

the

compass

monthly

Connecting You to Every Point of True North

July 2018 | Munson Healthcare System News

Rad Techs are all about compassion and comfort.

Turn to page 3 to learn more.

Manistee Hospital Rad Tech Brent Trudell looks through a CT scanner.

In This Issue

- 3 Projects that are improving the patient experience
- 6 CSA shares help staff "Choose (to be) Well"
- 7 Introducing new leaders around the system
- 8 How we're raising the bar on safety
- 9 Great recognition for our quality care
- 10 One couple's gift improves care for moms-to-be
- 12 A big community service event takes center stage



6



8



10



12



A Message from Al Pilog

Chief Operating Officer, Munson Healthcare
President, Munson Medical Center

True North

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

Mission

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

Vision

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

Our Values

Accountability

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

Respect

We respect everyone, everywhere, everyday.

Stewardship

We carefully use resources entrusted to us.

Compassion

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

Teamwork

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

Safety

We make safe work practices a top priority every day.

Community consists of more than people, homes, businesses, and buildings. It really is a shared sense of belonging and purpose.

More than 100 years ago, James Decker Munson donated the use of a building for a community hospital and later became a champion for a new hospital facility in Traverse City that is now called Munson Medical Center. He understood how important health care was and would become to a growing community. His sense of community continues to live in this new century.

The mission statement for Munson Healthcare states that the organization "and its partners will work together to provide superior quality care and promote community health."

We can only fulfill our mission of promoting health in our communities if we make a strong commitment to those communities. Munson Healthcare demonstrates that commitment by how we serve our patients and employees across northern Michigan and live out our values each day in a constant pursuit of excellence.

Giving back financially is one way we show support. After paying expenses, including \$645 million in wages and benefits, we reinvest all of our money back into the organization and our community. For example, Munson Healthcare recently invested nearly \$198 million in facility and technology upgrades to ensure we deliver the highest quality of care and the range of specialty services our communities deserve. In addition, for fiscal year 2017, Munson Health-

care provided approximately \$87.58 million in community support through free or subsidized health care services for low income patients, donations to local community groups, educational programming such as the Northern Michigan Diabetes Initiative, recruitment of physicians to underserved areas, and more.

As the largest employer in the region, Munson Healthcare staff members also serve our residents and visitors in several ways that go beyond monetary contributions. In each of our communities there are many examples of employees giving their time and offering their services to community groups and events — both on and off duty. We participate in community events, we educate our residents, and we volunteer in humble ways because that's who we are. We give, we serve, and we support.

Physicians, nurses, dietitians, exercise specialists, and physical therapists have offered their expertise through seminars, workshops, and interviews to share ideas on ways to become more healthy and fit as a community. Together, we are helping our communities "Choose (to be) Well."

Communities require commitment. Munson Healthcare offers more than a century's worth of examples to show our desire to serve and give back. Together with our communities, we will continue to do amazing things.





Improving the Patient Experience

True North is about keeping the patient at the center of everything we do. Five projects happening across our system are examples of doing just that.

One-of-a-Kind Unit Opened in Grayling



Grayling Hospital's Patient Diagnostic Center opened in May. The chair-based unit is the first of its kind in northern Michigan and helps streamline the patient experience from start to finish.

"Our new center allows us to bring many of our staff and services to the patient instead of making them walk to and wait at different departments throughout the hospital,"

explained Liz Monk, Grayling Hospital's vice president of Care Coordination.

Paul Oliver Memorial Hospital to Open Updated Cardiac Rehab Unit



Views of the big lake and advanced equipment will soon be available to cardiac rehabilitation patients at POMH. The new unit allows rehab specialists to better monitor and track patient data and allows patients to receive echocardiograms, with future plans

to include stress testing.

"A strong cardiac rehabilitation program is crucial for ensuring the patient gains the most benefit from their treatment," said cardiologist Dino Recchia, MD, FACC. "Studies show that participation in a cardiac rehab program leads to better long-term outcomes for patients with all types of cardiovascular disease."

Otsego Memorial Hospital Expanding Emergency Department and Lewiston Clinic



The new Dale E. Johnson Emergency Department, scheduled for completion in December 2019, will increase the number of beds from 12 to 19. A race-track design will optimize staff workflow and patient and family access. Surgical area additions

include a larger operating room to accommodate minimally invasive robotic equipment, as well as 22 private pre-op and post-op patient rooms.

OMH Medical Group – Lewiston is also expanding with five additional exam rooms, two new procedure rooms, and more space for rehabilitation services. Ultrasound and space for rotating specialists is also being added.

"These projects respond to our continued growth and our goal to better serve our patients," said Tom Lemon, OMH CEO.

Cadillac Hospital Opens Urgent Care Center



Cadillac Hospital opened a new Urgent Care center in July that provides a valuable alternative to traditional ED visits. Visiting the Urgent Care center can help patients avoid lengthy wait times in the ED and reduce the cost of care.

"Patients with non-emergent medical issues who cannot be seen by their primary care provider can be treated more quickly and cost effectively in an urgent care setting," says Jeremy Carlson, manager of Emergency Services at Cadillac Hospital.

Renovation Continues at Munson Community Health Center




The first phase of MCHC renovations includes relocating and expanding the café; a new library; a revamped rehab/cardiac rehab registration and waiting area; expansion and update of Urgent Care check-in/check-out; and an overhaul of the main corridor to simulate a flowing river, helping connect

the building's north and south entrances.

Work will be ongoing through November 2018, with future phases expected in 2019 that include an open staircase for easier transition from the north entrance's ground floor to the south entrance's first floor.

Dear Sweet Woman from Food Services,

Your blue glasses and bright smile brought me so much joy during a tough time in the hospital.

So, I say with all my heart, thank you! You brought not only my dinners but love and smiles and so much joy. I will remember you always with a lovely smile and love stamped on my .

*Love and joy to you!
—from a grateful patient*



MHC Launches Cadillac-Traverse City Telehealth Connection for Pediatric Care

To provide better care for our region's smallest patients, Munson Healthcare launched a pediatric telehealth connection between Cadillac Hospital and Munson Medical Center beginning on June 25.

The goals of the program are to offer pediatric consultations in Cadillac, facilitate transfers to Traverse City if needed, while providing the best care in Cadillac and en route, or determine if patients need an

"We recognized the need to offer telehealth for our region's Emergency Departments because pediatrics can sometimes present unique challenges," explained Jacques Burgess, MD, MPH, SFHM, FAAP, Pediatrics Medical Director at Munson Medical Center. "The effort connects the Cadillac Emergency Department and their hospital with Munson Medical Center — which has an inpatient pediatric hospital program and has a pediatrician in house 24/7."

“
It's been proven over and over again that stronger communication improves the quality of care.
”
— Jacques Burgess, MD, MPH, SFHM, FAAP

even higher level of care at another facility. Dr. Burgess expects the new program to service approximately 10-15% of pediatric patients in Cadillac. (The plan is for the program to expand to other system hospitals in the future.)

"It's been proven over and over again that stronger communication improves the quality of care," Dr. Burgess said. "We want

this to be a service for our region — a foundation of care that folks in rural settings can utilize as an additional resource for their kids."



After five years at their respective hospitals, Brittany McMurray, *left*, of Charlevoix Hospital and Alexandra Lebo of Munson Medical Center enjoy their career choice and how their roles help those they serve.

“ Making a positive impact on my patients' lives is definitely a highlight of my career.

— Alexandra Lebo,
Radiology Technician

”

Rad Techs: Creating Compassionate Images

Keeping patients safe, capturing the right image, and offering compassion on tough days are all part of a radiology technologist's job.

Across the health care system, rad techs use their expertise on X-Ray devices, CTs, fluoroscopy machines, and bone density machines as part of the care team.

Rad techs Brittany McMurray at Charlevoix Hospital, Brent Trudell at Manistee Hospital, and Alexandra Lebo at Munson Medical Center all were inspired to pursue a career in health care. As part of their respective Radiology Departments, they can be assigned to outpatient, inpatient, or OR areas and interact with dozens of patients a day. Helping calm patients is a big part of their work expertise.

"I just try to be kind, compassionate, and keep them at ease," Trudell said, who has 24 years on the job. "I give out a lot of warm blankets and I try to treat every patient like they are a member of my own family."

Brittany said she's learned in her five years that a clean facility, a kind smile, and real efforts to relate with the patients help set the atmosphere. "There is nothing worse than a patient feeling like their study was rushed," she said. "A hospital can be a scary and upsetting place for a lot of people. So, if I can make a positive impression on their experience, then I have done my job."

Alexandra, also with five years on the job, tries to maintain a positive atmosphere and friendly conversation with patients throughout the exam. "I want to make sure that my patient feels as comfortable as possible," she said. "I explain to them exactly what I will be doing and what positioning I will need from them. I do not rush through the exam. I go at the pace the patient is comfortable with."

All three of them have patient stories close to their hearts.

Brent said for him it was a patient 15 years ago that had a cancer diagnosis and needed to come in weekly to

have fluid drawn off his lungs. "This gentleman came in for a year and would bring us candy and we got to know him very well," he said. "I started paying attention to cancer survivors. I have a very special empathy for them."

Brittany recalls a young girl in the ER who crashed a go-cart into a tree and severely fractured her forearm and did not want her to touch it. "As the exam went on she started to put more trust in my skills ... In the end, she thanked me for being so gentle and said, 'You are the best doctor I ever had!' I wasn't about to correct her."

Alexandra had a recent patient who expressed thankfulness for her kindness. "She went on to tell me how sick she's been lately and that she's been struggling and she was just so grateful for the compassion I showed her. Making a positive impact on my patients' lives is definitely a highlight of my career."

myWellness: Eating Better

Your food doesn't get any fresher than this unless you grow it yourself. Participating in Community Supported Agriculture allows you and your family to eat locally grown foods that have higher nutrient density because of a shorter time from farm to plate. Subscribing to a CSA is also a great way to support local farms. CSA deliveries are available at Cadillac Hospital, Charlevoix Hospital, and Munson Medical Center.



Above: Members of the Munson Healthcare Charlevoix Hospital dietary staff are working with Providence Organic Farm to help deliver CSA shares to employees. "We currently have about a half dozen individuals signed up for shares but I think that count will be growing," said John McDonald, director of food and nutrition and director of environmental services at Charlevoix Hospital. Employees pick up their shares each week in the cafeteria. You can still sign up to take part in the CSA, he said.

Right: Karen Taylor, RN, picks up her weekly Community Supported Agriculture (CSA) order from Andrea Romeyn, owner of Providence Organic Farm. "This is my third year doing this, and I love it," Taylor said, adding she has expanded her cooking repertoire as a result of taking part in the CSA. "I've learned to use things that I've never used before." Romeyn said about 80 employees at Munson Medical Center are participating in this summer's CSA pickups. Taylor signed on for the 11-week option.



For more information, visit 3rddayfarm.com for Cadillac and csafarms.org/providencefarm.asp for Charlevoix and Traverse City.

PEOPLE ON THE MOVE



Michael Berendsohn
Director, EMS, Kalkaska Memorial Health Center



James Brand
Radiology Imaging Integration Specialist, Munson Healthcare



Sarah Helveston
Manager, Trauma Program, Munson Medical Center



Eric Jean
Manager, ICU, Munson Medical Center



Pat Sensing
Manager, Facilities Maintenance, Paul Oliver Memorial Hospital

Understanding "Qualifying Events" for Benefits Coverage

Upon hire and during Open Enrollment, Munson Healthcare employees are able to enroll in our health plan and include family members in their coverage. Generally speaking, dependent eligibility is extended to the legally married spouse and children and/or step-children of the employee.

If you don't sign up or make any changes to your existing coverage, you must wait until the next open enrollment period to do so, unless you experience a "qualifying event." Changes must be made within 30 days of the qualifying event and will be effective the date of the qualifying event.

"For example, an employee who gets married may add their new spouse to their health insurance coverage

within 30 days of the wedding," said Amy Tennis, System Director for Compensation, Benefits, and HRIS. "Likewise, an employee who gets divorced is required to remove a former spouse within 30 days of a divorce."

Changes to benefits must be consistent with the event. Change requests that are unrelated to the qualifying event are not allowed by IRS rules.

Other qualifying events include:

- Change in number of dependents (having a baby, adopting a child, or the loss of a dependent)
- Change of employment status (for example, return from an unpaid leave of absence)
- Change in residence
- Change in dependent status

Benefits Office!
For more information
or questions, email us
at benefits@mhc.net or
call 231-935-6938.

- Change in an election under an other plan (for example your spouse is covered under another plan but drops that coverage to join your plan)

Employees must notify the Benefits Office when a qualifying event has occurred. Children turning 26 will automatically be removed from coverage at the end of their birth month. However new babies, even if they are born at a Munson Healthcare hospital, will not automatically be added.

Charlevoix Hospital Doctor Receives Award from Michigan State University



Andrea Wendling, MD

Andrea Wendling, MD, of Munson Healthcare Charlevoix Hospital was recognized by The Michigan Center for Rural Health with their Professional of the Year award. Dr. Wendling is a rural family physician at Boyne Area Health Center, a service of Charlevoix Hospital. She is also director of the Rural Health Curriculum for MSU's College of Human Medicine, which establishes rural health

partnerships among organizations, health departments, hospitals, government and universities. As an advocate for rural medical education, Dr. Wendling works with other academic institutions interested in providing rural training for their medical students. "With less than 10 percent of today's medical students expressing an interest in practicing in rural settings, it's important to provide high quality training experiences," Dr. Wendling said.

Nancy Kussrow Named Mentor of the Year



Nancy Kussrow, RHIA, CHPS, CCS

The Michigan Health Information Management Association (MHIMA) has named Nancy Kussrow, RHIA, CHPS, CCS, director of Health Information Management and Privacy Officer at Otsego Memorial Hospital, the 2018 Mentor of the Year. The award is given to the member who best exemplifies the ideal image of a mentor and has contributed to the support and development of health information professionals and students. Nancy has been in the field for more than 27 years mentoring both students and colleagues, serves as an internship facilitator, has taught at the community college level, and serves on several educational and leadership advisory boards. MHIMA describes her as "a mentor, role model, leader, and true asset to the HIM field."

Becoming a Leader in Safety

By Tom Peterson, MD, FAAP, Vice President, Quality and Safety, Munson Healthcare



Tom Peterson, MD, FAAP

Many institutions outside the health care industry have become designated as ultra-safe organizations. These include airline industries, nuclear energy plants, manufacturing, and construction. But what makes them so safe?

One answer is that they all take safety incredibly seriously. They simply have made safety a standard, an expectation, and a responsibility of all leaders and employees. For example, a national construction company requires 14 hours of safety training for every new hire before they can even punch in. For airlines, the industry standard is to have a "sterile cockpit," which means no interruptions to the team during take-off and landing because it could lead to an error. Other industries have "first-name only" rules and comprehensive checklists to level the playing field and encourage people to speak up for safety.

On top of practicing good safety behaviors, these organizations all report, report, report, citing thousands of incidents and observations weekly. They have safety coaches to observe when a worker is lifting a heavy bag the wrong way, not wearing PPE, or not using the correct safety behavior or language.

Munson Healthcare is also committed to being a leader in safety and we've put so much behind our safety efforts. Here is some of the great work we've already done.

- We launched the Walk Like a Penguin campaign, resulting in a **25 percent reduction** in slips, trips, and falls for our Health Care Team this past winter.
- As part of the Nix the Stix campaign, Munson Medical Center (MMC), Cadillac Hospital, and Manistee Hospital went through **vigorous sharps training** to focus on decreasing needle sticks in the OR.
- **All system entities moved to VOICE reporting**, enabling us to identify trends or upticks in specific employee injuries and learn from each other.
- We implemented **weekly System Safety Charter meetings** to review employee injuries across the system in the top four OSHA categories.
- Clinical and Business Intelligence launched a reporting tool for managers to more **closely monitor employee injuries and track progress toward zero harm**.

Clockwise from top, speakers at the recent safety conference included Kathleen Sutcliffe, PhD, Bloomberg Distinguished Professor at the Johns Hopkins University, Carey Business School, the School of Medicine, and the School of Medicine's Armstrong Institute for Patient Safety; Marian Fuller, MD, an OB/GYN at Manistee Hospital; and Bill O'Rourke, senior advisor at Value Capture LLC.



- **We've made improving care for patients with sepsis, a stroke, or a STEMI a system priority.** Physician champions ensure every hospital uses a standardized, evidence-based approach. Transparent outcome metrics are looked at regularly and used to make improvements in our care processes.
- Our work to reduce hospital-acquired infections has brought our CAUTI, CLABSI, and C. diff rates **down approximately 40 percent each, across the system**.
- We recently hosted "**Journey to Reliability in Health Care: A Focus on Safety and Continuous Improvement**," a two-day conference that included speakers internationally recognized for their safety expertise.
- We've rolled-out our Foundations of Safety training to **1,400 people** with the goal of training every member of our 9,000+ Health Care Team.

We can always learn from others. But we're also leading the way in implementing safety behaviors and practices that will help keep our Health Care Team, our patients, and our visitors safe. Our goal is zero harm and there's a lot that people can — and will — learn from us.

Stroke Program Recognized for High Quality Care



Munson Medical Center's Stroke Program has once again been recognized by the American Heart Association/American Stroke Association for high quality care.

The program earned a 2018 Get with the Guidelines Stroke Gold Plus Quality Achievement Award, which recognizes programs following the latest research-based standards for stroke care for two or more consecutive years. This is the fifth year in a row that MMC has achieved this honor!

The program additionally received the Target: Stroke Honor Roll Elite award. To qualify for this recognition, hospitals must meet quality measures developed to reduce the time between the patient's arrival at the hospital and treatment with tPA, a medication that helps prevent or limit lasting impairment following a stroke.

"These awards indicate that Munson Medical Center is providing consistent, evidence-based, quality stroke care to the people of northern Michigan," said Christine Peplinski, RN, BSN, clinical coordinator of the Stroke Program.

MHC Dialysis Centers Earn High Marks



Elizabeth C. Hosick Dialysis Center in Frankfort.

Two Munson Healthcare Dialysis Centers have earned a five-star rating from the Centers for Medicare and Medicaid Services (CMS), an honor bestowed on only 10 percent of facilities in the nation.

The Munson Dialysis Center in Traverse City and the Elizabeth C. Hosick Dialysis Center in Frankfort earned five stars while the Kalkaska Dialysis Center earned four stars, which puts it in the top 20 percent of centers nationwide.

Eighty percent of patients surveyed by CMS gave the Traverse City and Frankfort centers a rating of 9 or 10 out of 10 and also gave high marks for provider and staff communication, keeping patients comfortable and pain-free and providing information to take care of their health. The rating system also factors in things such as infections and hospitalizations.



Five-Star Quality Rated
by Centers for Medicare and Medicaid Services

"Star Ratings communicate the level of care our dialysis facilities provide, comparing us to nearly 4,800 dialysis centers nationwide," said Munson Healthcare System Director of Dialysis Services Georgia Wilson, MSN-ED, RN, CNN. "Our team is committed to providing quality driven care and exceeding established CMS goals."



Cowell Family Cancer Center Certified by Quality Group



The Cowell Family Cancer Center has earned a 3-year certification through the American Society

of Clinical Oncology's Quality Oncology Practice Initiative® (QOPI). QOPI is a clinical excellence program that was developed to certify outpatient oncology practices that meet the highest national standards in quality and safety for cancer care delivery.

"This means the CFCC is practicing at the highest level of delivery of cancer care as defined by national standards, which in turn means that we are delivering the best cancer care to our patients," explained Cowell Family Cancer Center Medical Director David Gordon, MD. "Practices with this certification are deemed champions of quality care."

To achieve the certification, cancer center staff and leadership were evaluated on center practices and standards, submitted quality data, and participated in an on-site survey. CFCC is the second center in northern Michigan to earn the certification, with the closest other center with the same designation in Petoskey.

Manistee Couple Donates 3D Ultrasound

The advanced technology complements MHC's new Maternal-Fetal Medicine Program



From left to right, James Barker, Munson Healthcare Manistee Hospital CEO with donors Jan and Paul Royce, and Manistee Hospital Charitable Giving Officer Sherri Protasiewicz. Expectant parents Jamie and Jacob Charette await their ultrasound at Manistee Hospital.

Manistee residents Jan and Paul Royce wanted to do something to help moms and babies in Manistee County have the best start possible. After speaking with Munson Healthcare Manistee Hospital about the community's needs, the couple requested a grant from the Nickless Foundation, a charitable foundation established by Jan's parents. The Nickless Foundation donated funds to purchase a 3D ultrasound machine for the hospital's obstetrics and gynecology practice.

The innovative technology provides true three-dimensional imaging of the developing fetus, allowing clinicians to see more detail than a traditional 2D ultrasound produces. The enhanced images allow visualization of the fetus's developing organs and systems earlier and with more precision.

"We've had 3D ultrasound in the diagnostic imaging department at Manistee Hospital for some time," said Marian Fuller, MD, FACOG. "But having the technology in our clinic makes visits much easier for

our patients. They can get an ultrasound without having to make another appointment or travel to the hospital. If we think there might be a problem with the pregnancy, we can take a look immediately."



3D ultrasound is now available at the hospital's obstetrics and gynecology practice.

New parents also are excited about the technology. "It's so convenient to be able to get my ultrasound right at the doctor's office," said one expectant mother.

The 3D ultrasound technology complements Munson Healthcare's new Maternal-Fetal Medicine service line. June Murphy, DO, FACOOG, a board-certified, fellowship-trained specialist in treating women with high-risk pregnancies, is now seeing patients in Manistee.

"We're thrilled to have Dr. Murphy in Manistee," said Kelly Tomaszewski, chief nursing officer at Manistee Hospital. "She works closely with our local ob/gyns, Stephanie Fitzgerald, DO, Marian Fuller, MD, and Ronald Joannette, MD." Now moms in this area who are facing challenging pregnancies or births don't have to travel out of town for their regular visits, which is a big burden for a lot of families.

"We are extremely grateful to the Nickless Foundation and the Royces for this tremendous gift," said Dr. Fuller. "Their generosity is truly making a difference in the health of women and babies in our area."

Check Us Out!

We know that we do great work and provide exceptional services to our patients. These new campaigns, recently launched around the system, are ensuring that our communities know it too.

Cadillac Hospital's print ad for the new Urgent Care gets to the heart of the matter.

NOW OPEN

Urgent Caring

Trusted Care. Right Now.

Munson Healthcare Urgent Care, located across the street from Cadillac Hospital's Emergency Room, provides experienced care by trusted experts. When your doctor's office is closed or an appointment is not available, Munson Healthcare Urgent Care helps you get in, get out, and feel better. We see patients every day, 11 am - 10 pm, on a walk-in basis.

Common reasons to visit Munson Healthcare Urgent Care:

- Allergies
- Back or muscle strains
- Bladder or urinary tract infections
- Bug bites or small animal bites
- Coughs, congestion, and sinus problems
- Cuts and minor wounds
- Diarrhea
- Ear ache or infection
- Mild fevers
- Minor burns
- Minor injuries
- Pink eye and other minor eye problems
- Rashes
- Sore throat
- Sprains and strains
- Vomiting and/or nausea

302 Hobart St., Cadillac, MI 49601
231-876-2644

MUNSON HEALTHCARE
Urgent Care
A Service of Cadillac Hospital

munsonhealthcare.org/urgentcare



Take your new shoulder for a swim.

Expert Orthopedic Care in Prudenville

MUNSON HEALTHCARE
Grayling Hospital



A clever billboard promotes Grayling Hospital's orthopedic care in Prudenville.

Grayling Hospital's new 'mobile' billboard takes the message to the streets.

Take your new hip on a paddle.

Expert Orthopedic Care in Grayling

MUNSON HEALTHCARE
Grayling Hospital

munsonhealthcare.org/grayling-ortho





Manistee's Big Day of Serving

On June 9, Manistee Hospital employees and their family members participated in the first Manistee County Big Day of Serving. The community service event was organized by the Manistee Area Chamber of Commerce Leadership Group, a program that the hospital sponsors. More than 400 people in the community signed up to volunteer on this day and a number of local businesses, groups, and organizations, including Manistee Hospital, formed teams to tackle the many tasks identified for the event.

Sixty-five projects were completed on the big day and the Manistee Hospital team repainted the iconic fish wall at First Street Beach, a popular spot for residents and visitors. Other groups built playgrounds, picked up trash, spruced up parks, built accessible ramps, and helped seniors with household maintenance like window washing, raking, and weeding. Alex Callaway, Manistee Hospital's performance improvement manager, was sponsored by the

hospital to participate in the Manistee Area Chamber of Commerce Leadership Group and she spearheaded the hospital's involvement in the Big Day.

"We had representation from 10 different departments at our hospital," said Callaway. "It was a great community and hospital team-building event and I'm very appreciative of the hospital's support. We'll be back to do this again next year."



Clockwise from left, the Manistee Hospital team celebrates a job well done; community member Miriam Epskamp, Clinical Documentation Improvement Specialist Melissa Laskey, and Medical Laboratory Technician Dan Laskey paint the iconic fish wall; Alex Callaway and Director of Marketing and Public Relations Julie Mueller pause for a quick "paint" shot.

What is a Status Sheet Exchange?

As Munson Healthcare continues on our Lean Transformation Journey, we want to share more about the Lean Management System, and how each of the components of the system are being used to support True North.

This month we are reintroducing the Status Sheet Exchange. The Status Sheet Exchange is a daily or weekly guided conversation between a leader and his or her direct report regarding operations. The exchange helps:

- The leader connect with the day-to-day work of their team
- Proactively plan for the day
- Provide the leader with the opportunity to further coach the team

Dino Deponio, manager of Nursing Services for the Medical Procedure Room at Munson Medical Center, has been using the Status Sheet Exchange for a few months. "The structure of the communication is helpful and allows us to anticipate future issues," said Deponio. "One time we

were looking two days ahead and noticed a procedure we don't normally do was scheduled. The extra planning time helped to align all the people and equipment before the procedure."

Michele Fernandez, manager of Nursing Services for Maternity at MMC, is also new to the Status Sheet Exchange but has already seen benefits in using this standard way of communicating. "This is a very efficient way to communicate because it touches on every concern with my team," added Fernandez. "It helps you avoid missing those important questions."

The Status Sheet may be customized based on a department's needs. But what it does across the board is keeps teams well-informed, assures that everyone is hearing the same information, and ultimately helps improve the care we provide to our patients.

We are continuing to roll out the Lean Management System to teams across the system and training on these tools will be coming your way in the future.