

the **Pulse**

October 2018

News for Munson Healthcare Grayling Hospital Medical Staff

Great Place to Practice Survey: Your Feedback Matters

Creating a **Great Place to Practice** for providers is something Munson Healthcare Grayling Hospital strives to achieve.



Kirsten Korth-White
President and COO
Grayling Hospital

“Providers’ feedback and opinions are strongly encouraged as this information provides guidance in helping us make this a great place to practice.”

– Kirsten Korth-White
President and COO,
Grayling Hospital

Our new, shorter provider survey launches on Nov. 1. The redesigned survey – based on provider feedback – allows us to ask questions more relevant to Munson Healthcare’s goals and strategies, as well as be more nimble in addressing emerging issues such as burn out. Additionally, our ambulatory providers will receive a different set of questions than hospital based providers. Your feedback will help physician and senior leaders focus on the areas that truly matter.

Grayling Hospital medical staff will receive an email invitation from survey vendor, Culture Amp, on Nov. 1 inviting you to participate in the online satisfaction survey by Nov. 15. Providers will have two weeks to complete the survey. Please note that there will be no phone interviews as in previous surveys. The new survey should take approximately 5 minutes to complete, and your responses are confidential.



Look for survey results in future issues of The Pulse, as well as at medical staff meetings.

If you have questions regarding the survey, please contact Kirsten Korth-White at **989-348-0720** or kkorthwhite@mhc.net.

Tell Us What You Think

Please check your email for the survey link from Culture Amp on Nov. 1, and complete the survey by Nov. 15.



Grayling Hospital Verified as Level IV Trauma Facility

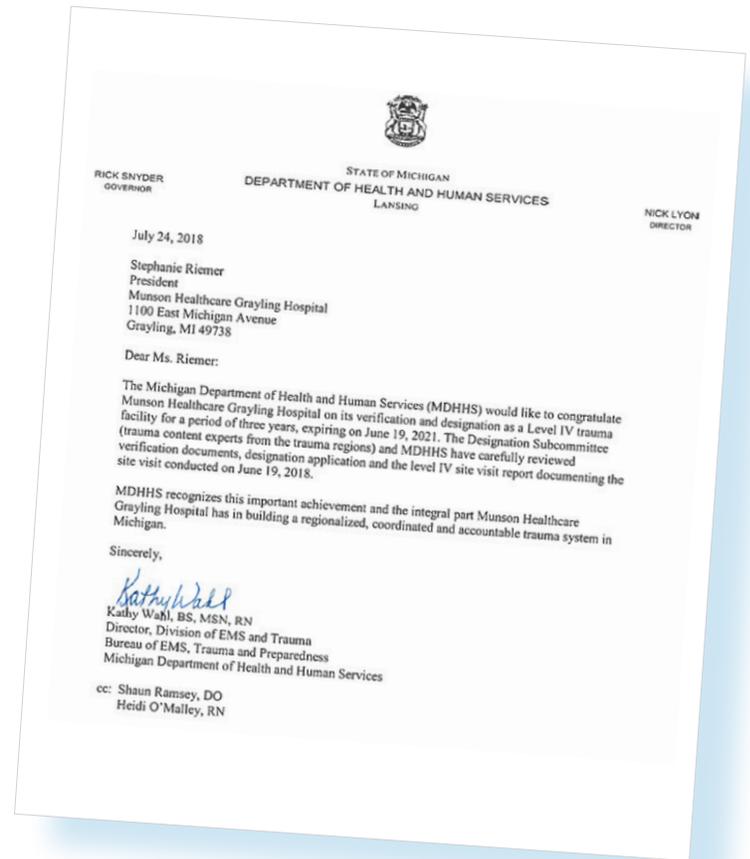
Verified centers must meet essential criteria that ensures trauma care capability and institutional performance, as outlined by the American College of Surgeons. Grayling Hospital joins Otsego Memorial Hospital as the second Level 4 Trauma Center in Michigan's northern Lower Peninsula.

Having this designation means our hospital meets training, equipment, and certifications required by the state to provide care for these patients. This also means a better experience for our employees and providers, because for us to receive this designation means that we have

the processes in place to provide optimal care for our injured patients. It means that we and the hospitals in our region are functioning together under the same state guidelines to provide optimal care for our community.

By having the Level 4 Trauma designation, we will be using a more regionalized approach to trauma care that utilizes the strengths and resources of our combined forces to provide the best care possible for our injured population.

**Congratulations to
our Trauma team!**



New Regional Outpatient Radiology Exam Scheduling Process

Effective October 1, Munson Healthcare Grayling Hospital joined Munson Healthcare's Regional Radiology call center, which means that all outpatient radiology scheduling is now centralized. Our goal with this process change is to make it easier for your patients to get the Radiology exam that you've ordered in a timely fashion. With the old process, it was difficult to contact patients at a convenient time for them. Now, your patients can either call to schedule their testing, or your staff can call to schedule when the patient is in the office.

For those offices who have asked to schedule radiology testing themselves, you can now do so either by a quick phone call or using Physician Web Scheduler (PWS).

For those who may not be familiar with PWS, it allows you to schedule Radiology, and other testing, online. If your office doesn't currently use PWS and you would like to learn more, please contact Heidi Kistler, MHC Provider Relations, at 231-935-5873 or hkistler@mhc.net.

With this new process, both patients and practices will find their call wait times significantly reduced as most will speak with a radiology scheduler within a few minutes.



Questions on the new Grayling Hospital outpatient radiology order/scheduling process:

- Grover Raymond, MHC Grayling Hospital Outpatient Service Director
989-348-0859
- Stephanie LaMont, MHC Radiology Scheduling Coordinator
231-935-7210

Questions on outpatient scheduling of non-radiology exams at Grayling Hospital:

- Katie Tinker, MHC Grayling Hospital Patient Access Manager
989-348-0413

Improving Workplace Safety: Active Shooter Drills

With active shooter events becoming more frequent, Munson Healthcare Grayling Hospital is taking great strides to protect the safety and security of our patients, visitors, providers, and staff by having all staff participate in active shooter drills.

Theresa Feldhauser, Project Management Analyst, has participated in multiple active shooter education and training events throughout Michigan over this past year. Armed with this knowledge, Theresa organized an Active Shooter Drill team that includes Jennifer Fuhrman, Director of Quality and Risk Management; Terry Bowman, Maintenance Team Lead; Josh Bitson, Director of Facility Services; and local law enforcement officers including Deputy Nick Walters, Roscommon County Sheriff's Office; Deputy Ryan Finstrom, Crawford County Sheriff's Office; and Detective/Sergeant Mike Grosberg, Grayling City Police.

Together the team developed a plan on how best to educate, train, and prepare staff on an active shooter event, which included development of multi-media educational materials such as videos, HealthStream course, and guiding questions for our leaders to use when working with their staff on how best to stay safe within their departments.

The team's planning culminated in the August 20-26 active shooter drill week, which was intended to create awareness, prepare staff both

“The better prepared you are, the quicker you are to assess and determine the most reasonable way to protect your own life. Time is of the essence, and the quicker you respond saves lives! This survival mindset enables you to become mindful, not fearful.”

– Theresa Feldhauser
Project Management Analyst, Grayling Hospital

mentally and physically, and further refine the plan. With these goals in mind, our Active Shooter Drill Team visited all areas of the hospital as well as off-site locations and discussed various scenarios and best practices for how to respond to each scenario.

Active shooter education and training continues! The Active Shooter Drill team will be working with the Senior Leadership Team, managers, and individual departments on implementing safety improvements that were identified during drill week. The team will also conduct full-scale drills to test our training.

Annual Medical Staff Dinner

Grayling Hospital recognized the work of the medical staff at their annual appreciation dinner on Tuesday, June 12 at the Officers' Club of Camp Grayling.





Getting to Know

Logan Hanert Medical Student



At Grayling Hospital, we are excited to be able to offer a variety of learning opportunities for medical students. We'd like to introduce you to Logan Hanert, who is currently completing rotations with our Grayling Physician Network providers. We caught up with him for a quick Q&A.

Where are you attending medical school?

I'm attending Michigan State University College of Osteopathic Medicine to become a physician, as part of the class of 2020.

Why did you choose to pursue a career in medicine?

Because I enjoy the constant learning and challenge that the medical field entails.

What is your field of concentration and why?

I'm currently undecided, although I have a special interest in Psychiatry as my prior undergraduate studies focused on Psychology. The beauty of being a 3rd year medical student is that we have the opportunity to experience different clinical rotations and explore different specialties.

Why did you choose Munson Healthcare for your clinical rotation?

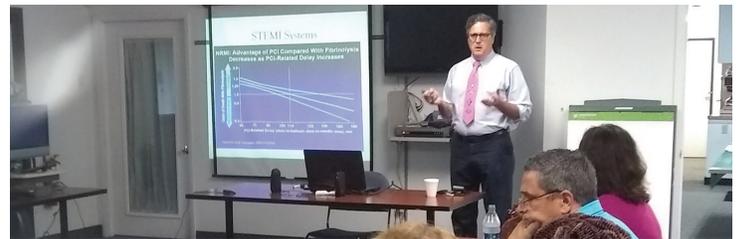
The biggest draw for me was the one-on-one learning under the guidance of attendings, which I felt was a feature that only Munson Healthcare offers. Having so few other students creates a learning environment that promotes unparalleled hands-on learning for developing, practicing, and maintaining clinical skills.

What has been your favorite part(s) of your experience?

After spending the summer desk-bound studying board exam material, I'm eager to apply the tools and skills I have learned in my first two years of medical education, as well as gaining new experiences that simply cannot be learned in a classroom setting.

I was very fortunate to start my first clinic rotation in family medicine with my father, Dr. Gregg Hanert, at Munson Healthcare Grayling Community Health Center. It's been exciting to work with him! And was a great way to start my hands-on medical experience. I'm currently practicing outpatient internal medicine with Dr. Fred Korneli, which has also been an absolutely fantastic learning experience.

Overall, my favorite aspect so far has been the interaction between our health care professionals, as well as with the patients. Every member of our health care team has been extremely friendly and professional, and the patients have all been warm and welcoming.



Dr. Jeff Fox Speaking to Medical Staff on STEMI

Jeff Fox, MD, FACC, shares the importance of having a coordinated STEMI process across the Munson Healthcare system at the Medical Staff meeting in August.

Munson Healthcare Grayling Hospital Contacts

The Pulse is published six times a year.

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