

Treating Matters of the Heart

Learn more about cardiac rehab on page 5.



Otsego Memorial Hospital's devoted Cardiac Rehab team, from left: Meri Nash, RN, BSN; Denise Schmidlin, RN, BSN; Exercise Specialist Taylor Ciszewski; and Certified Exercise Specialist Julie Shepherd, ACSM, CES.

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A Note from Ed Ness

President and CEO, Munson Healthcare

True North

True North drives everything we do. It is the compass that guides us to make the right decisions, aligns our daily work with our goals, and inspires us to do our best for our patients and each other.

Mission

Munson Healthcare and its partners will work together to provide superior quality care and promote community health.

Vision

Working together, we will be the first choice for care within the communities we serve.

Our Values

Accountability

We are accountable to our patients and each other for our decisions.

Respect

We respect everyone, everywhere, everyday.

Stewardship

We carefully use resources entrusted to us.

Compassion

We show compassion and understanding in all of our encounters with others.

Teamwork

We approach all of our work with a spirit of collaboration.

Safety

We make safe work practices a top priority every day.

Over the course of our lives, we've all known someone who's had an unexpected heart problem, whether it was friend, a co-worker, or a loved one. In fact, the American Heart Association reports that every 40 seconds a heart attack occurs in America. That's a pretty shocking and scary statistic — and one that reaffirms just how important it is to have exceptional heart care close to home.

February is American Heart Month so we wanted to recognize some of the "heart" teams that provide that care to our communities. At Munson Healthcare, we help patients with both emergency heart situations and chronic heart problems. And with each patient, we have the same goal in mind — to improve the health of their heart so they can return to enjoying their lives.

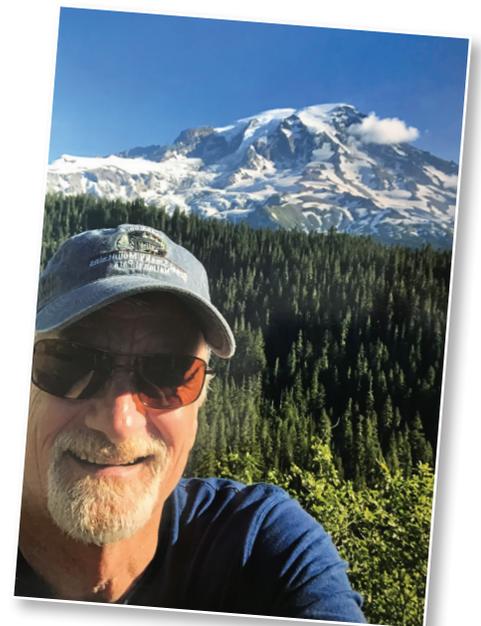
Our lead story for this issue highlights the important work of our Cardiac Rehabilitation teams (see page 5). Cardiac Rehab is a service we provide all across Munson Healthcare. Patients recovering from heart surgeries and procedures enter these medically supervised programs to ensure that they're doing everything they can to strengthen their heart.

On page 4, former patient John Teesdale (see photo to the right), shares his story of working in the garage one day and suddenly being unable to breathe. He was healthy and active and couldn't believe that there was something wrong with his heart. The wonderful Cardiac Rehab staff at Charlevoix Hospital helped him

recover so he could keep his plans and take the trip of a lifetime.

Also, we feature the Structural Heart Clinic in Traverse City (page 11). This story really showcases the incredible technology and specialty services we can offer to patients in our region who have been struggling with ongoing heart issues. This extraordinary team can give cardiac patients a new lease on life.

Finally, in the spirit of Valentine's Day, we asked employees to tell us what they love about their jobs (on page 7). Their responses are inspiring and reminded me of what I love most about mine. I love working for an organization that improves people's lives — every day.



Former patient John Teesdale.



From left: Surgery Manager Dawn DePew, RN, BSN, of Otsego Memorial Hospital; Loretta Kramer, Tia Simmons, and Marianne Hill — all members of the Paul Oliver Memorial Hospital Lab team.

Improving the Patient Experience

True North is about keeping the patient at the center of everything we do. Throughout our health care system, we're taking steps to ensure this happens each and every day. Here's how:

Ambulatory Center Standardization in Charlevoix

Micki McHugh, RN, clinical coordinator at Boyne Area Health Center, recently completed the Frontline Leadership Program, which focuses on process improvement plans. Her project centered on the need for a system-wide network of clinical leaders working towards standardization in ambulatory centers. "The goal is for the group to meet monthly to discuss Patient Experience scores and True North measures, and implement improvements," she said.

Reducing Call-backs at Paul Oliver Memorial Hospital

Fewer patients were called back for additional lab work in 2018 at POMH, thanks to a team of phlebotomists who worked hard to reduce patient recalls. "No 'patient recalls' essentially means we made no mistakes — no one had to come back for something missing. This is a huge patient satisfier and really a phenomenal accomplishment," said Lab Manager Sandi Hongifort, "Team members were diligent about paying attention to details, performing standard work, using data to track progress, and making adjustments as needed."

Connecting with OR Patients at Otsego Memorial Hospital

Carving out quality time with patients coming to the operating room can be a challenge due to scheduling and the volume of procedures, but OMH Surgery Manager Dawn DePew is hoping to change that with her new Patient and Family Centered Care Project for the department. "We

came up with a follow-up phone call that happens approximately two weeks following all robotic surgeries," DePew said. "It gives us an additional opportunity to interact with these patients, gaining valuable feedback on pain levels and experience, which in turn is helping us to improve our program." This information, along with patient comments, is presented at the hospital's Robotics Governance Meeting. "We began call-backs in September of 2018. This project allows both RNs and surgical techs to interact via the phone calls and share in the patient and family centered care initiative," she said.

Making the Rounds in Manistee Hospital

For the past couple of months, Manistee Hospital's Senior Leadership Team has been rounding regularly with admitted patients. "They chat with patients about their care, sometimes focusing on issues that have been brought up in recent [patient] surveys," said Julie Mueller, director of marketing and communications at Manistee Hospital. "They always make a point of thanking the patient for choosing Manistee Hospital and patient response has been overwhelmingly positive." The hospital also recently re-launched its beverage cart, Mueller said. "Staff take the cart around, offering beverages and newspapers to patients and visitors," she said. "The cart was initially launched about a year ago and the team brought it back as part of efforts to increase patient satisfaction."

Getting Your Life Back

This story was submitted by John Teesdale, a cardiac rehab patient at Charlevoix Hospital.

The way my story started is not much different than anyone else. I was in the garage working when suddenly I could not breathe. My chest was tight and I was doubled over. I went back in the house and told my wife, Anne. She said, "You're going to the hospital now!" A few days later I was the proud owner of a new stent. It turned out I had a blocked artery. The lower left descending. Everything came as a total shock to me. An avid biker, hiker, skier, and outdoorsman, I had always exercised more than most other people I know. My wife and I were also avid ballroom dancers. I was not overweight and ate close to a vegetarian diet. How could this happen to me? The answer was simple. It can happen to anyone, no matter what you do.

As I sat at home recovering, I was shocked at how much I had slipped. Going out and doing any of the things I loved was out of the question. I could hardly make it up the stairs without help. In the hospital, they said I needed to set some goals. As I sat there contemplating what to do, the only thing I could think of was that I wanted my old life back. I am only 64 years old and I'm not ready to give up yet.

When I got to cardiac rehab, I had made up my mind as to what my goal was. Six months earlier Anne and I had made plans to go on a trip to Washington State to hike in the mountains with a group of our old and dear friends. The 10-day trip was to hike at Mount Rainier, Mount St. Helens, and Olympic National Park. Hikes up to 10 miles per day in extremely hilly and rough terrain. The plane tickets and reservations had been made and paid for months earlier. This is the kind of stuff that I liked doing more than anything else in the world. I did not want to call our friends and tell them I could not do it anymore. So I told the nurses in rehab that I wanted to do this trip! A very tall order since the trip was only two months away. But they said that if that's what I wanted to do, then they would get me ready.

The next two months were difficult, to say the least. The nurses kept pushing me to do more every day to build up my strength. And I never quit! As you can see from these pictures, we did it! That two months of hard work paid off. I got my life back! And as I looked out from the mountain top at the most incredible views, I had to admit this trip really was the best ever!

If you want your old life back, this is the place that can make it happen! Life as you knew it does not have to be over. Just go for it! You won't be sorry!



John Teesdale and his friends on their 10-day trip to three parks in Washington state.





From left: Paul Oliver Memorial Hospital Cardiac/Pulmonary Rehab team members Lorrell Guerra, RN, and Sue Weishaar, LPN; Otsego Memorial Hospital Cardiac/Pulmonary Rehab Supervisor Denise Schmidlin, RN, BSN; OMH Cardiac Rehab Exercise Specialist Taylor Ciszewski.

Small Steps, Big Heart

Highlighting the important work of our cardiac rehab teams

No patient barrier has ever been too big for Lorrell Guerra, RN. The long-time Paul Oliver Memorial Hospital cardiac rehab nurse believes so much in the healing power of exercise, she's even showed up at a patient's house to help her peel, cut, and can the four bushels of tomatoes that were keeping her from the rehabilitative exercise her heart needed to get — and stay — stronger.

"It's the little things that can make a world of difference to someone," explains Guerra, who opened POMH's cardiac rehab department in November of 1994. "I've done all kinds of things to help patients out, from weeding flower beds and vegetable gardens to mowing grass and trimming trees. I really enjoy taking care of my patients, and if I can do something to help them out, I do."

At 6:15 am each day, Guerra flips the lights on to the basement, where POMH's Cardiac Rehab department — which will soon move into a revamped space — has been housed for over 20 years. She and her partner Sue Weishaar, LPN, power

up the equipment and computers and prepare for the first round of patients. When they arrive around 6:30 am, the team takes their vitals, hooks them up to their monitors, and assists them as they make their way through various exercise machines and equipment.

Guerra sees 30 to 50 patients each day in the winter months and as many as 70 patients per day as the warmer weather draws snow birds back north to the Benzie region.

"The most challenging part is having someone show up who really doesn't want to be there and convincing them to give rehab a try, that it will make them feel better," she shares. But the rewards are immeasurable.

"I can have patients come in the first day using a wheelchair, in a couple

weeks they're walking with a walker, and by the time they are done with cardiac rehab, many of them walk in and out that door on their own. It's watching a person get stronger and feel better about themselves and knowing that you helped them achieve their goal."

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—Lorrell Guerra, RN,
POMH Cardiac Rehab

In some especially memorable cases, Guerra has watched patients do more than walk out the door. One was back on his lawnmower, "driving all over Arcadia" after just 12 weeks of therapy following a coronary artery bypass surgery. Another patient, a 65-year-old grandmother who was initially bound to both oxygen and a wheelchair, was determined to kayak Big

Platte Lake with her grandson. Cross the lake she did, and 20 years later, Guerra still sees her 2-3 days a week for her exercise sessions.

Although Medicare covers up to 36 cardiac or pulmonary rehab sessions for qualifying patients, ongoing exercise sessions are critical for many patients to maintain their progress. Otsego Memorial Hospital Cardiac/Pulmonary Rehabilitation Supervisor Denise Schmidlin, RN, BSN, continues her work with many patients long after their 12 tri-weekly sessions are completed and their ultimate goal of fifty minutes of continuous exercise is met.

Schmidlin says OMH's rehab — a combination of exercise machines and weights — draws patients from as far south as West Branch and as north as St. Ignace. "They come to us versus continuing their exercise at a gym because they trust us," she says. "They know if something were to happen, we are there for them — it's a controlled environment."



On the wall of OMH's Cardiac/Pulmonary Rehab department hangs a special gift: a plaque that reads "You come in as a patient and leave as part of a family." These touching words come from two cardiac and pulmonary patients, Jerry and John, who have worked with Schmidlin and her team, made up of RNs, exercise physiologists, a dietitian, and a respiratory therapist, for the past several years.



Munson Medical Center's Cardiac Rehab team assists nearly 400 patients per week. Pictured here, from left: Luann Wieber, RN; Jodi Radtke, RN; Mary Peterson, RN; Kelly Primo, EP; Lindsay Wiley, RN; Haley Moulton, ES; Lyn Sims-Nielsen, RN; Peggy Ellibee; and David Block, EP. Missing team members: Lori Vanhorn, RN; Linda Stiner, RN; and Nancy Mcwethy.

In addition to working with MMC's Heart Failure Clinic program (click [here](#) for Jerry's featured patient story), Jerry also turned to OMH, near his home, for help with COPD. "When he first came in, he could barely breathe," Schmidlin said. "He is like night and day from where he was."

Of course, any cardiac rehab specialist will tell you his/her work is much more involved than monitoring patients' fitness sessions.

"Cardiac rehab improves patient outcomes by increasing their physical fitness levels, educating them on lifestyle choices that reduce risk factors and support healthy heart function, offering them emotional support, and providing the physician with surveillance data," explains MMC Coordinator of Cardiac Prevention and Rehab/EECP Jodi Radtke, RN-C, BSN, who has worked in cardiac rehab for over 20 years.

In addition to monitoring and educating approximately 370 patients

per week, Radtke and retired social worker Jim Batsakis, MSW — who was once a patient in the cardiac rehab program — facilitate a robust cardiac support group that meets monthly.

“No two days look alike. I am able to use my clinical skills along with educating and advocating for patients.”

—Jodi Radtke, RN-C, BSN,
MMC Coordinator of
Cardiac Prevention and
Rehab/EECP

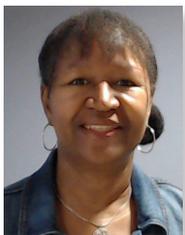
"No two days look alike," says Radtke, who worked in the Cardiac Care Unit prior to transitioning to Cardiac Rehab. "I am able to use my clinical skills along with educating and advocating for patients."

Despite the challenge of balancing both work-life and clinical-administrative duties, the important work our Cardiac Rehab team does is everything to patients. "Our patients are happy

to get their life back," Guerra reflects. "I try to make Cardiac rehab a place where they can relax, learn from the staff, and learn from others in the same situation while exercising. It makes things better and helps people to heal."



In the spirit of Valentine's Day, we asked employees to tell us why they love their jobs. Here's what they had to say:



"I love my job in Clinical Informatics, because my manager is phenomenal. One year ago, I took a leap of faith and changed careers. I will forever be grateful to my manager, Munson Healthcare, and the Clinical Informatics team, who made sure I had the tools to do my job, but most importantly that I would succeed. I

love my job because our team represents every definition of our values."

—Beverly Bey-Jones, MS, RRT-BS, Clinical Informatics, Munson Medical Center



"Being able to go out and help people who are sick and sometimes at their worst is so rewarding to me. I love people and I get to know them on such a different level. I go home at the end of my day and know that I made a difference to someone. Not too many jobs offer that. I take a lot of pride in what I do."

—Sherri Guenther, Home Health Aide, Munson Home Care, Manistee



"I find it a privilege to impact another person in a positive way. Whether it be a teammate, a patient, or a visitor I pass in the hall, it is an honor to make a difference, no matter how small, in someone's experience at MMC."

—Meredith Gipps, MSN, RN, AGCNS-BC, B3S Nurse Manager, Munson Medical Center



"I have had a very diverse background, working in many different health systems. Some were really big, some small, but none have made me feel as welcomed and invited as Munson Healthcare. This culture is truly unique and special. Everyone is so compassionate about the job they do, serving the community and being friendly. This is not business as usual — this culture is different, it is special. Thank you for giving me an opportunity to be part of this community and a top notch team."

—Joanne Ortolan, CSM, RMM, Office of Project Management, Copper Ridge Information Systems



"My career as a nurse is not a job but a calling, and for that I am incredibly thankful. With this calling of mine, I am blessed to meet fantastic people, who are my clients. I am privileged to work with stellar co-workers and a company, that I feel, is paramount to none. I am so fortunate to live, as well as work, in beautiful northern Michigan. What is there not to love?"

—MaryBeth Peterson, BSN, RN, Clinical Supervisor, Munson Home Services, Traverse City/Cadillac



"I love my job because my manager and teammates make this a Great Place To Work. I am newer to the Clinical Informaticist role; my manager consistently checks in on me to make sure I have everything I need to succeed and my teammates are so positive and helpful as well. Work/life balance is something our team strives for and we help each other achieve that on a day-to-day basis. As for my 'job,' I get to help problem solve/fix/change issues that occur with the EHR to keep patients at the center of all we do."

—Roberta Goff, MSN, RN-BC, ACNS-BC, ONC, Senior Clinical Informaticist, Clinical Informatics, Munson Medical Center



"I'm proud of how far we've come as a hospital and now as a system. In 34 years, I've held several different positions, worked with many dedicated and amazing people, watched facility growth beyond anything that was imagined, and I'm honored to have been a part and remain a part of this hospital."

—Geri Helminiak, BSN, RN, Nurse Navigator, CBIS, Manistee Hospital



"Last February I was given the opportunity to start a new patient orientation program here in the Grayling office. From the start, I knew this would be a good position for me. I enjoy meeting our new patients daily and welcoming them to our office with a nice, calming atmosphere. I feel patients benefit from the appointment, knowing we take the time to make sure their questions and concerns are addressed prior to meeting our providers. I love welcoming our new patients to our office and making this a great place for our patients' health care."

—Mary Geary, Medical Receptionist, Grayling Physician Network



"I love my job because I get to have more one-on-one care for patients and their family. I am allowed to see how I affect a person's emotional and physical outcome for the positive. I enjoy interacting with my patients and family, to be able to see when the light bulb clicks on and they see a better outcome."

—Jillena Kellogg, RN, PACU, Munson Medical Center



"I feel like I help make a difference in a patient's life every day. Whether I'm working family practice, OB, or urgent care, I make it my mission to have the patient walk away with a smile or a positive thought. I love being able to help in any way possible, no matter what challenge may lay ahead."

—Jasmine Weaver, Medical Assistant, Munson Healthcare Grayling Community Health Center



"The process, the encounters, and the results are why I love my job as a registered electroneurodiagnostic technologist (R. ENDT). The common saying 'doing the same thing over and over and expecting different results' defines insanity — but not for an R. ENDT because everyone's

brain is different and each brain study yields different results. Patients can relax, chat, or even tell jokes. While practicing in nearly every area of the hospital, I get to work with a great, knowledgeable team that steps in whenever needed."

—Joan Nice, R. ENDT, Neurology Department, Munson Medical Center



"My colleagues and I went to see a patient/family that was struggling with the reality of their situation. I had goosebumps after that visit as I had been struggling to find the right way to communicate with this patient and his family about what they were facing. Compassion, honesty, respect, and love created an environment to discuss these issues and it was well received by the patient and family. I think we made a breakthrough today and it is such a great feeling! This team is why I love my job!"

—Lauren Shimek, MSN, RN, COS-C, Case Manager, Munson Hospice – Traverse City



"Today I had a very special experience with a family that goes to illustrate why I love my job at Munson Hospice so much. Along with my team we were able to help a very special family make progress toward acceptance. We gave out and received many, many hugs and sincere words of thanks. I fell asleep with a full heart and a feeling of complete and utter fulfillment and gratitude for this job I love with my whole heart! Thank you for this precious opportunity to serve our patients and our community!"

—Elizabeth M. Teklinski, PhD, LPC, Spiritual Care Advisor, Licensed Professional Counselor, Munson Hospice and Palliative Care



"I love my job because I literally look into people's hearts. What can be better than looking at babies', kids', moms', dads' and grandparents' hearts? I see humans at birth and death. Every heart is unique. Some are fast, some slow. Some have problems, some are perfect. Every scan is a new look into someone's heart.

The heart is personal, basic, integral. Some beat to their own drum. Some people like to look at and listen to their hearts and I get to listen to their stories and their hearts — every beating, caring, breaking, pacing one. I love my job with my whole ❤️."

—Teri Hall, Registered Diagnostic Cardiac Sonographer, Otsego Memorial Hospital

Why We "Wove" Waddles

Walking like our fluffy friend isn't just a fun and catchy concept — it actually works!



For Quality Improvement Nurse Linda Dahl, of Munson Home Care, walking the waddles way is helping to keep her safe in and outside of work. In fact, it may have prevented a fall during a recent trip to Tahquamenon Falls in the U.P.

"As my husband and I were walking back to visit the Lower Falls, some well-meaning young sightseers advised us to take the 'short cut.' We took their advice but soon found ourselves on a trail with some pretty slippery hills and valleys. As I was walking slightly behind my husband, I heard myself automatically say: 'Take your hands out of your pockets... point your toes out... keep your knees bent... short steps...' My husband said, 'I know, I know. Walk like a penguin.' We both did and arrived safely. And we came back the long way!"

According to System Director of Safety and Security John Bolde, there have been a total of 32 slips, trips, and falls injuries reported throughout the Munson Healthcare system for FY19 (as of Jan 31). Bolde explains that in

continuing to incorporate Waddles' way — including being vigilant about indoor walking safety — we can prevent future injuries as well as meet our reduction goal of fewer slips, trips, and falls than last year, which totaled 51.

"We are running slightly under compared to last year, but we are in our most challenging season," Bolde explains. "Like Linda's story, we want Waddles to pop into people's heads anytime there's a risk for a slip, trip, or fall."

Has Waddles helped you stay upright and on your feet? Share your stories at Compass@mhc.net.



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- Support the Team
- Attention to Detail

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Lisa Avalos, CENA, helps care for her patients.

"We are ecstatic to see we have once again obtained a 5-star rating, but to also have raised our score in the Quality Indicators category to five stars is a direct reflection on our staff and how our team is working together to provide outstanding care."

— **Marilyn Heard, LNHA**
Director of Long-Term Care
Grayling Hospital

Quality Long-Term Care in Grayling

Crawford Continuing Care Center, the long-term care unit located at Grayling Hospital, recently received the updated five-star overall rating from Centers of Medicare and Medicaid Services (CMS). Created to help patients and their loved ones compare nursing home facilities, these

ratings are calculated by looking at health and fire-safety inspection records, staffing levels per patient, quality of care, and the number of penalties the facility has received. "We are ecstatic to see we have once again obtained a 5-star rating, but to also have raised our score in the

Quality Indicators category to five stars is a direct reflection on our staff and how our team is working together to provide outstanding care," said Marilyn Heard, LNHA, Grayling Hospital's Director of Long-Term Care.

POMH Verified as Level IV Trauma Center

Paul Oliver Memorial Hospital recently received notification from the State Department of Health and Human Services that it has been verified as a Level IV trauma center. POMH now joins Grayling Hospital and Otsego Memorial Hospital, both of which hold this designation.

The verification follows a site visit to the hospital on November 7.

"We are thankful that the state recognizes the quality of trauma care available at the hospital," said Peter Marinoff, president of the Paul Oliver Memorial Hospital. "This designation means that our residents and visitors can rest in knowing this hospital is part of a regional, coordinated, and accountable trauma care network that is available should they or a loved one require care."

A Level IV trauma verification requires 24-hour emergency coverage by a physician or advanced practice provider who has an Advanced Trauma Life Support certification, as well as a trauma program at the facility with a manager and medical director.





Munson Medical Center's Structural Heart Clinic team includes, from left: Linda Minor, BSN, RN, Deb Provost, BSN, RN, Gwendolyn Neumann, Traci Leblanc, and Elizabeth Lidiard.

Structural Heart Clinic

'We Don't Just Want Them to Live Longer, But Better'

The team at the Structural Heart Clinic in Traverse City cares for patients who in years past would have no option for getting better.

Now through technology and medical expertise, these patients — such as an 86-year-old woman who experienced a catheter-based heart valve procedure — enjoy getting on with life. "Now she is going to yoga classes twice a week," said Linda Minor, BSN, RN, a nurse in the clinic.

The six-member team and their Medical Director, Nicklaus Slocum, MD, FACC, FSCAI, work with the cardiothoracic surgeons and other departments throughout Munson Medical Center to give patients with structural heart disease — referred from across the Munson Healthcare system — the opportunity to walk, to get the mail again, play with grandchildren, and live a quality of life that keeps them out of the hospital.

"We try to look at the patient and their individual needs," said Deb Provost, BSN, RN, clinic coordinator. "They are elderly and frail and we

don't just want them to live longer, but better."

Patients with severe heart valve abnormalities are seen by cardiologists, cardiothoracic surgeons, and nurses at the heart center's Cardiac Diagnostic Suite. The team provides patient treatment options for aortic stenosis, atrial fibrillation, mitral disease, perivalvular leaks, and other heart defects.

Advanced procedures and services available through the clinic include:

Catheter replacement of an aortic valve (TAVR)

Catheter-based repair of a mitral valve using the MitraClip® device

Catheter-based left atrial appendage (LAA) closure for stroke prevention in atrial fibrillation patients using the WATCHMAN™ device

Catheter-based closure of PFO and ASD (heart defects)

Sentinel Cerebral Protection System

Since 2012, the team has performed almost 300 TAVR procedures. The team added the MitraClip in September 2017 and has now done 25 of those. It added the WATCHMAN procedure in November 2017 and has done 81 procedures. Since last fall they have utilized over 20 Sentinel devices.

To be eligible for any of the procedures requires significant testing of the patient. Provost and Minor shepherd them through the testing regimen. "We are a lot like nurse navigators," Provost said. "We spend a lot of time with our patients."

Along with Minor and Provost, other members of the team include Andrea Coyne, RN; schedulers Traci Leblanc and Gwendolyn Neumann; and exercise physiologist Elizabeth Lidiard.

Minor said many patients experience dramatic results. Most TAVR patients will have rosy cheeks and energy levels they have not experienced in a long time. More importantly, these patients get to go home. "They can start enjoying the rest of their life," Minor said.

Focusing on Better Buildings and Superior Spaces

Reinvesting

As a nonprofit, everything we earn as a health care system is reinvested back into our organization. These reinvestments go towards projects and initiatives that continue to make our hospitals and facilities strong. Below are two of those projects:

New Emergency Department, Surgical Areas Coming Along at Otsego Memorial Hospital



Emergency Department rendering at OMH.

Progress on a renovation and expansion of the ED, Surgery, and Ambulatory Care departments continues at Otsego Memorial Hospital. "This \$15 million project includes 17,000 square feet of heavy renovation and 15,000 square feet of new

construction," said Kim Biddinger, leadership giving officer with MHC Foundations. The expansion will increase the number of exam rooms in the ED from 12 to 18, including two new trauma bays. It will also add a new and larger operating room to accommodate a da Vinci® Surgical System. Ambulatory Care will change to all private patient

rooms, enhancing privacy and security. "MHC Foundations raised \$4 million for this project," Biddinger said. "Local businesses, community members, OMH employees, and auxiliary members all contributed." The project is expected to be completed in December 2019.

MCHC Renovations Continue, New Amenities Added

Recent upgrades at Munson Community Health Center in Traverse City include the installation of new terrazzo tile floors and carpet throughout the main corridors and waiting areas. The specialty ceiling is also in progress and is approximately 60% complete, said Scott LaBonte, project engineer at Munson Medical Center. In addition, the urgent care has partially moved into its new registration stations, which will improve patient flow and the new check-in area is expected to be completed within the next couple of weeks. On deck: constructing the new library space, a glass wall for the urgent care, new flooring in the vestibules, and directional signage.

Community Giving

Thanks to generous gifts from community members throughout our health care system, we're able to enhance our facilities and services in a number of ways. Here's an example of how Paul Oliver Memorial Hospital Auxillary's fundraising efforts led to new family-friendly features.

Paul Oliver Memorial Hospital Opens New Youth Space 'The Loft'

The Health Care Team at Betsie Hosick Health & Fitness Center in Frankfort has been working hard "to cultivate a family-friendly culture" and recently introduced several changes, said Stephanie Williams, fitness center manager.

The **new youth space**, The Loft, is available for families wanting to use the space, play a fun game, or just burn off some energy. No formal program or supervision is scheduled, except on Thursdays. Adult supervision required. Paul Oliver Memorial Hospital Auxillary's fundraising efforts through the Tri Up North Triathlon in Frankfort made this new youth space possible.

New youth classes started in January. Instructors offer semi-structured, supervised activities in a fun, supportive environment. Adult supervision is not required and children 5 - 12 are welcome.



Grayce Walton, 5, of Benzonia, visited The Loft with her family.

The **new youth policy** provides more opportunities for families to be well at the fitness center. Highlights include youth 5+ may take group fitness classes with their parents or youth 5 - 12 may participate in scheduled Loft programming.