

Service and Safety Newsletter

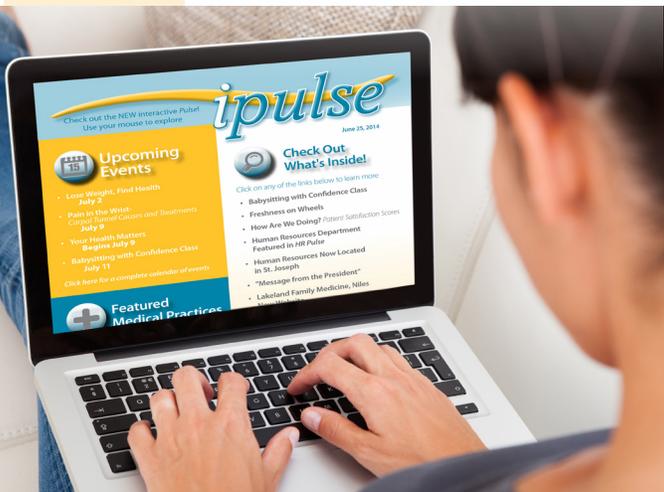


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FREE PHYSICIAN SEMINARS





pulse

April 13, 2016

Team Members Lose Over a Ton Through *myWeigh to Health Challenge*

Throughout the past ten weeks, 254 Lakeland team members participating in the *myWeigh to Health Challenge* have worked hard to lose a total of 2,361.5 pounds. The goal of the challenge was for participants to lose at least five percent of their body weight; 126 team members met this goal.

"Team members' dedication to this challenge has produced amazing results," said Leanne Carlson, Health Educator Specialist, Lakeland Care Network. "A sincere congratulations to all of the losers!"

Cash prizes will be awarded to the team members who lost the highest percentage of their body weight, with one half of the prize awarded at the end of the challenge, and the rest paid out at three months if the winner maintains their weight. A first-place prize will be awarded to the team member who lost the highest percentage overall, with second and third prizes going to both the male and female participants who lost the most weight. A team prize will also be awarded to the team that lost the highest percentage.

First Place Overall

Kathy Keene 17.11%

Second Place Male

Howard Kingsley 17.11%

Second Place Female

Victoria Lerke 14.5%

Third Place Male

Zach Piller 16.74%

Third Place Female

Susan Moyer 13.84%

First Place Team

Muffin Tops and a Nut 6.76%

Teresa Gerstenkorn

Gregory Almeter

Julie Legault

Lisa Sawvel

Second Place Team

Rad Losers 6.72%

Carol Stasiak Lisa Dolezan

Sara Trapp Mary Funk

Beth Martin Mindy O'Brien

Congratulations to all Lakeland team members who participated in the challenge!

Don't let those healthy habits slip! Sign-ups for the spring wellness challenge begins today. Join a team and "Get Fit in the Mitt," starting May 1. Earn points for your team through physical activity; smaller teams that reach the goal of 1,000 points and larger teams earning 2,000 points will receive a "Get Fit in the Mitt" t-shirt.

For more information or to sign up, visit [myLakeland](#) ▶ [myWorkplace](#) ▶ [OurWellness](#)

Lakeland Health Named Blue Distinction® Center+ for Maternity Care

Blue Cross Blue Shield has recognized Lakeland Health as a Blue Distinction Center+ for Maternity Care. This designation honors healthcare facilities with demonstrated expertise and a commitment to quality during the delivery episode of care, which includes both vaginal and cesarean section births.

Blue Distinction Centers+ for Maternity Care, an expansion of the national Blue Distinction Specialty Care program, are hospitals recognized for delivering quality, affordable specialty care, safely and effectively, based on objective measures developed with input from the medical community. On average, Blue Distinction Centers+ are also 20 percent more cost-efficient than non-Blue Distinction Center+ designated health care facilities.

According to the most recent data, the average cost of a vaginal birth with no complications at a Lakeland facility is \$7,900, while a cesarean section birth with no complications averages \$13,100. This is in comparison to hospitals across the nation that average \$10,657 for a vaginal birth with no complications and \$17,859 for a C-section with no complications, according to the U.S. Agency for Healthcare Research and Quality.

"We are proud to have earned this distinction signifying our commitment to not only improve the care we provide mothers and babies, but to do so at a lower cost than many of our competitors," said **Karen Zienert, MD**, Medical Director of Obstetrics/Gynecology.

The Blue Distinction Centers+ for Maternity Care program evaluates hospitals on several quality measures, including the percentage of newborns that fall into the category of early delivery, an ongoing concern in the medical community. In addition, hospitals that receive a Blue Distinction Center+ for Maternity Care designation agreed to meet requirements that align with principles that support evidence-based practices of care, as well as having initiated programs to promote successful breastfeeding. The program also evaluates hospitals on overall patient satisfaction, including a willingness to recommend the hospital to others.



PULSE

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Kayla Vanderploeg

Director of Marketing & Chief Communications Officer:

Megan Yore

Lakeland Health publishes the *Pulse* for our associates, volunteers, and physicians. Story ideas for this publication must be submitted at least four weeks in advance of publication dates and are subject to approval and editing by the Marketing department.

For a complete list of distribution dates and to access archived issues, visit the *Pulse* homepage at myLakeland.

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Pulse

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Visit us on the web at:
www.lakelandhealth.org

Remember to "like" us on Facebook, watch us on YouTube, and follow us on Twitter.

Our Mission

To enhance health and serve our community

Our Vision

To positively transform healthcare and the health choices of those we serve and employ



Message from the President

Loren B. Hamel, MD
President & CEO, Lakeland Health

Whew!

"Nurses make terrible patients."

Have you heard somebody say that? I have. But not as often as I've hear them say, "Doctors make terrible patients."

Is there any truth behind those stereotypes?

I shouldn't speak for nurses, but I think I can speak for doctors. I believe there are at least two reasons for that perception.

First, some doctors (I'm not being judgmental here, this includes me) tend to not take their own advice to heart. Put another way, they sometimes aren't as compliant as they should be when given the best advice for getting healthy and staying healthy.

Second, it tends to be a bit more stressful for the rest of the healthcare team to care for doctors as patients. They are very familiar with the way things should work. It may feel like it is a bit harder to meet their expectations.

Similarly, and I know I might be moving from somewhat dangerous to very dangerous ground here, that may also apply to nurses. Taking care of a nurse in a hospital might also be just a bit more stressful. Understandably, they know how every little detail should, in fact, occur. They can predictably spot anything and everything that doesn't go flawlessly.

I'm probably in serious trouble with all my doctor and nurse friends and colleagues by now, and there was a reason to share this information. Maybe it was also part of the reason that a letter I received last week was so enjoyable.

Usually when I read a letter I start by glancing at who sent it to me. The letter was from a nurse whose name I didn't recognize. I could see that she was an RN and had earned a doctorate degree. As I learned from the letter, she was also an educator and had decades of both clinical and academic experience.

As it turned out, she wrote the letter not long after a personal experience as an inpatient at Lakeland. From the detail in her letter it was very evident that she was a keen observer and she had put those observational skills to continuous work during her stay.

She was very complimentary.

She made comments about the warm and caring staff, from housekeeping, to nurses, to physicians. She named people that had made a special impact on her. She also made positive comments about things I rarely hear about in detail. She concluded, quite accurately, with how the building environment and the policies and procedures seemed to be working well to improve her experience.

I always learn something from every letter, or email, or conversation with our patients and their families. Fortunately, the vast majority are very pleasant and often inspiring. As I concluded this particular letter I had a broad smile on my face, a sense of gratitude to our team, and maybe just a tiny hint of relief. It felt like we had provided exceptional care to another one of our dear neighbors . . . and passed a pretty rigorous inspection.

State-of-the-Art Hip and Knee Replacements



FREE PHYSICIAN SEMINARS

Tuesday, April 26 | Thursday, April 28
6:00 to 7:00 p.m

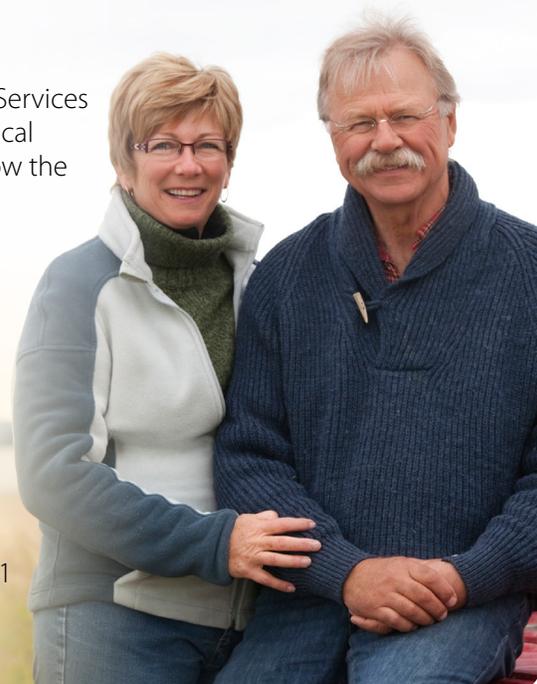
Join **Kenneth Edwards, MD**, Medical Director of Surgical Services at Lakeland Health, as he discusses new, less-invasive surgical techniques to treat worn out hip and knee joints. Learn how the latest advances in orthopedics are proving higher quality outcomes so that you can live the life you love – pain-free.

Light refreshments will begin at 5:30 p.m., followed by a one-hour presentation.

Tuesday, April 26
Niles District Library

Thursday, April 28
Vineland Center, St. Joseph

Registration for both seminars is encouraged, but not required. Walk-ins are welcome. Call (269) 927-5361 or register online at www.lakelandhealth.org/hipandknee



One Hour Could Change Your Life!

Watch Physician Seminars Online!

If you missed one of our physician seminars, don't worry. Recordings of our most popular presentations are now available online – view anytime, from the convenience of your computer!

To view seminars, visit www.youtube.com/lakelandhealth and look for the “Free Physician Seminars” playlist.

Available presentations include:

- Back Surgery: Types, Recovery, Risks, and Benefits by **Christian Sikorski, MD**
- Dealing with Heel and Ankle Pain by **James Maskill, DPM**
- Living Well with Gout by **Nina Ramessar, MD**
- Living with Atrial Fibrillation: Treatment Options as a Patient by **Abhimanyu Beri, MD**
- Overcoming Impotence with Penile Implants by **Benjamin Stockton, MD, FACS**
- What You Need to Know About Lung Cancer by **Kourosh Baghelai, MD; Peter Lai, PhD, MD; and Edmund Paloyan, MD**

Physician seminars are also broadcast live via Periscope. The app allows you to view the event live, and submit questions to be answered by the physician. Periscope is available in the iTunes or Google Play stores.

Join us for our

Spring Open House

Visit Stonegate Plastic Surgery to meet the doctors, take a tour, and learn more about aesthetic and reconstructive plastic surgical care, as well as services offered by the medical spa. Guests will enjoy free samples, drawings for door prizes, discounts on products, and live demonstrations of Botox® and fillers. Light refreshments will be served.

Thursday, April 28

4:00 to 8:00 p.m.

Saturday, April 30

10:00 a.m. to 1:00 p.m.

We respectfully ask for your RSVP for either date by April 22.
(269) 556-6000 • info@stonegateplasticsurgery.com

Stonegate
PLASTIC SURGERY
Lakeland Health Affiliate

3901 Stonegate Park ~ St. Joseph, MI 49085

Anita Bra Events Offered

Free Makeover and Mastectomy Fittings

Join BellaNova Women's Health Medical Spa and Van's Health and Appearance Center for a makeover and mastectomy fitting. Guests will enjoy complimentary professional makeup application, as well as Anita bra fittings and discounts on La Bella Dona cosmetic products and mastectomy swimsuits.

Tuesday, April 26 -10:00 a.m. to 3:00 p.m.

Van's Health and Appearance Center

Located inside the Marie Yeager Cancer Center

Employee Bra Fitting Days

Van's Health and Appearance Center is offering a bra fitting event for all Lakeland team members. A representative from the Anita Rosa Faia line will be on-site at various Lakeland locations from 10:00 a.m. to 3:00 p.m.:

Wednesday, April 27

Lakeland Hospital, Niles
Dining Room

Thursday, April 28

Lakeland Medical Center, St. Joseph
Frederick S. Upton Education Center

For more information on either event or to make an appointment, call (269) 556-7197



Three New Providers Join Lakeland Health



Rebecca Markus, NP, cares for Hospice at Home and Lakeland HouseCalls patients.

Rebecca earned a Master of Science in Nursing degree at Maryville University, located in St. Louis, Missouri. She is certified in hospice and palliative medicine,

with over 27 years of experience caring for adult and geriatric patients.

Rebecca is no stranger to Lakeland Health; for the last 14 years, she has worked as a registered nurse for Hospice at Home. During that time, she served as a case manager and a nurse on the after-hours support team.



Brian Facione, DO, is seeing adult patients at Southwestern Medical Clinic, Stevensville.

Dr. Facione completed his residency at St. John Providence Hospital in Southfield, Michigan. During his residency, he

supervised and taught junior residents and medical students. He earned his medical degree from Michigan State University's College of Osteopathic Medicine in East Lansing.

Originally from Livonia, Michigan, Dr. Facione is looking forward to being near Lake Michigan.



Ian Jackson, MD, is also seeing adult patients at Southwestern Medical Clinic, Stevensville.

Dr. Jackson earned his medical degree from the University of Texas Health Science Center at San Antonio and went on to complete his family medicine residency with John Peter Smith Family Medicine Residency Program in Fort Worth, Texas. During his residency, Dr. Jackson also completed an additional year of training in obstetrics, obstetric ultrasound, and operative obstetrics.

He is a member of the Christian Medical and Dental Association and the American Association of Family Practice.

Lake Michigan College Seeks Instructor for Simulation and Skills Lab

Lake Michigan College is seeking a full-time nursing Instructor, starting in fall 2016, to coordinate the Simulation and Skills Lab. Candidates must have a Master's of Science in Nursing degree from a regionally accredited institution, and the equivalent of at least two years of full-time professional nursing experience. Teaching experience, especially in a nursing simulation lab, is preferred.

The Simulation and Skills Lab Coordinator will be responsible for a wide array of job functions that encompass managing the simulation lab program and curriculum. In the position, the coordinator will provide instruction, outreach, and other professional contributions that support the mission and strategic goals of the College and the Academic Services Unit. The coordinator will also develop, implement, and maintain currency of courses, programs, and curricula in the program, while creating an innovative and engaging learning environment.

The Lake Michigan College nursing program is a strong supporter of nursing at Lakeland, and offers many educational opportunities for Lakeland team members. To view the job posting and apply for the Simulation and Skills Lab Coordinator position, visit <https://lmc.simplehire.com>

Prevention is Possible Sexual Assault Support Services

In Berrien County alone, more than 300 children and 40 adults reported being sexually abused or assaulted in 2014. April is Sexual Assault Awareness Month, with a 2016 theme of "Prevention is Possible." Sexual violence is any type of unwanted sexual contact, and can include words and actions of a sexual nature that are performed without a person's consent.

Sexual assault is the most under-reported crime, with 63 percent of assaults going unreported to police. However, we can make a difference. You can do your part to contribute to a culture of safety in our community by taking the following actions:

- Believing and assisting survivors
- Intervening when you witness harmful behavior
- Promoting and modeling healthy attitudes, behaviors, and relationships

The Sexual Assault Support Services program at Lakeland gives survivors of sexual assault or abuse the support they need to begin the healing process and live full, satisfying lives. Specially-trained nurses provide care all day, every day; not only immediately following an assault, but for days and weeks afterward. The team provides gentle one-on-one care designed to build trust and meet each patient's medical and emotional needs.

For more information on the Sexual Assault Support Services program at Lakeland, call **Teresa Yoakum, RN**, Sexual Assault Services Coordinator, toll free at (866) 976-7263 or (269) 687-1880



Lakeland Earns Landmark Award from United Way

Lakeland Health was presented with a Landmark Award at the Annual Celebration for United Way of Southwest Michigan, held on Thursday, March 24. The award recognizes Lakeland for a successful campaign in 2015 and for our continued support of the organization and its programs. Over the course of the past campaign year, the combined efforts of Lakeland team members contributed nearly \$200,000 toward the organization.

The annual program celebrated a record year for United Way, with the 2015 campaign raising nearly \$3.86 million, surpassing the \$3.85 million goal.

"We are proud to have surpassed our goal, but what's more important to us is the impact that this money will have on our communities," said Anna Murphy, President of United Way

of Southwest Michigan, in an article featured in the March 25 Herald Palladium.

In the past year, United Way served more than 69,000 residents of Berrien and Cass counties. The programs supported by the organization seek to impact important social issues, including early childhood education, high school graduation rates, job skills training, obesity prevention, social-emotional health and support, homelessness, and hunger, among others.

Thank you to all Lakeland team members who helped make this year's United Way campaign a success!



da Vinci® Commercial Wins Silver Telly Award

With nearly 12,000 entries from all 50 states and numerous countries, Lakeland Health is proud to have been named a Silver winner in the 36th Annual Telly Awards for our “da Vinci Masterpiece” video series. The goal of the broadcast campaign, that portrayed the da Vinci system as an artist and patients as masterpieces, was to inspire community members to seek out da Vinci robotic-assisted surgery as an alternative to conventional laparoscopic surgery options.

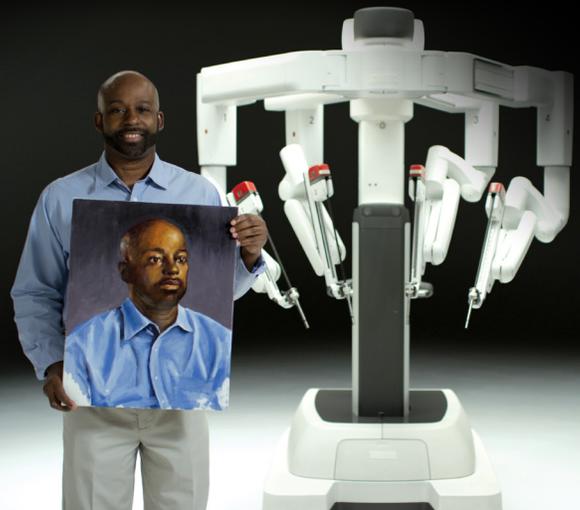
A prestigious judging panel of over 500 accomplished industry professionals, each a past winner of a Silver Telly and a member of the Silver Telly Council, judged the competition. The Silver Council evaluated entries to recognize distinction in creative work with less than 10 percent of entries chosen as winners of the Silver Telly, the organization’s highest honor.

“Lakeland continues our stewardship of community resources by leveraging a talented internal marketing and communications team,” said **Megan Yore**, Chief Communications Officer and Director of Marketing. “We are honored to be recognized with the highest Telly achievement for our team’s work.”

“The Telly Awards has a mission to honor the very best in film and video,” said Linda Day, Executive Director of the Telly Awards. “Lakeland Health’s accomplishment illustrates their creativity, skill, and dedication to their craft and serves as a testament to great film and video production.”

With over 1,250 da Vinci cases performed to date, this state-of-the-art technology allows patients to receive the advanced treatment they need without leaving our community. To better serve our patients, in September 2014 we acquired the newest model robot – the da Vinci Xi™ Surgical System, making Lakeland the first in our region and the second in the state of Michigan to have a da Vinci Xi System. Lakeland is the third health system in the country to have two.

To view the winning “da Vinci Masterpiece” entry, visit www.lakelandhealth.org/masterpiece



Lakeland Hospital, Watervliet Donates 320 Gallons of Water to Flint

From February 22 through March 11, Lakeland Hospital, Watervliet, in conjunction with the Coloma Watervliet Chamber of Commerce joined together to fill a semi-truck full of water to send to Flint. During the drive, team members dropped off cases of water at the hospital, or purchased cases of water from the Park Bench Gift Shop.

Over the course of two weeks, team members contributed over 320 gallons of water to the drive, with Access Management collecting the most water per team member. Combined with the water collected by the Coloma Watervliet Chamber of Commerce, a total of 3,500 gallons of water was sent to Flint.

Thank you to all team members who participated; your generosity is appreciated!



Left to right: **Larry Ryan**, Maintenance, **Tammy Yeager**, Executive Assistant, and **Kenny Ashley**, Maintenance

MORE^{OB} Program Puts Patient Safety First in the BirthPlace

Errors related to the delivery of care can pose a significant risk to patients in the hospital. According to a recent report by the Agency for Healthcare Research and Quality (AHRQ), in 2014, there were 121 adverse events for every 1,000 hospitalizations. These numbers indicate that 12 percent of patients are at risk of harm while in the hospital. Additionally, the AHRQ found that flawed systems and ineffective communication are two of the four barriers that make improving safety difficult in health care.

Lakeland Health is committed to creating and maintaining an environment of safety for our patients, which is why the BirthPlace at the Niles and St. Joseph hospitals have begun training through the MORE^{OB} Program by Salus Global.

"MORE^{OB} stands for 'managing obstetric risk effectively,'" said Karen Zienert, MD, Medical Director of Obstetrics. "The program is designed to have full participation from everyone on the obstetrics units, and is spearheaded by 'front-line' staff."

The program breaks down the traditional hierarchy and redirects the focus toward teamwork, making all aspects of patient safety every team member's responsibility. The three-year training focuses on three core modules: learning together, working together, and changing culture. Over the course of the training, team members will engage in course material through online reading, chapter quizzes, small group workshops, and on-unit drills. The program is accredited by the American Academy of Family Physicians and the American College of Obstetricians and Gynecologists, in addition to several Canadian organizations.

By completing the program, the BirthPlace hopes to establish a level of safety and teamwork that patients will be able to sense when they choose to receive care at Lakeland.

"The MORE^{OB} program is going to help us focus on improving patient safety and teamwork through all disciplines that work on the unit," said Melissa Holderread, CNM. "We are working toward facilitating a more open and trusting culture among all team members at the BirthPlace and creating a more welcoming culture for patients, where they can really feel the high level of trust and teamwork on the unit."



