

Doing *amazing*  
*things* together.

2017 Community Commitment Report



**MUNSON MEDICAL CENTER**

MUNSON HEALTHCARE



## Letter to the Community



Alfred E. Pilon, Jr.  
President, MMC



Amazing things happen at Munson Medical Center every day because of the work our health care team does together and the wonderful support we receive from our community.

We have been your community hospital for more than 100 years. From the very beginning, our community has embraced and supported our vision to provide the highest quality health care close to home. From positively impacting lives through the use of state-of-the-art technology, to providing an excellent place to work and to grow professionally for so many individuals here in northern Michigan, Munson Medical Center is more than just a facility or location.

We are a community – a community that extends far beyond our hospital walls.

We are a team of more than 5,500 providers, staff, and volunteers with the privilege of serving thousands of patients each day, at the hospital as well as at Munson Community Health Center, Cowell Family Cancer Center, Smith Family Breast Health Center, physician offices, and numerous outpatient locations. We take very seriously our obligation to care for you and your family in times of need.

Within our community are stories of healing and recovery, of lasting connections made between the health care team and their patients, as well as significant technological advancements leading to a higher quality of life.

On the following pages, you can learn more about some of the amazing things happening at Munson Medical Center. Thank you for your interest, support, and for using the health care services we provide. Each time you have an encounter with us, we hope that you will walk away thinking “that was amazing.”

A handwritten signature in black ink, appearing to read 'AEP', written over a light blue geometric pattern.

Alfred E. Pilon, Jr., President  
Munson Medical Center



# Amazing Jobs

## For Our Community

Munson Medical Center is the largest employer in the region, providing year-round jobs to more than **4,800 people**. Each of our employees and their families add to the economic well-being of our community by purchasing homes, groceries, goods and services, sending children to local schools, and paying local taxes.

A high-quality, vibrant health care facility is a “must have” for any community. Munson Medical Center enhances our community’s reputation and helps attract others who also want to make business and personal investments in our community.

**\$63,000,000**

Benefits paid in FY 2017

**\$270,000,000**

Total wages and benefits  
paid in FY 2017

**\$207,000,000**

Wages paid in FY 2017

**4,887**

Number of employees

**\$310,000,000**

Estimated total wages  
and benefits for  
FY 2019

**89%**

Employees who live  
in our five county  
area

## More than a Job: Amazing Coworkers

Munson Medical Center employees often refer to their colleagues as their “family.”

Amanda comes from a family of medical assistants, so she knew exactly what she wanted to do when she graduated from Baker College. As a certified medical assistant at Munson Family Practice Center, she loves working with infants to elders and her family of coworkers.

“I enjoy watching my patients grow up. And I love the people I work with – they are my second family. I heard Munson was a great place to work, and it is.”



# Amazing Opportunities

## Investing in the Health Care Team

Munson Medical Center hires the most amazing people and then continues to invest in their ongoing education and training. Munson Medical Center is a teaching hospital. Each year, hundreds of high school and college students, who are studying nursing, exercise science, pharmacy, physical therapy, occupational therapy, radiology, information systems, human resources, allied health, and third- and fourth-year medical students and medical school residents, work alongside experienced staff to enhance their education and become proficient in their skills.

### Training and Education

The Health Care Team also has opportunities to learn new skills and advance in their careers through ongoing educational webinars, conferences, and local events at no cost. In fact, last year, our team has provided:

- 179 webinars for 3,372 attendees.
- Crisis intervention training for 346 staff members to ensure the best possible care, welfare, safety, and security of both staff and patients.
- 1,162 online training and education courses.
- A Leadership Development program for staff and managers.



Simulation training lab educators Nancy Irish and Penny Cox.

Munson Healthcare has significantly invested in simulation training labs with six high-fidelity manikins. The labs are used by the health care team to enhance and hone their skills without exposing real patients to risk.

In 2017, the simulation lab provided approximately 1,200 hours of simulation education to 2,543 nurses, nursing assistants, nursing students, physicians, residents, medical students, EMS, pharmacists, and technicians.

Munson Medical Center clinical and non-clinical staff members who want to pursue additional education are also assisted with tuition reimbursement to help them achieve their goals.

In FY 2017, Munson Medical Center invested **\$986,000** in tuition reimbursement for local health professionals.





“One of my goals as a coach is to instill confidence in frontline staff to use their talents to the fullest, both for their individual growth and to further organizational goals.”

— **Sarah Robinson, MSN, RN, VA-BC**  
Manager, Vascular Access Specialty  
Frontline Leadership Coach

## Empowering Staff to be Leaders

Munson Medical Center is committed to developing new leaders and preparing our employees for both formal and informal leadership roles. One way we do this is through the Frontline Leadership program. “This program is specifically designed for staff not currently in a leadership role,” explained **Mary Aurand**, Senior Leadership Development Specialist at Munson Healthcare. “To qualify, participants can’t have any direct reports or have the title of ‘Manager.’ The idea is that through their current role, they have an opportunity to lead by influence, every day.”

The program launched at Munson Medical Center in 2012 but has since grown to a system-wide offering with about 75 students per session. The course begins with the basics of leadership, helping staff identify their own leadership strengths, and outlining leadership opportunities in their current roles.

Then, participants apply what they learned to individual projects of their choice, such as refining a departmental process or improving the patient’s experience. The key is making sure the projects are scoped correctly given a participant’s span of influence and the time they have to complete it. “The Frontline coaches play a big role in this,” said Mary. “Frontline coaches are successful coaches from previous programs, past participants who now have formal leadership roles, or people in the organization who have a reputation for being good mentors. They keep the project on task and help identify potential roadblocks along the way.” Also, each project has to have key metrics to measure success and each participant needs to create a personal development plan to chart their growth as a leader.

“Participants walk away with a new set of skills that can set them up for the next step they might want to take in their careers,” Aurand said.

“I received the most impact from the classroom portion of the program. It taught me that we are all put into situations where we can identify opportunities to make our environment better. We just have to refine our approach and decide to use it.”

— **Takis Pifer**, Senior Sourcing and Contract Specialist  
Frontline Leadership Participant

# Amazing Resources

## Keeping Our Community Healthy

Nothing feels more amazing than being healthy and fit. Munson Medical Center is helping our community become and stay healthy, prevent illnesses, and manage chronic disease by providing resources, tools, tips, services, guidance, and encouragement.

### 2017 By the Numbers

- **13,405** people benefitted from Community Health education programs and resources.
- **13,000** people received health care support services.
- **8,069** families received support services.
- Munson Medical Center contributed to **457** community building activities.\*

\*Includes programs that address the root causes of health problems, such as poverty, homelessness, and environmental problems. These activities support community assets by offering the expertise and resources of the health care organization.



Hundreds of employees have joined hospital-sponsored sports teams to enjoy healthy activities and camaraderie outside of work. Teams include:

- Mountain biking
- Road biking
- Running
- Softball



Every three years, Munson Medical Center helps identify unmet health needs through a comprehensive Community Health Needs Assessment. Exciting new community health and employee health initiatives have been developed in partnership with other community organizations to help meet those needs.



A community-wide campaign to encourage people to make small changes every day to improve their health.



Obesity has been identified as the top health issue facing our region. In response, Shape Up North was created as a true community collaboration in partnership with Priority Health and is dedicated to helping northern Michigan residents achieve and maintain a healthy weight. Shape Up North's vision is to help people of all ages and fitness levels achieve a standard of health that allows them to take full advantage of the "up north" lifestyle.



The Shape Up North Fruit and Vegetable Prescription Program works closely with area clinics to support healthy behavior changes and create strong partnerships between health care providers and the local food sector. The program provides nutritional education, cooking demonstrations, and coupons to purchase fruits and vegetables to qualified participants.



A collaboration between Munson Healthcare and Priority Health, NMDI provides education and resources for people living with diabetes, as well as local, regional, and national resources for the prevention and management of diabetes. NMDI's overall goal is to reduce the prevalence of diabetes and improve the care of people with diabetes.



FitKids360 is a seven-week healthy lifestyle program for children ages five to 17 and their parents or support partners. This referral-based program combines basic education about nutrition, behavior, and exercise with a wide range of physical activities to help participants develop healthy habits, eat better, and become more active.



Healthy Futures is a partnership of northern Michigan health care providers, health departments, and Munson Healthcare who provide support and education to families with young children, from pregnancy through age five.



A comprehensive program designed to help Munson Healthcare staff and their families focus on their own health.

# Amazing Services

## Provided by High-quality Specialists

People in our community benefit greatly from having access to skilled specialists practicing in 70 specialties. Cardiologists, oncologists, orthopedic and trauma surgeons, neurologists, radiologists, and many others bring their expertise to multidisciplinary teams that work together to provide amazing patient care.

Munson Medical Center cardiologists, oncologists, and orthopedic surgeons provide close to home care by traveling to clinics throughout northern Michigan to see patients for consultations, diagnostics, and follow-up visits.

### Amazing Specialty Care for Patients with Prostate Cancer

A Munson Medical Center radiation oncologist is using a new technique and medical product to help ensure prostate cancer patients experience fewer side effects.



Douglas Brown, MD

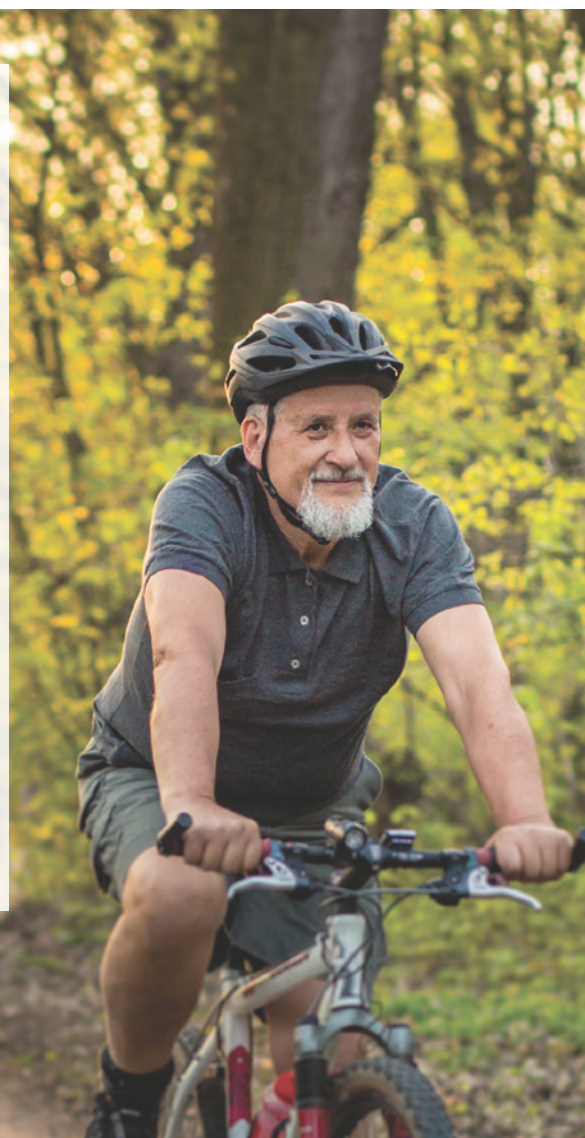
Radiation Oncologist **Douglas Brown, MD**, began using the SpaceOAR™ Hydrogel System on qualifying patients in January 2017.

The hydrogel system reduces the risk of injury in men receiving prostate cancer treatment that involves high doses of external beam radiation.

"The hydrogel reduces risk of injury to less than 1 percent," Dr. Brown said. "This is a great benefit to the patient."

During clinical trials, use of the SpaceOAR hydrogel also reduced the amount of high-dose radiation to organs by 73 percent.

The treatment is often an equal alternative to radical prostate removal. "It is important that all prostate cancer patients be evaluated by radiation therapy," Dr. Brown said. **"Forty to 50 percent of the patients at Munson Medical Center could potentially benefit from this therapy."**



# 70

Number of specialties and visiting specialists at Munson Medical Center.

# 74

Number of new providers recruited to Traverse City.

## A Patient's View

"I think the physicians at Munson Medical Center are at the top of their game – the best there is."

## A Family Member's View

"I spent most of last week on A3 after my mom suffered a serious heart attack. She's made remarkable progress. The words 'thank you' seem insufficient. My mom also had heart surgery six years ago there. I've come to expect not only the best care possible, but to be inspired by the **amazing team** in place. It truly reflects a culture of excellence, evident from the custodians to the cardiologists and everyone in between. Thank you and God bless!"

## Specialty Services Available Close to Home

Addiction Medicine	Palliative Medicine
Allergy and Immunology	Pathology
Anesthesiology	Pediatrics
Bariatric Surgery	Pediatric Visiting Subspecialties
Cardiology	Cardiology
Cardiothoracic Surgery	Dentistry
Colon and Rectal Surgery	Endocrinology
Critical Care Medicine	Gastroenterology
Dentistry	Hematology
Dermatology	Neurology
Emergency Medicine	Neurosurgery
Endocrinology	Oncology
ENT / Otolaryngology	Orthopedics
Family Medicine	Plastic Surgery
Gastroenterology	Psychiatry
General Surgery	Pulmonology
Geriatric Medicine	Rheumatology
Gynecologic Oncology	Urology
Hand Surgery	Physical Medicine and Rehabilitation
Hematology	Plastic Surgery
Hospice	Podiatry
Hospitalist Medicine	Psychiatry
Infectious Disease	Psychology
Internal Medicine	Pulmonary Medicine
Maternal Fetal Medicine	Radiation Oncology
Neonatology/Perinatology	Radiology
Nephrology	Rheumatology
Neurology	Sleep Disorders Medicine
Neurosurgery	Sports Medicine
Obstetrics and Gynecology	Trauma
Occupational Medicine	Urgent Care Medicine
Oncology	Urology
Ophthalmology	Vascular Surgery
Oral and Maxillofacial Surgery	Vitreoretinal Surgery
Orthopedic Surgery	Wound Care
Pain Management	



# Amazing Advancements

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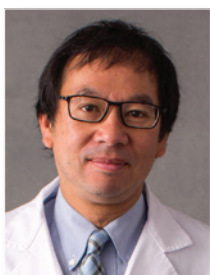
## For Our Patients

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Patients in our community have access to leading edge treatments, thanks to Munson Medical Center's early adoption of amazing, emerging technology. As a non-profit organization, Munson Medical Center reinvests all of its earnings back into patient care, facility and technology upgrades, and its Health Care Team. Munson Medical Center recently reinvested \$130 million in new technology and facilities.

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### Mitral Valve Repair Now Done with Robotic System



Bobby Kong, MD

Cardiothoracic surgeon **Bobby Kong, MD**, implemented a program at Munson Medical Center to use the da Vinci Surgical System® for minimally-invasive heart mitral valve repair.

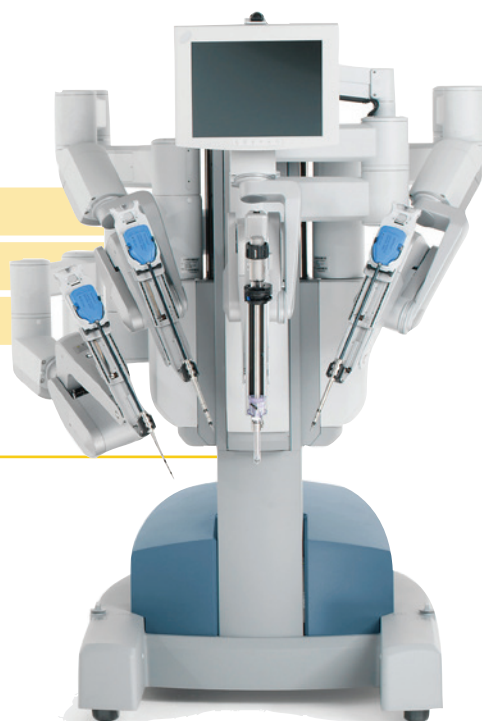
"Patients like the operation because the incision is smaller," he said. "The incision is a lot more cosmetic, risk of infection is lower, and there is less pain, too. Because there is less trauma to the body, recovery is faster."

During the procedure, five small incisions are made into the right side of the body for placement of three robotic arms, an 8 mm camera that serves as the device's eye, and a working port for exchange of instruments and sutures. The three-dimensional image from the camera gives Dr. Kong a sharp and 10-times magnified view of the mitral valve. With the patient's circulation supported by a heart-lung bypass machine, and the heart stopped, the diseased mitral valve is "sliced and diced" into a well-functioning valve again.

An artificial "ring" is usually sutured around the repaired valve to enhance its durability.

Dr. Kong currently is the only cardiothoracic surgeon in northern Michigan using a da Vinci Surgical System for less-invasive mitral valve repair. He enjoys seeing the results in his patients.

"When the patient recovers well and comes back to see you and tells you they are a month out of surgery and already doing pushups – that is very satisfying," Dr. Kong said.



**\$130M**

Amount Munson Medical Center reinvested into facility and technology upgrades in past three years.

David Michelin, MD, MPH

## A Patient's View

"Today, I look forward to my final radiation therapy treatment. Each of you has touched my life more than you'll ever realize. What you did for me was nothing short of amazing. You made me laugh when I wanted to cry and cared for me when I didn't want to be here. You talked me through my fears and tears and were ready with a smile when I looked to you for support. Today, I cry not because I am sad, but because I have been touched by the incredibly wonderful staff of this amazing facility. Thank you for being there for me and all the others who have, and will, need you like I did."

## New Firefly Technology Sheds Light on Cancer

New surgical technology at Munson Medical Center "lights up" potentially cancerous lymph nodes in real time and shortens the amount of time on an operating table for gynecologic cancer patients.

Gynecologic oncologist **David Michelin, MD, MPH**, said the hospital's new da Vinci® Xi Surgical System and accompanying Firefly technology is helping save lives of patients diagnosed with cervical and endometrial cancers. The hospital is the only one in northern Michigan with the Firefly technology.

The Firefly technology builds on the da Vinci robot's use of minimally invasive surgery and magnified 3D high definition vision within a patient's body. Patients receive an injection of a fluorescent green dye that allows a surgeon to see which lymph nodes are draining a specific organ.

Previously, the surgeon would take as many as 30 lymph nodes from a patient to determine if a cancer has spread out of the organ. Firefly cuts that number down to three.

"After the dye is injected, we put the da Vinci camera into the near infrared spectrum. Everything in the background is black while the sentinel lymph nodes are bright green," Dr. Michelin said. "My second patient using this technology had two lymph nodes near the aorta. One was green, another was not. Without the Firefly, I would not have removed them. But I took them both. Lab tests showed the green node was cancerous, the other was not."

Because the Firefly system identified the node, the spread of cancer was confirmed and the patient went into further treatment with chemotherapy and radiotherapy.

"Firefly potentially saved the woman's life," Dr. Michelin said. "We are really doing a better job of diagnosing metastatic disease."

# Amazing Focus

## On Safety and Quality

Providing high quality care, and keeping every patient and Health Care Team member safe, are top priorities for Munson Medical Center.

As part of our commitment to safety, we are addressing the physical and emotional aspects of a safe environment. From daily safety meetings, and multi-disciplinary safety committees to safety tools and training, we are investing in every aspect of safety. Here are just a few examples of how we focus on safety every day.



### A Model for Safety

Patient transporter **Amy Broghamer** is a Munson Medical Center Safety Award Winner. Radiology Coordinator for Education Ed McNamara nominated her for her consistent use of body mechanics and equipment positioning for proper patient transport. "Amy strives to do the right thing all the time for patient and employee safety and uses transfer tools such as hover mats and asks for assistance when needed," said Ed.



### Safety Stars

Two members of our Health Care Team were recognized for their significant safety efforts. Manager of Safety **Kathy Sahs** and Allied Health Educator II **Judy Smith**, both certified instructors in the field of nonviolent crisis intervention, were inducted into the Crisis Prevention Institute (CPI) Hall of Merit in 2017. CPI has approximately 19,000 instructors worldwide but only about 3% are recognized with this award.



### Keeping Patients and Visitors Safe

While walking into work on New Year's Eve, Registered Nurse **Amanda Deering** and Respiratory Therapist **Mark Wade** saved the life of a hospital visitor. Amanda was first on scene and stopped to help an elderly man who was slumped on the ground in the hall. She quickly recognized his critical illness and checked for a pulse. Mark was walking by and together they initiated a Code Blue, performed CPR, and placed an AED. A shock was indicated and delivered with a return of a pulse and respiration. The patient was brought to the ER and stabilized. Amanda and Mark took responsibility and control in a chaotic situation. Their quick action helped save the patient.



A

continued focus on quality and safety in 2017 earned Munson Medical Center an 'A' safety grade from the Leapfrog Group for spring 2018. "We are pleased to see the high quality care reflected in Leapfrog grades in this survey," said Tom Peterson, MD, Vice President of Quality and Safety for Munson Healthcare.

"Every day across the system, our teams are working hard to provide the best care for our patients, to ensure we have the right processes and procedures in place for patient safety, and to promote a quality outcome."

Focus



Heather Roggen, RNC-OB

## Helping Correct a National Patient Care Issue

In June 2017, nurses at Munson Medical Center noticed that patient labors were not progressing the way they should, even after Pitocin was administered to encourage contractions. The drug also wasn't helping patients much following birth, when it is given to prevent and treat post-partum hemorrhage.

**Michele Fernandez, MSN, RNC, ACNS-BC**, maternity nursing services manager at Munson Medical Center, and her team began questioning the potency of the Pitocin. The team turned to **Julie Botsford, PharmD**, medication safety pharmacist, and **Cathi Cornelius, PharmD, BCPS, CDE**, clinical pharmacist. They determined the drug, when used in certain solutions, was losing its potency much sooner than expected.

Their findings not only solved the issue at Munson Medical Center, but also led to a voluntary recall by PharMEDium Services, one of the sterile pharmaceutical compounding companies Munson Healthcare works with to obtain certain medications, including Pitocin. This was gratifying to the Munson Medical Center team involved with reporting the problem.

"That felt good," Botsford said. "We're helping people all across the country potentially."

## "This hospital couldn't be more important."

Tony Ryan spent 100 days at Munson Medical Center during a 30-month stretch. He has been cared for in nearly every part of the hospital. "The quality at Munson Medical Center is 10 – the best. The care couldn't have been better anywhere else."

At one point during his stay, following triple bypass surgery, Tony couldn't talk or type on a keyboard. But when his wife Colleen handed him a pen and paper, he scrawled three words for her: "You are beautiful." "One of the respiratory therapists saw him do that, and she just about cried," Colleen said. "She said, 'I don't know what it is about him, but I care about him so much.' And they were all like that. Everybody wanted him to make it – they really tried."

"This hospital couldn't be more important and we're so fortunate to live just six miles down the road," Tony added. "It was a combination of all the different doctors, and nurses, and therapists and all of their expertise coming together."





# Amazing Support

## For Our Community

We are pleased to support local events, organizations, and initiatives whose mission aligns with our commitment to a healthy community. In 2017, Munson Medical Center provided **\$200,000** in community support and partnerships. Among those receiving financial assistance were:

Addiction Treatment Services:  
Rethinking Addiction Conference  
Adopt a Stream – Watershed Center  
Area 2 Special Olympics  
American Cancer Society  
Relay for Life  
American Heart Association  
American Red Cross –  
Services to Armed Forces  
Big Brothers/Big Sisters  
Botanic Garden at Historic Barns Park  
City Opera House  
Easling Pool renovation  
Grand Traverse Pavilions  
Goodwill/Food Rescue  
Harvest at the Commons –  
Groundwork Center for  
Resilient Communities  
JDRF – One Walk  
National MS Society – MS Walk in TC  
NMC Foundation Scholarships  
Peace Ranch – 5K Farm Day  
Rotary TC 9/11 Remembrance Run  
TART Trails Smart Commute Week  
Traverse Bay Children's  
Advocacy Center  
Tri Up North Triathlon  
United Way

# \$200K

Event sponsorships and  
support for community  
organizations





# Amazing Patients

## With Care and Support

### Our philosophy of care is simple: we put the patient at the center of everything we do.

Every person who walks through our door receives the emergency medical care they need, whether they can pay for that care or not. As a non-profit health care provider, that is our legal obligation. As a partner in this community, it is our passion and our commitment.

Munson Medical Center has teams dedicated to supporting and navigating our patients through financial challenges, as well as overcoming other barriers to treatment such as transportation. Our Financial Counselors and Financial Navigators work hand-in-hand with the patients to take some of the stress out of what can be a very difficult time in their lives.

In FY 2017, Munson Medical Center provided **\$34 million in free, discounted and unreimbursed health care services**. In addition, we provided \$4 million in Community Health education, programs, and services including 1,094 rides for people who needed help getting to their health care appointments.

This is part of our promise to care for our friends, our families, and our neighbors.

### A Patient's View

"From the time they wheeled me in, to the time they wheeled me out, they treated me like a queen."

"One of the opportunities we have here at Munson Medical Center is to come alongside patients and their families in some of the most difficult times of their lives. One of the ways that we keep the patient at the center of everything we do, is to provide resources to our patients including financial navigation and counseling."

— Al Piong, President  
Munson Medical Center



Left to right:  
Barb Beyer  
Sandy Warnaar  
Jean Sheridan  
Sally Jelinek  
Mary Ann Urban

### Comfort for Our Cancer Patients

When our Lab staff isn't busy performing tests and studying specimens, they are making neck pillows for our patients at the Cowell Family Cancer Center. Recently, the team presented the center with 100 pillows.



# Amazing Commitment

## To Our Community

### What Does it Mean to be Non-profit?

Munson Healthcare hospitals and its health service entities are non-profit organizations. When what we are paid exceeds our expenses, **all** "profit" is reinvested into the organization and our community. Munson Medical Center is a vital resource that provides major benefits to you and everyone who lives and works in our region.

### Why it Matters

Our impact on the region is far-reaching and significant. We respond directly to identified community needs through targeted programs and activities that provide treatment and promote health and healing. Sometimes a benefit is very personal, such as providing a ride for a cancer patient who has no other way to get to an appointment. And, sometimes the benefit is broad, such as supporting research into promising new treatments. We support our community by offering free health education programs, helping uninsured patients pay for their care, and by investing in education for tomorrow's health care professionals. It is our privilege to support and serve our communities well, today and long into the future.

## Total Financial Support to Our Communities in 2017: **\$40M**

### Munson Medical Center Community Benefit - Fiscal Year 2017:

July 1, 2016 - June 30, 2017

**\$40M  
Total**

**\$34 million**

**\$4 million**

**\$2 million**

**\$200,000**

#### Free, Discounted, and Unreimbursed Health Care Services

Every person who walks through our door receives the emergency medical care they need, whether they can pay for that care or not.

#### Community Health Programs and Education

Munson Medical Center is helping our community become and stay healthy, prevent illnesses, and manage chronic disease by providing resources, tools, tips, services, guidance, and encouragement.

#### Emergency Transportation Services

North Flight Ground provides emergency medical treatment and transportation services for our community – responding to about 12,000 calls a year.

#### Community Support and Partnerships

We are pleased to support local events, organizations, and initiatives whose mission aligns with our commitment to a healthy community.

## 9 Benefits for our communities in 2017.



### Critical Community Needs

Munson Medical Center subsidized nearly **\$13 million** in services that we believe are critical to our community including services for cancer care, mental health, and substance abuse in northern Michigan.



### Transportation Services

**1,094** people received a ride to health care services.



### Community Health Education

**13,405** people benefitted from community health programs and education.



### Community Support and Partnerships

**\$200,000** in support of local events, partnerships and initiatives whose mission aligns with our commitment to community health.



### Health Care Support Services

**13,000** patients received health care support services, including free or discounted prescriptions or supplies, gas cards, and meal vouchers.



### Health Professions Education

**1,811** health professionals received continuing education or on site training from Munson Medical Center.



### Family Support Services

**8,069** families received support services, such as breastfeeding support and nursing care for expectant and new parents.



### Research

More than **\$500,000** was spent on research into promising new treatments in areas such as cardiology and oncology.



### Community Building Activities

Munson Medical Center contributed to **457** community activities that address the root cause of health issues such as poverty, homelessness, and environmental problems. This includes recruitment of physicians to underserved areas and supporting community disaster preparedness.

**22,056**

Admissions

**391**

Licensed  
Beds

**1,922**

Births

**54,923**

Outpatient  
Visits

**16,141**

Surgeries

**4,887**

Employees

**498**

Medical Staff

**344**

Volunteers

**A Patient's View:** "All staff did a fantastic job! They worked well as a team – and **saved my life**. Thank you!"



# MUNSON MEDICAL CENTER

MUNSON HEALTHCARE

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Traverse City, MI 49684  
231-935-5000

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