasn't able to make it to our warehouse until after 10 pm to pick up the oxygen tanks. I drove from Traverse City to the patient's home in Rapid City with limited visibility, less than a car length, and did not exceed 10 - 15 miles an hour many times during my trip. I arrived at the patient's home at midnight only to find no path to their front door due to the snowdrifts. I was able to use their shovel to clear their front path and driveway, just in case of an emergency. The patient was left with enough oxygen to last them well into the next day. The patient was so appreciative and looking forward to a stress-free night's rest. On my way back, I assisted an elderly couple get their car out of the ditch and finally made it back to our Traverse City warehouse close to 2 am. One might say it was quite an eventful night, but I would say — what a rewarding night!



From left: Charlene Swift, RN-NICU; Melinda Eastman; Rayden Eastman; Jeremiah Eastman; and Hannah Borsvold, RN-NICU.

## 145 Days in the NICU: Rayden's Story

Six months into her pregnancy, Melinda Eastman suddenly got ill — so ill that she went to Cadillac Hospital Urgent Care.

"It kind of came on like a strike of lightning," said Eastman, whose pregnancy up until that point had been uneventful. "It was pretty scary."

Eastman was then sent to the hospital's emergency department for evaluation. Fairly quickly, doctors determined she needed to be taken by ambulance to Munson Medical Center for additional care.

After arriving, Eastman learned she had HELLP Syndrome, a series of symptoms including hemolysis (breakdown of red blood cells), elevated liver enzymes, and low platelet counts, which affects a small percentage of pregnancies. As a result, she needed to deliver her son Rayden immediately by cesarean section.

Rayden, who was born 13 weeks early, weighing just 2 pounds, would spend the next five months in MMC's Neonatal Intensive Care Unit. Eastman and her husband, Jeremiah, spent as much time with their son as possible. Being able to stay close to the hospital, at Munson Manor Hospital-ity House, and knowing Rayden was in loving hands in the NICU helped tremendously during this challenging time, Eastman said.

When the couple learned Rayden would need hernia surgery, they felt confident in the care their son would receive and relieved that the surgery could take place at MMC.

**"He got to stay here with his primary care nurses," she said. "And knowing that the surgeon specializes in this procedure and could do it here — it meant a lot."**

### Health Care Team Performs First Infant Hernia Surgery at Munson Medical Center

Rayden's hernia surgery marked a first for MMC, which is beginning to offer additional neonatal services to more babies, said Lisa Allred, MD, one of two on-staff neonatologists who were part of Rayden's care team.

Hernia surgery, which is a fairly common procedure for premature babies, is typically done at either Helen DeVos Children's Hospital or University of Michigan Hospital. But a partnership with pediatric urologist Dr. Kirstan Meldrum of Covenant Hospital in Saginaw made the procedure possible in Traverse City.

"Dr. Meldrum was interested in providing comprehensive care to our babies in Traverse City," Dr. Allred said. "She's coming up twice a month to provide outpatient and inpatient care, taking care of pediatric patients who



Neonatologist Lisa Allred, MD

need urologic care. With the addition of her to our staff, it's now logical to say we have the expertise to do this surgery here."

The surgeon, anesthesiologists, physicians, nurses, and pharmacists worked hard to ensure the procedure was a success. This involved hours of planning, including a night-before "surgery walk-through." Being transparent with the Eastmans and letting them know this would be a first for

MMC was also important, Dr. Allred said, because having their full support was essential. "They told us, 'We trust the team. You know him. You've cared for him since he was at his sickest and we want him to stay here.' For us, that was really a motivator to do this and do it right," Dr. Allred said. And the team did. Rayden's surgery had a great outcome and a second successful infant hernia surgery took place earlier this year.

## Inside Our NICU and Pediatric Services

MMC's NICU is the only one in northern lower Michigan, serving 21 counties across the Munson Healthcare region. Starting this year, the NICU is accepting babies of all gestational ages.

The Health Care Team consists of board-certified neonatologists, neonatal nurse practitioners, and specially-trained neonatal nurses. In addition, we have board-certified pediatric specialists, pediatric nurses, and child life specialists to continue care for our littlest patients.

Our Pediatric Developmental Assessment Clinic offers crucial follow-up screenings for infants who have been patients in the NICU or others who have had serious medical problems at birth. The clinic's team consists of nurses, social workers, a neonatologist, a physical therapist, an occupational therapist, and developmental specialists.

"We want to keep more babies and kids close to home because we understand that added stress of traveling and being somewhere unfamiliar," said Matthew Arnold, MD, a neonatologist who works with Dr. Allred and serves as the medical director of the clinic. "If parents have to travel for their child's care, they may not be able to work or go home at night. We've heard over and over again how stressful that is. So, we're doing it here."

Indeed, taking a more family-integrated approach to care is the future of our neonatal and pediatric programs, Dr. Allred said. "We know developmental outcomes are much better when parents are involved," added Dr. Allred. So our new model is going to be family-integrated care, where parents are active members of the care team at the bedside. They're doing the care themselves, and they know



Erin Bellinger and daughter Addison at the Pediatric Developmental Assessment Clinic

their baby better than anyone else. You can't do that if you have a baby displaced from the community hundreds of miles away."

Dr. Allred said she is proud of what MHC is providing, and will provide with the new Family Birth and Children's Center. For the Eastman family, having spent months in the NICU with Rayden, the unit's current tight quarters made a stressful situation even more challenging. In the new center, however, private rooms will provide a much-improved experience for NICU patients and their families.

"We're bringing in the support, equipment, and skills we need to provide better care for more babies, which is awesome. We do know there are going to be rare circumstances where we have to rely on our colleagues downstate who provide us with specialty services," she said. "But for the most part, anything baby needs — a sick newborn or premature infant — we want to be able to provide here. And we want to be able to provide it in a very personal way that keeps the family completely involved in their baby's care. I'm excited. I love, love, love being here. We are growing and we are serving northern Michigan. We owe it to our families and our communities to be able to provide these services, and I know we can do it well."

To learn more about the Family Birth and Children's Center, go to [munsonhealthcare.org/thenextchapter](https://munsonhealthcare.org/thenextchapter).



Left to right: In honor of National Nutrition Month, Wellness Coordinator Brittany Miller, RD, shares some of her favorite recipes to reclaim your get-up-and-go in time for spring. Love coffee? Try this energizing recipe with a superfood boost rich in vitamins and minerals.

## Eating for Energy

It's that time of year that many people dread. Spring feels long overdue, New Year's resolutions have likely fallen by the wayside, and the impact of Daylight Savings Time is still lingering — all resulting in what feels like the unshakeable end-of-winter blues. Is there any way to snap out of it?

"Absolutely," says Munson Healthcare Wellness Coordinator Brittany Miller, RD, one of 20-plus registered dietitians employed across our system who's helping to implement employee wellness initiatives such as the Traffic Light Program and Core4. "Nutrition contributes to all aspects of wellness. When you eat better, you feel better. And when you feel better, you make better choices about other areas of wellness, such as physical fitness, financial wellbeing, and work/life balance."

The following are some of Miller's favorite food tips that will help you get your energy back!

### 3 Tips to Fight the End-of-Winter Slump

- Start each day with room temperature water mixed with juice from a half or whole lemon. This is simple, quick, and makes you feel really energized! While some say lemon water can aid in weight loss and others believe its alkalizing effects help to stave off disease, lemon juice is packed with vitamins and antioxidants, and drinking it in the morning will get you off to a great start.
- Try new foods! Keep things exciting by swapping out cold-weather foods for ones you haven't tried before, like a steamed whole artichoke with a lemon/mayo dipping sauce or portabella "bacon" (see recipe).
- Give your food a boost with superfoods. Superfoods go above and beyond a normal food's nutrition profile and pack a serious nutrient-punch. Add them to your diet for an easy

energy boost and to ensure you're getting the vitamins and minerals you need. Some good ones are:

- » **Cacao powder** – Not to be confused with cocoa powder, cacao is one of the richest sources of magnesium. Try it in your coffee (see recipe).
- » **Maca powder** – Mix it into yogurt, energy bites, or granola parfaits. It adds a slightly sweet, nutty taste and is said to help the body handle stress.
- » **Green powders like spirulina, chlorella, or wheat grass.** You can add these to smoothies for a mega nutrition boost.
- » **Turmeric** – In root or powder form, turmeric has incredible anti-inflammatory properties. Add it to smoothies, chili, or your breakfast scramble (see recipe). Or make a turmeric latte.

## Energy Boosting Recipes



### Superfood Mocha

1 serving

- 2 - 3 tsp instant coffee
- ½ cup boiled water
- 1 tbsp cacao powder
- 1 cup unsweetened non-dairy milk\* such as almond, soy, or coconut
- ½ tsp maca powder – optional
- Natural sweetener such as honey, coconut sugar, or agave – optional (not needed if milk is sweetened)

**Directions:** In a large coffee mug or pint glass, mix instant coffee with just enough boiling water to dissolve. In a separate large spouted measuring cup, mix cacao powder and maca powder (if using) with a tiny amount of hot water and blend with a spoon to form a paste. Add a splash more hot water a little at a time, blending with the spoon to smooth out the clumps until a chocolaty liquid is formed.

Continue to blend in the remaining hot water slowly, making sure there are no clumps. Stir in a small amount of natural sweetener only if using unsweetened non-dairy milk. Next, add milk into chocolate mixture. Fill your coffee cup with ice and pour in chocolate-milk mixture. (If you prefer a hot mocha, simply warm up the milk and skip the ice.)

\* Cow's milk reduces absorption of nutrients.



### Everything-But-the-Kitchen-Sink Breakfast Scrambler

4 or more servings

- Container of firm or extra firm tofu
- Any veggies from your fridge (onion, mushroom, bell pepper, spinach, kale, tomato, etc.)
- Seasonings of choice such as salt, pepper, garlic powder, turmeric, smoked paprika, cumin
- Fresh salsa, diced avocado, or other toppings in your fridge

**Directions:** Wrap tofu in a paper towel followed by a clean kitchen towel, then place a weighty kitchen item on top, such as an iron skillet, and let sit for 20 minutes to help absorb excess water. Meanwhile, dice up veggies and sauté them in a large, oiled skillet over medium, sprinkling with salt, pepper, and garlic powder in between stirs. Once your veggies are soft (not overly cooked), move them aside on a plate and cover. Unwrap your tofu and crumble into the freshly oiled skillet. Sauté tofu for 5 minutes, stirring in the spices listed above. Once heated thoroughly, fold the veggies back in, mix together, and add toppings of your choice. This breakfast tastes like eggs — but it's healthy plant power!



### Portabella bacon

2 - 4 servings

- ¼ to ⅓ cup of soy sauce
- 1 tsp liquid smoke
- 1 tbsp pure maple syrup
- dash of cumin
- dash of smoked paprika
- dash of garlic powder
- 2 portabella mushrooms

**Directions:** Make your marinade by combining your soy sauce with the spices. Slice the mushrooms approximately ½ inch thick and place them in your marinade for at least a couple hours. Next, remove the sliced mushrooms and sauté in a pan with fat free oil spray and add to a sandwich (great for BLTs!) or wherever you enjoy a bacon-type flavor.

Want more recipes and nutrition tips? Check out The Buzz with Brittany at, [munsonhealthcare.org/thebuzz](http://munsonhealthcare.org/thebuzz).

March is:



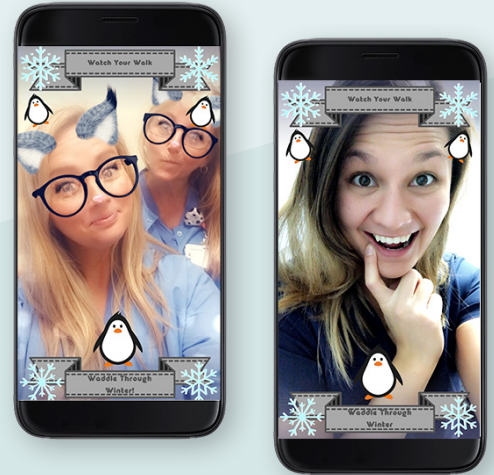
# Getting into the W-A-D-D-L-E-S Spirit

Here are some of the creative ways our teams across the system are helping to promote the "Waddles Way."

## Waddles Gets a Snapchat Filter in Cadillac!

The ubiquitous Waddles is everywhere these days — and last month Cadillac Hospital bestowed our favorite safety penguin with his very own Snapchat filter! Selfie participants on hospital grounds or participating off-site Cadillac locations simply opened Snapchat to snap a selfie before swiping left to add some Waddles flair. This is so official, we feel like Waddles deserves his own selfie verbiage, appropriately deemed "welfie."

Left: Preop Clerk Lisa Gillespie and Pre-Admission Office Coordinator Krissy Weidenfeller, both of Surgical Services. Right: Cadillac Primary Care Clinical Coordinator Marissa Stockwell.



Waddles gets electric on A3. From left: Amber Williams, RN; Alex Luksch, BSN, RN; Alisha DePonio, BSN, RN; Tara Fannon, RN; and Julie Bergsma; MSN, RN, ACCNS-AG.

## "Welfies" Hit Traverse City

These days, who doesn't want to ham it up with our famous Waddles? As Waddles makes his rounds, Health Care Team members can take their best pic and submit it to [compass@mhc.net](mailto:compass@mhc.net) to be entered in a drawing for prizes.

Employees interested in perfecting their penguin shuffle can also participate in Winter Walk Wednesdays in TC and take a 30-minute waddle either indoors or out. The walks take place every Wednesday from 11:30 – noon and Waddles has been known to join! Locations include:

### Outdoor Start:

- Parking lot between Bldg. 29 & Employee Parking Structure
- Copper Ridge parking lot

### Indoor Start:

- D Elevator inside MMC



Adorable Waddles stuffed with yummy snacks were given to all Charlevoix Health Care Team members who submitted a selfie with Waddles.

## Waddles Goes Wild in Charlevoix

At Charlevoix Hospital, Waddles has really been in the spirit of giving for participants willing to share selfies, some walking wisdom, or even try out their waddling skills. Waddles has been spotted handing out packets of Swedish gummi fish (with attached instructions for proper waddling, of course) to employees, patients, and visitors. Last month, employees shared their best "Waddles selfies" and 15 lucky winners received knit hats to help keep them extra warm and snuggly while waddling outdoors. All selfie participants received snack-filled mini penguins for getting into the Waddles spirit. The most recent contest asked participants to share how waddling with a backpack versus full arms is the safer option, and six lucky winners will receive a Munson Healthcare backpack!



## Where's Waddles in Grayling?

Grayling Hospital hosts Waddles Wednesdays, where Waddles makes his way through the halls promoting welfies. Photos can be entered in a weekly drawing for prizes. Employees also enjoy weekly Where's Waddles games (think Where's-Waldo-meets-Penguin) and the Waddles search party begins! Participants who correctly spot our feathered friend are entered into weekly prize drawings. *Can you find Waddles in the two images below?*



## High Five for Our Hand Hygiene Ambassadors!

**Attention to Detail** is a key component of our Hand Hygiene campaign. Stopping to do a quick clean hands surveillance — whether we're entering a patient room, coughing or sneezing, or heading into the cafeteria for a quick bite — keeps us accountable to ourselves as well as our patients, our co-workers, and our families.

In turn, as we continue to be clean hands super "**STARS**" at work, this behavior becomes so ingrained that we automatically self-check and repeat these same habits in our everyday lives. Charlevoix Hospital Marketing and Communications Manager Cathy Fischl realized this during a weekend trip she took with her husband recently.

"A couple of weeks ago, my husband and I had stopped at a rest area on I-75," she shared. "As I was washing my hands — and apparently taking a long time doing it — a lady next to me laughed and said I must be a nurse or a doctor. I told her no, but that I work at Munson Healthcare where we emphasize the importance of not just washing our hands, but also taking the time to wash them thoroughly."

Fischl's story demonstrates how the behaviors behind our clean hands campaign empower us to be safety stewards even when we're not at work. "If we develop true safety habits such as washing our hands every time we enter and leave a patient's room, these behaviors will follow us everywhere," added MHC Vice President of Quality and Safety Tom Peterson, MD, FAAP. "This story is proof of that."

# Two MHC Hospitals Named to Top 100 Lists

Two Munson Healthcare hospitals recently earned spots on Top 100 Hospitals lists for 2019. They earned their designations through the National Rural Health Association's Rural Health Policy Institute and The Chartis Center for Rural Health.



Cadillac Hospital was named to the Top 100 Rural and Community Hospitals list, and Kalkaska Memorial Health Center was named to the Top 100 Critical Access Hospitals list. This is KMHC's first time on the list and Cadillac Hospital's fourth time in row making the list.

According to the American Hospital Association, there are almost 5,300 community, or small, hospitals in the U.S., and rural and critical access hospitals are subsets of this category.

Cadillac Hospital and KMHC earned spots on these lists based on results of the 9th Annual Hospital Strength Index Survey from iVantage Health Analytics, which is the industry's most comprehensive and objective assessment of rural hospital performance in the U.S.

In an era of increased complexity and uncertainty, 'Top 100' hospitals have established themselves as a bellwether for rural provider performance, according to Michael Topchik, National Leader of The Chartis Center for Rural Health. "Top 100 status is a real indicator of how proactive these hospitals are when it comes to pushing

for performance improvement in areas such as quality, outcomes, and patient safety," he said.

"We are proud of our daily commitment to keep our patients at the center of all we do," said Tonya Smith, president of Cadillac Hospital. "We have an incredibly dedicated Health Care Team, and we are very pleased to have their work recognized in this way."

KMHC Administrator and CEO Kevin Rogols shared a similar sentiment. "This award is a testament to the fact that we have 450 staff who get up every morning with the goal of improving the health and quality of life of the residents we serve. We will continue to work hard every day to make our community proud."



We are proud of our daily commitment to keep our patients at the center of all we do.

—Tonya Smith,  
Cadillac Hospital  
President



# De-labeling Penicillin Allergies

MMC Pharmacy team improves patient safety and quality of care

As people continue to become resistant to certain antibiotics, it's never been more important to use the right antibiotics at the right time. But what does that mean for patients labeled "penicillin allergic"? Their options for appropriate antibiotics are even fewer.

So Munson Medical Center Infectious Disease and PGY2 ID Residency Director Pharmacist Nick Torney pondered just how valid these allergies are. He began to entertain the concept of bringing penicillin skin testing into the hospital setting with the goal of potentially de-labeling these patients — as many as 25 percent of acute care patients — as penicillin allergic.

"If someone had a reaction a long time ago, they were told to never take penicillin again. However, there are many reasons for a reaction that are unrelated to penicillin," Torney explained. "Even if it's a real reaction, we can grow out of them. There's literature to support that up to 80 percent of patients who test positive today are negative ten years later."

Though skin testing for penicillin allergies has been standard practice in allergy clinics for decades, there was an obvious disconnect: Unless a patient actively confirmed the allergy with an allergist, he or she likely continued to be treated for infections with alternative, costlier antibiotics with more side effects — even if the reaction was years prior.

Torney's research began with one question: Can a pharmacy service be developed in a hospital to safely and effectively perform skin testing and de-label penicillin allergies?

After obtaining approval and developing a protocol alongside local

allergists, and with the help of MMC Infectious Disease Pharmacist Mike Tiberg, the skin testing portion of the research began in October 2015. "Every patient we've tested has been negative in spite of having a prior charted penicillin allergy so we have been able to transition patients to the best antibiotic for their infection."

The test, prepared onsite by MMC pharmacy technicians, is currently reserved for patients with charted allergies whose infections would best be treated by penicillin. So far, there's been no opposition from patients. "We explain that this has been done for decades, we have all the medications for an acute reaction right at the bedside, and that the risk of keeping them on their antibiotic is actually greater than the risk of a reaction to the skin test."

Torney was invited to present his work this past October at "ID Week" in San Francisco, a national conference held by the Infectious Disease Society of America, as well as author a one-hour webinar — part of an



Michael Tiberg, PharmD, BCPS-AQ ID, performing the intradermal portion of the skin test.

online allergy skin testing **certificate program** for licensed health care practitioners. Meanwhile, he continues to help de-label patients at MMC. Additionally, Torney plans to host a live certificate program in northern Michigan in the near future to train other interested clinicians and spread this service across Munson Health-care.

"In essence, we're removing allergies, and giving patients the safest, most effective drug they should be receiving," he said. "We're improving the quality of their care and there's the added bonus of potentially saving them money."



MMC Infectious Disease and PGY2 ID Residency Director Pharmacist Nick Torney stands near a visual summary of his important work. Torney credits the multidisciplinary team that makes this service possible, including the MMC infectious disease physicians, the pharmacy residents and pharmacy technicians involved, and the local allergists who helped develop the protocol.

# Continuously Improving — for Our Health Care Team and Our Patients

## Reinvesting

As a nonprofit, everything we earn goes back into our organization — towards people, projects, and initiatives that help keep our hospitals and facilities strong. Here are two examples:

### Safety and Security Initiatives at Charlevoix Hospital



Above: Charlevoix Hospital's new tractor for snow removal.

Right: New 3D Tomography machine at Grayling Hospital.

Within the last six months, Charlevoix Hospital has implemented the following improvements related to patient and Health Care Team safety.

- A new tractor to speed up the snow removal process. A new salt spreader also is reducing the time spent on making our walkways and ramps safer.
- Additional security cameras for all parking lots on campus.
- A new badge access security system to secure areas such as pharmacy, obstetrics/maternity, nuclear medicine, and the emergency department.

### 3D Tomography Now Available at Grayling Hospital



Grayling Hospital has implemented three-dimensional tomography as another tool to more accurately determine breast health in certain patients. The hospital's General Electric Pristina 3D unit aids in detection and diagnosis of breast disease. This technology is also available at Cadillac Hospital, Manistee Hospital and Munson Medical Center.

Studies have shown that 3D mammography will benefit patients by increasing detection of small breast cancers by as much as 20 to 30 percent. It also will reduce call backs from screening mammograms by as much as 30 to 40 percent.

Most patients will continue to have the two-dimensional digital screening. However, patients designated as high-risk or with other specific breast conditions are eligible for the test and would need a specific order from their provider to receive the 3D test.

## Community Giving

Thanks to generous gifts from community members throughout our health care system, we're able to enhance our facilities and services in a number of ways. Here's how a recent gift led to the expansion of our surgical services at Cadillac Hospital.

### Cadillac Hospital to Open Fifth Operating Room this Spring

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 operating room and new minor procedure room — a \$1.4 million project — are scheduled to open April 1. Surgeons are already booking extra time in the new OR to help ensure our Cadillac community receives prompt care. "We are so thankful that Munson Healthcare Foundations has given to the Surgical Department," said Cristen Brandsma, director of Surgical Services at Cadillac Hospital. "We provide high quality care to every patient, every time. This project is fully funded by the Mercy Hospital Cadillac Endowment and the Foundations' gift benefits our patients and our hospital — and helps to ensure our future success."



New operating room at Cadillac Hospital.