

# the Pulse

February 2019

News for Munson Healthcare Grayling Hospital Medical Staff

## PATIENT

### The Role of Grayling Hospital's Adult Wellness Visit (AWV) Nurses

**Patients with Medicare can choose to participate in Grayling Hospital's Adult Wellness Visit (AWV) program, which augments the traditional disease-management and acute-care appointments our patients typically have with their primary care provider (PCP).**

#### **Our AWV nurses (RNs) works with patients to:**

- review and update medical history
- reconcile medications
- determine fall risk
- complete cognitive assessments
- provide patient education on:
  - advanced medical directives
  - preventive interventions
  - safety
  - management of disease processes
- develop an individualized care plan, which is presented to the PCP for approval.
- In collaboration with the patient and PCP, the RN may also initiate referrals to our health care partners in response to identified needs, which include:
  - complex care managers
  - diabetes education
  - home care and hospice
  - physical, occupational, and speech therapy
  - community resources
  - behavioral health

Adult Wellness Visits are recommended annually for optimal patient care management. Using the AWV standardized assessment tools, nurses may identify adverse trends. They will collaborate with the PCP regarding potential interventions in an effort to mitigate decline or engage support services before a crisis situation arises. During acute episodes of illness, the hospital team may reach out to the PCP or nurse to understand a patient's normal baseline. The value of this model for comprehensive care for our Medicare population is evident.

We also have a certified diabetes educator, who helps transition AWV patients with diabetes into our diabetes education program to help improve disease management. This model was

developed as a component of our physician network's quality plan as diabetes can potentially harm many body systems if uncontrolled.

Adult Wellness Visits are an excellent example of patient-centered care, and the primary point of entry for care coordination for our Medicare patients. For more information, please contact a member of our AWV nurse team.

#### **Adult Wellness Visits may be scheduled at all three of the Munson Physician Network offices:**

- Grayling Community Health Center: **989-348-0550**
- Prudenville Community Health Center: **989-366-2900**
- Roscommon Community Health Center: **989-275-1200**



From left: Mary Boals, RN; Denise Whittemore, RN

#### **Our AWV Nurse Team**

- Grayling: Denise Whittemore, RN; AWV nurse
- Prudenville: Mary Boals, RN; AWV nurse; complex care manager (CCM)
- Roscommon: Jennifer Luhrs, BSN, RN; AWV nurse; complex care manager (CCM)
- Certified Diabetes Nurse Educator: Tina Fleugel, BSN, RN

## Eldercare Services

In 2018, Grayling Hospital’s Eldercare Services experienced many exciting changes including expanding coverage to more facilities and provider team that grew from one to two physicians and from two to four nurse practitioners. Our team of providers care for patients in the Assisted Living setting as well as Skilled Nursing Facilities.

In the Assisted Living setting, patients are seen by their PCP in their own room without having to travel to the PCP’s office, which is very helpful for those patients with mobility difficulty. In the Skilled Nursing Facilities, the Eldercare team functions similar to a “hospitalist” type model better known as a “SNF-IST.”

The big focus of our Eldercare providers is to deliver quality patient care to this fragile and complex population. To reach this goal, they coordinate day coverage for all facilities in combination with an on-call schedule to ensure all patient and facility concerns are addressed in a timely manner. The teamwork and cooperation demonstrated by this team truly embodies the concept of patient-centered care and continues to prove the positive impact this can have on patient outcomes.

### Eldercare Services Team:

- Thad Jackson, DO
- Lisa Harrington, DO
- Mary Burkett, NP
- Nicole Cameron, NP
- Jamie Lemke, NP
- Krista McNamara, PA
- Della Lambert, NP; provides wound care at Crawford Continuing Care Center



“Providing medical care to the Elders of our community is extremely rewarding, challenging, and an honor. Our goal is to find a way to improve the quality of life, even if only in a small way to each patient at every visit.”

– Thad Jackson, DO

### Eldercare Services Provided At:

Assisted Living Facilities:

- Northern Pines (Grayling)
- The Brook of Grayling
- The Brook of Roscommon

Skilled Nursing Facilities:

- Crawford Continuing Care Center
- Grayling Nursing & Rehabilitation Community
- King Nursing Home and Rehabilitation
- Wellspring Lutheran Services – Fairview Senior Services

## Grayling Hospital Now Offers 3D Tomography

**Grayling Hospital has implemented three-dimensional tomography as another tool to more accurately determine breast health in certain patients.** The new General Electric Pristina 3D unit offers the latest three-dimensional tomosynthesis mammography to aid in detection and diagnosis of breast disease.

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 two-dimensional screening using digital mammography. Patients need a specific 3D mammography order from their provider to obtain the three-dimensional test. Those designated as high-risk or with other specific breast conditions are eligible for the test. Not all insurances currently cover the technology.

## Emergency Department Leadership Updates



The Munson Healthcare Grayling Emergency Department, in continued partnership with Emergency Physicians Medical Group, is pleased to announce the appointment of Michael Peacock, MD, as Emergency Department Medical Director and George Miller, MD, as Assistant Medical Director.

Dr. Peacock earned his medical degree from Michigan State University College of Human Medicine in 2010. After completing his emergency medicine residency at University of Michigan in 2014, he joined EPMG and the Grayling Hospital Emergency Department. He is board certified in emergency medicine and also serves as medical director for Munson Healthcare Cadillac Hospital's Emergency Department and Urgent Care.

"I am excited to work with such a talented team in Grayling's Emergency Department," said Dr. Peacock. "We have such a wonderful opportunity to learn from other Emergency Departments in the Munson Healthcare system as we continue to unify as a health care system."



"Collaboration is key," agreed George Miller, MD; Assistant Medical Director. "Within our department, developing interprofessional education and empowering nurses to initiate treatment pathways will help deliver a safe and efficient patient experience. Further, our team wants to foster interdepartmental processes within our hospital and partner facilities for the betterment of patient outcomes."

**Shaun Ramsey, DO, will be taking a lead role as EMS Medical Director of the North Central Medical Control Authority**, providing physician oversight of the pre-hospital care given by the EMTs and paramedics in Crawford, Roscommon, and Oscoda Counties. He also serves as Trauma Medical Director, overseeing all trauma cases at our Level IV Trauma Center. This includes performing case reviews and process/quality improvement with our trauma team.

"Our goal is to continue to deliver high quality and safe emergency care, while optimizing throughput, and most of all, continuing to put the patient first," shared Dr. Peacock. "I look forward to the opportunity to build strong relationships and work together with the inpatient team."

## An Update on Grayling Physician Network's Cerner Implementation

In December 2018 Cerner PowerChart was completely implemented into our ambulatory practice locations. This has been a giant step towards unified electronic medical records (EMR) across the Munson Healthcare system, which can yield outstanding results for patient care through improved communication and decreasing redundancies. As with any major IT change, the implementation and adoption have come with some expected and unexpected challenges.

"We have focused on communication and the teamwork between leadership, providers, and staff," explained Alisha Leusby, Manager of Ambulatory Physician Practice at Grayling Community Health Center. "Open communication has been the key for leadership to know what is working well and what is not throughout each individual practice. We had to differentiate a process issue from an IT issue and not broad brushing everything as attributable to the Cerner update."

With some significant IT issues still outstanding, Grayling Physician Network has adopted the mindset of focusing on the issues we have control over and letting IT work on the other issues. This began with weekly Cerner Forums to discuss topics that were not working well, which created

a platform to express concerns by providers and their representatives. As a team, they are able to improve these issues by adjusting the portions they have control over. When these processes are successful, they are going to be shared across the physician networks. This allows everyone on the new Cerner Ambulatory to come together to streamline services as a team while we continue to deliver the best care to our patients.

"Talking with Dr. John Beckett and Laura Glenn, they were very pleased with the progress that the Grayling Physician Network was making with implementing Cerner. They felt our adoption was going well, although they did acknowledge that there are continued problems that the system needs to solve as a whole."

– Vince Schultz, MD  
Network Medical Director, Grayling Physician Network

## Welcome New Providers



**Andrew Brookes, NP**  
Emergency Medicine, Hospitalist Medicine,  
General Surgery

MHC Grayling Hospital Emergency Department  
– Emergency Physicians Medical Group

Patient Diagnostic Center – Sound Inpatient  
Physicians

Grayling Surgical Services



**Jennifer Pierick, CRNA**  
Anesthesiology

Somnia Anesthesia



**Melissa Solis, CRNA**  
Anesthesiology

Somnia Anesthesia



**Nicole Cameron, NP**  
Eldercare

Crawford Continuing Care Center



**Aaron Weber, PA-C**  
Urology

Crawford Continuing Care Center



**Devinn Jeffers, PA-C**  
Walk-In Care

Prudenville Community Health Center



**Jonathon Zelenak, DO**  
Ophthalmology

Alpine Eye Care (inside the Milltown Clinic)



**Jamie Lemke, NP**  
Eldercare

Crawford Continuing Care

## Munson Healthcare Grayling Hospital Contacts

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