

the Pulse

October 2017

News for Otsego Memorial Hospital Medical Staff

Excellent Place to Practice: Thank You!



Kasey Nelson, DO
Chief of Staff

As the new Chief of Staff for Otsego Memorial Hospital, I am very pleased (though it was not unexpected) that our medical staff rated Otsego Memorial Hospital so highly in the recent Excellent Place to Practice survey that was conducted March - June of this year. I believe the results are due to the years of exceptional leadership amongst our staff and administration. Of the medical staff who have privileges in the hospital, 67.9% rated us Excellent as a Place to Practice Medicine, which ranks us in the 95.8% percentile nationally for this question! I see this as a testament to the strong sense of community and culture of medical staff/administrative

engagement that we have cultivated over the years. Please know that I, and Otsego Memorial Hospital's leadership team, are honored and will continue to pursue this level of excellence in the future.

We surveyed Otsego Memorial Hospital's medical staff (physicians, PAs, NPs, and CRNAs) to determine your satisfaction and engagement with our hospital. This survey was a follow up to the February 2015 survey. The results help us to understand what we're

doing well and where we have opportunities for improvement.

I would like to thank everyone who participated. Of the 71 Otsego Memorial Hospital medical staff surveyed, 68 completed the survey (96% response rate)! Your participation helps us to focus on the areas that truly matter to our medical staff.

In reviewing the survey results, we have identified the following areas of focus for continued process improvement, as they

were identified as key drivers of excellence for Place to Practice:

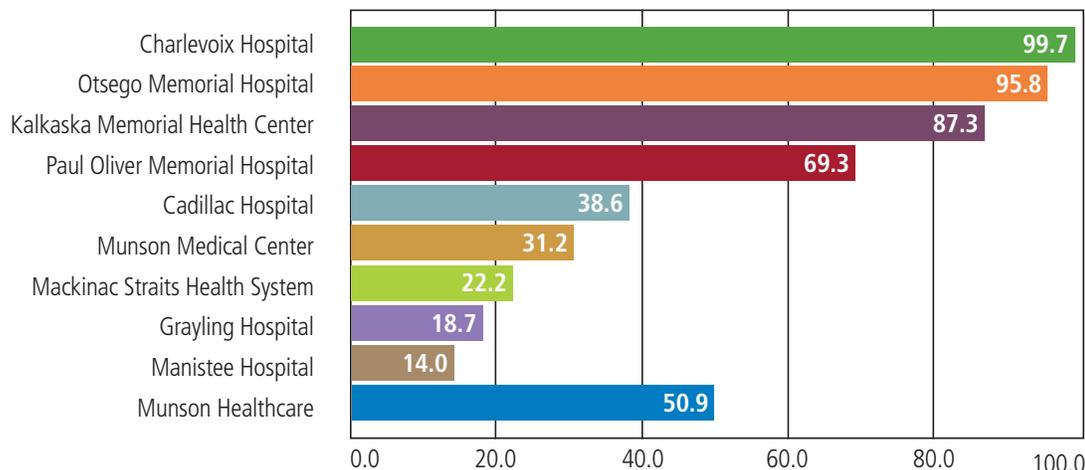
- Administration
- Hospitalist Services
- Laboratory Services

I look forward to the future and I will keep you updated on how the hospital is addressing your areas of greatest concern.

If you have questions regarding the survey, please contact me at **989-731-2140** or **kaseyncnelson@gmail.com**.

Providers' Perceptions of Place to Practice

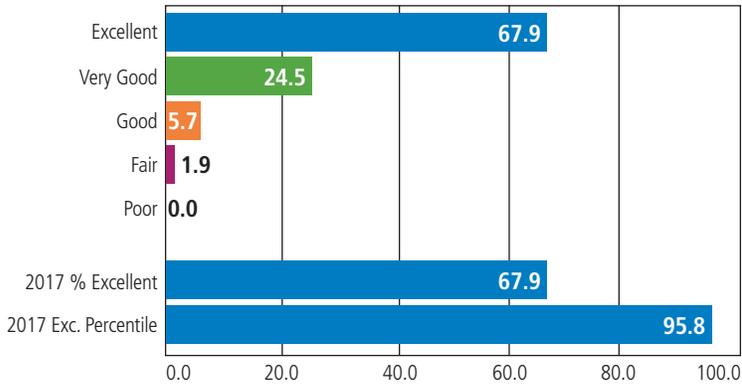
("Excellent" Percentile Rankings)



* **Percentile ranking** of each hospital's medical staff who rated *Place to Practice* for their hospital as **Excellent**. This question was only evaluated by hospital users.

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Providers' Perceptions of Place to Practice



* Breakdown of how Otsego Memorial Hospital medical staff rated *Place to Practice*. This question was only evaluated by hospital users.

PLEASE NOTE: Most of these graphs are based on **PERCENTILE RANKINGS** (vs. percentage). Percentile ranking benchmarks how the hospital scored against other hospitals in the PRC database (600+) for the same question. For example, a percentile ranking of 75% means that the hospital scored better than 75% of other hospitals for that question.

Also, many of these graphs highlight the percentile ranking of providers who rated an area as **EXCELLENT**. That is because for most questions, 90% of responses will be "Excellent," "Very Good," or "Good." However, we feel that, in the spirit of continuous improvement, focus should be placed on moving the "Good" and "Very Good" responses to "Excellent." Which is why we strive to make Munson Healthcare an excellent place to practice for all of our providers.

Areas addressed in the survey:

- Administration
- Anesthesia Services
- Emergency Services
- Hospitalist Services
- Laboratory Services
- Nursing Care
- Pathology Services
- Patient Safety
- Place to Practice
- Quality of Care
- Radiology Services
- Surgical Services

Provider News

Welcome New Providers

Andrew H. Teklinski, MD

Cardiology

Traverse Heart & Vascular

1200 Sixth St., Ste. 200, Traverse City, MI 49684-2310

231-935-5800

Otsego Memorial Hospital Contacts

The Pulse is published six times a year.

We welcome your feedback and topic suggestions: pulse@mhc.net

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Our Mission

To provide exceptional health care that meets the needs of our patients and the communities we serve.

Our Vision

Otsego Memorial Hospital will be preferred and trusted as the center for patient-focused care that is comprehensive, coordinated, and accessible. Through committed teamwork, we will build a secure future of improving health for the communities of northern Michigan.

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