

## HEALTH CARE TEAM

### Great Place to Practice

Nancy L. Smith, MD, Chief Medical Officer

Here is a year-end update on Paul Oliver Memorial Hospital's 2019 Great Place to Practice (GtP) survey.

The fall 2018 GtP survey had great participation with far fewer providers participating in the follow-up survey in May 2019. Results initially indicated that providers at POMH are generally satisfied with their work and felt that they were providing excellent care to patients in our community. Areas for improvement centered on improved communication as well as greater uniformity and efficiency when working within the Munson Healthcare (MHC) system.

We have made great strides in addressing these areas. The MHC system has been working diligently over the past year to evaluate, streamline, and unify system bylaws and credentialing policies. All facilities have unique needs, which are also being addressed and clarified within the system. By 2020 much of the work will be completed on these efforts.

Physician and Advanced Practice Provider (APP) onboarding was also identified to be an opportunity for improvement. The process has been evaluated, input from new providers to the system has been obtained, and a streamlined process is being developed. We will continue to work on improving this throughout the year with more updates as they become available.

We are committed to educate and update our leadership within the MHC system and continued participation in leadership training is strongly encouraged. We have been identifying opportunities for our provider leaders to engage in further training experiences in order to benefit the providers and staff at POMH as well as help cultivate the abilities of our leaders.

Lastly, we determined that communication at POMH is challenging due to the ambulatory nature of our hospital. As improved communication and relationship building is an area of focus, we hosted our first Medical Staff event in Feb. 2019 with plans for another in spring 2020. Opportunities for networking and education will be emphasized. Also, more providers have been participating in the quarterly Medical Staff Meetings. Continuing to engage on this level will ensure that your voices are heard.

With the holiday season upon us, I would like to express my sincere appreciation for each and every one of you. With the engagement of our providers and staff here at POMH, we have some amazing opportunities ahead for the year and beyond. With our focus on improving and growth here at Paul Oliver Memorial Hospital, our abilities to provide excellent and convenient medical care to our community will continue to lead us in all that we do.

## PATIENT

### Paul Oliver Expands Acute Care Services

In August 2018, Paul Oliver's Board of Trustees approved a strategic plan with tactics focused on improving access to medical services while creating a financially sustainable model for health care in Benzie County. The plan points to the importance of offering robust emergency and acute care service lines, allowing patients to stay close to home during these challenging times.

Nancy Smith, MD, Paul Oliver Chief of Staff, along with Monica Johnson, MD, and Mark Kuiper, MD, currently provide the unit's medical coverage. Dr. Smith explained, "It's always a benefit to patients to stay closer to home during times of acute medical needs. We're so pleased to be able to offer such an important, high quality service to our community."

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## POMH Welcomes New ED Director



**Paul Oliver Memorial Hospital welcomes board certified emergency medicine physician Monica Johnson, MD, as Director of the Emergency Department.**

According to Dr. Johnson, her first priority will be to develop and grow an acute care program.

Dr. Johnson has practiced Emergency Medicine for nearly 25 years, working in health care as an RN and LPN in critical care units for more than 15 years prior to that. When asked why she chose Emergency Medicine, Dr. Johnson explained how she was always impressed with the attitude of the emergency providers. “They were outgoing and so well rounded. I love the variety in emergency medicine and how we have the initial opportunity to make a positive impact on someone’s life.”

In addition to supporting Paul Oliver’s growing acute care, Dr. Johnson reflects on how to best serve the community. “People here are so engaged in making it the best it can be. Paul Oliver had already received the Trauma Level IV designation when I arrived. This designation reflects the hospital’s demonstrated ability to provide gold-standard quality care to patients who arrive at the hospital with injuries.”

“I would love to see Paul Oliver work towards a Geriatric Care of Excellence Award and implement the Pediatric Readiness

Project. These awards and certifications ensure that we are serving the entire community in a safe and high quality manner.”

Like so many local providers, Dr. Johnson chose rural northern Michigan for the people. “I’ve worked critical access for a long time, and I love that you become part of the community.”

When not practicing medicine, she enjoys taking advantage of all northern Michigan has to offer, including biking, kayaking, and being outdoors. Johnson has cycled all over the country and has plans to bike Maine’s Acadia National Park next year.

Dr. Johnson says that the one thing she wants the community to know about Paul Oliver is that “We’re here for them no matter the issue – whether it’s relatively minor or a life threatening situation. Patients first is my guiding principle and it is truly a blessing to have the knowledge to help.”

*“I chose to work in rural Northern Michigan for the people. The community and the Health Care Team – they’re all amazing and genuinely wonderful people. I love the fact that you become part of the community.”*

– Monica Johnson, MD  
POMH ED Director

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The acute care team is prepared to care for patients with low acuity conditions or those who are stable and require observation.

Patients with the following diagnoses are appropriate referrals to Paul Oliver:

- COPD
- UTI with simple sepsis
- Cellulitis
- Pneumonia with uncomplicated hypoxia
- Simple nausea and dehydration
- Influenza
- Congestive Heart Failure
- Gastroenteritis
- End of life care and hospice

“As we always have, Paul Oliver will work closely with Munson Medical Center and other tertiary centers to ensure patients receive the right care, at the right time, and at the right place,” said Dr. Smith.

For more information or questions, contact Kristi Johnson, MSN, VP of Patient Care and Nursing Administration ([kjohnson@mhc.net](mailto:kjohnson@mhc.net); 231-352-2265).

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The Pulse is published six times a year.

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