

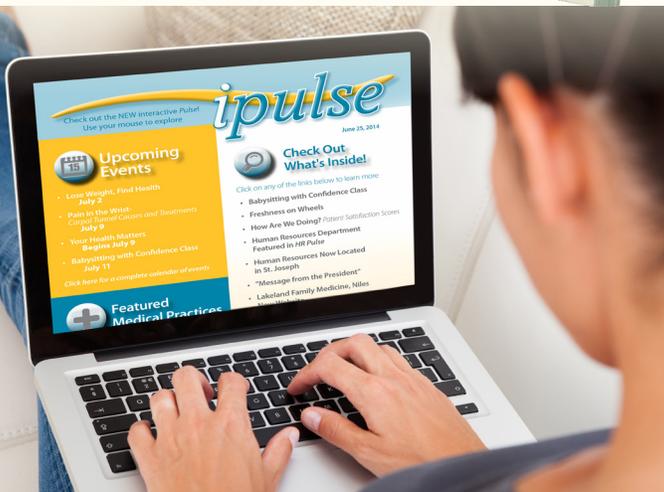
Meet the New Providers



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Join the Final Leg of Tour de Mitt

The annual Tour de Mitt, a Bike Ride for Hospice, will take place July 8 through 16 this year. Bikers of all levels will join **Dawn Spoon, RN**, along a 450-mile route from Mackinac City to Stevensville, raising money to benefit hospice care.

While Dawn's journey begins on July 8, there are still opportunities to get involved! Join the bikers for the final leg of the ride from South Haven to Stevensville, beginning July 16 at the First Baptist Church in South Haven. Registration will take place at 7:30 a.m., with the ride beginning promptly at 8:00 a.m. Those unable to ride can support the event by donating to the cause, with all money raised benefitting people in need of hospice care.

Team members and community members are also invited to attend a celebratory cookout at noon on **Saturday, July 16** to congratulate riders as they cross the finish line at Caring Circle, St. Joseph, located at 4025 Health Park Lane. A fun ride for children will also take place during the cookout.

For more information, or to donate to the cause, visit www.hospiceathomecares.org/tourdemitt



Preparing for HIMSS Stage 7 Recertification

In November 2013, Lakeland Health became the first hospital system in Michigan to reach the Healthcare and Information Management System Society's (HIMSS) Stage 7 certification. HIMSS is a global nonprofit organization committed to facilitating better health care and outcomes through the use of information technology.

The stages of HIMSS measure how much and how well a hospital is using its electronic health record. Stages 1–6 focus on the equipment, technology, and software being used, while Stage 7 focuses on whether hospitals are using that technology effectively.

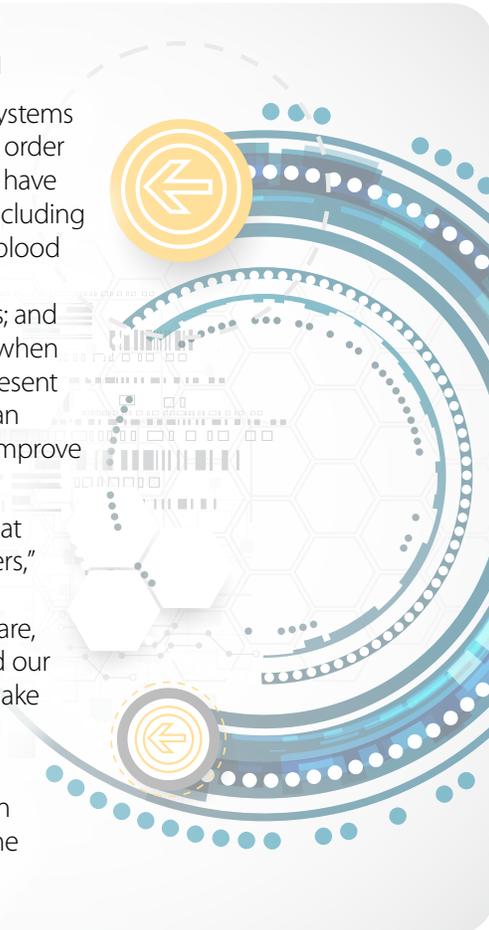
"Stage 7 recertification validates that our hospital and physician practices are using the electronic health record to improve patient care in the most advanced ways," said **Holly Schewe**, Manager EHR, Inpatient Teams. "Only 4.3 percent of hospitals in the United States are certified Stage 7."

In order to ensure that healthcare systems continue to provide the best care using the

latest advances in technology, Stage 7 systems must be re-certified every three years in order to keep the designation. New standards have been added to Stage 7 recertification, including barcoding of breast milk; barcoding for blood administration with matching, real-time electronic documentation of code blues; and electronic verification of bulk medicine when repacking. Lakeland Health must also present a story on how the hospital and physician practices have used the technology to improve patient outcomes.

"As this time, we have multiple stories that could be shared with the HIMSS reviewers," said Holly. "We've reduced catheter-associated infections, improved stroke care, improved care for obstetric patients, and our physician practices have been able to make improvements in population health and coordination of patient care."

HIMSS will be onsite for recertification on **November 10** this year. Stay tuned to the *Pulse* and your Lakeland email inbox for more information.



PULSE

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www.lakelandhealth.org

Remember to "like" us on
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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

A Green Investment

It was raining when Bryan Tutton and I stopped to admire the work. It was beautiful. They were laid out in neat rows complete with a sign identifying each one. Straw had been carefully spread between the rows. I could imagine they were enjoying the gentle rain.

It took me back to my childhood. We also had a large garden. I fondly remember the cultivating, and the planting, and the weeding, and the picking, and eventually the eating, of all the fresh produce. I remember the corn, tomatoes, lima beans, peas, carrots, squash, rhubarb, cantaloupe, and watermelons.

Bryan told me how the plans for the garden had developed. He had been asked to bring his tractor to rototill the plot so seeds could be planted. He showed me a few leftover stumps and asked if I might bring my Bobcat and stump grinder over in the fall to get rid of them. Since there is little else I'd rather do in my spare time, I gladly agreed.

We went on to visit more gardens. Each one located on an empty lot and carefully tended to produce an array of fresh food for nearby neighbors. They've been planned and organized by residents of Benton Harbor. The goal is not only to provide seasonal vegetables, but also to teach the young volunteers who tend each garden about nutrition.

Bryan is a friend of Benton Harbor. He has lived and worked there all of his life. He is also a friend of Lakeland. His grandfather's picture is on the history wall at Lakeland Medical Center, St. Joseph.

Dr. Henry Vorhees Tutton opened a hospital in the Twin Cities in 1899 to serve the needs of Benton Harbor and the surrounding area.

The community garden project really impressed me. A local idea, generating local volunteers, yielding local produce, and promoting a healthy population in southwest Michigan. How could Lakeland, with a vision to "positively transform the healthcare and health choices of those we serve and employ," not want to be part of such a project?

I asked Bryan if there was something the gardens needed in order to be more successful. He had heard there was a need for fences to help keep the rabbits out, and the young volunteers in, and maybe a few inexpensive tools for them to use while tending to the plants.

That sounded like a good investment to our Community Wellness Endowment committee. Working with Pastor Duane Seats and Ms. Marletta Seats, we are happy to share that Lakeland is going to be a sponsor of this project. I know it isn't quite the summer Olympics, but supporting a summer garden may just be a better – and greener – investment.

Lakeland Offers Student Loan Forgiveness Options

If you are searching for a way to lower your monthly student loan payments or make additional degrees more affordable, the Public Service Loan Forgiveness (PSLF) Program may be an option for you. Lakeland Health and Innovative Student Loan Solutions are partnering to provide student loan forgiveness expertise and personalized strategies to help you maximize the program.

PSLF Program Benefits:

- Immediately lower your monthly student loan payment by up to 88 percent
- Eliminate student loan debt by an average of \$47,000 after PSLF Program completion
- Significantly reduce the cost of earning an advanced degree including bachelor's, master's or PhD

Find out if you're eligible:

Step 1: Visit <http://lakelandhealthcare.myisls.com>

Step 2: Enter **Registration Code: LH1**

Step 3: Answer five simple questions to find out if you are eligible, then schedule your no-obligation consultation with a student loan forgiveness expert to get started.

Any full-time team member with student loan debt is eligible for the program. The forgiveness amount is individually determined and tax-free. Lakeland team members are collectively saving over \$1.5 million on their student loan debt through the program.

"Lakeland is a really great company to work for – I trust them and appreciate that they are looking out for me," said **Rachel Toth**, Supervisor of the Courtyard Café and Java City. "Before Innovative Student Loan Solutions, I was feeling like it was going to take me forever to get my loans paid off. After going through the plan, I realized that I could actually have the future I am dreaming of and not be locked into student loan payments for the rest of my life."

For more information, contact the Innovative Student Loan Solutions team at (866) 831-5564



Get to Know an Epic Analyst: Rick Johns



The upgrade from 2014 to 2015 version of Epic software is currently underway. Learn more about the upgrade and the people behind it by getting to know an Epic analyst.

In his role as an Epic analyst working on the Willow application, **Rick Johns** works closely with the Pharmacy to ensure medications are prepared and dispensed correctly and safely using clinical data and best practices. Epic Hyperspace encompasses many specialties and services lines, including applications, like Willow, to help track important data and tailor the program to a variety of clinical team members.

"Each application within Hyperspace is responsible for its own master files, such as medical records, pharmacy records, and labels," said Rick. "A lot of applications also overlap and work together; Epic is an integrated system with defined responsibilities for each team."

In order to ensure that the upgrade goes smoothly, Epic analysts work in four phases spanning several months of selecting new features, building, and testing before go-live. Currently, analysts are building the selected features to integrate with the Epic software used by Lakeland.

Many of the new Willow features will help improve patient safety, including a new way to order Patient Controlled Analgesia with dosing. The new feature will connect the medication dose with a set of rules that will alert the provider if one of the dosing elements is out of range.

"Safety is a huge passion of mine, and in the hospital, patients expect everything to run smoothly," said Rick. "As a team, we're committed to solving problems and creating easier workflow. When it comes to requests to improve workflow and patient care, I'm not a 'no' person. I take impossible as a challenge, not as a defeat."

After his diagnosis of Crohn's disease twenty years ago, Rick immersed himself in the medical field, becoming a licensed pharmacy technician and learning as much as he could about treatments, medication, insurance, and the continuum of patient care. As an Epic analyst, Rick reflects on his own journey to achieve remission as he works in Willow.

"I always try to think from the perspective of a patient in the hospital," said Rick. "I feel so much satisfaction making sure our patients receive the best care. In my role, that involves making sure they get the right medications and treatment on time, and that they're getting better."

Stay up-to-date with the upgrade by continuing to read the *Pulse* and your Lakeland email inbox for more information.

Three New Providers Now Seeing Patients in Niles

Katherine Skurski, DO, joins five other physicians, including her husband **Adam Mitchell, DO**, caring for patients at Lakeland Family Medicine, Niles.



Katherine Skurski, DO

Dr. Skurski recently completed her Family Medicine residency with Lakeland Health. She earned her medical degree from West Virginia School of Osteopathic Medicine located in Lewisburg, West Virginia. While there, she received the family medicine award for graduate teaching assistant.

Amanda (Mandy) Mills, FNP, and **Joan Madsen, NP**, have joined the team at Southwestern Medical Clinic in Niles, caring for pediatric and walk-in clinic patients. With the addition of these two providers, the clinic is able to add six additional days for pediatric patients to be seen.



Mandy Mills, FNP

In 2015, Mandy earned a Master of Science in Nursing degree at Graceland University, located in Independence, Missouri. Her passion is preventative medicine and she believes in actively screening for diseases and working toward disease prevention.

For the last 15 years, Mandy has worked as a registered nurse at Lakeland Health. She has cared for patients at Lakeland Hospital, Niles; Lakeland Family Medicine, Niles; and most recently at Lakeland Medical Center, St. Joseph's Heart Center.



Joan Madsen, NP

Joan earned a Master of Science in Nursing degree from Indiana Wesleyan University, located in Marion, Indiana. Before relocating to southwest Michigan, she worked as a nurse practitioner at Memorial Hospital of South Bend, where she served as the Trauma Care Coordinator.

Her medical interests include childhood obesity, asthma, and diabetes care. Joan said she looks forward to caring for children and supporting their families as they navigate their way through the various stages of development.

Medical Practices Move Offices

On July 22, Lakeland Rheumatology and Lakeland Diabetes and Endocrinology will move across the hall from their current location within the Health Park Medical Suites, St. Joseph. While both practices will change addresses, their phone and fax numbers will remain the same.

Both practices will be now located at:

3950 Hollywood Road
Suite 288
St. Joseph, MI 49085

Lakeland Diabetes & Endocrinology

Phone: (269) 408-1600
Fax: (269) 408-1602

Lakeland Rheumatology

Phone: (269) 408-0990
Fax: (269) 408-0993



Don't Miss Out on Discounted Six Flags Tickets!

Get ready to enjoy an adventure at Six Flags Great America! Lakeland team members, volunteers, and retirees may now purchase an unlimited number of tickets to Six Flags Great America in Gurnee, Illinois.

Tickets are available for purchase through the Human Resources Department for \$33.00 per ticket; over half off the gate price. The tickets include admission to the amusement park and free in-park coupons. Admission to the Hurricane Harbor Water Park must be purchased separately.

Discounted tickets must be used on Saturday or Sunday during the weekends of July 16 and July 23. Payroll deduction for tickets is not available. For more information, or to purchase tickets, contact

Ann Frantz at (269) 687-1427



Treating Wounds at Home

Lakeland Homecare and Van's Medical Equipment of Lakeland have partnered to make wound therapy more accessible to patients through the purchase of additional therapy machines.

"In keeping with the commitment of Van's Medical Equipment to excellent customer service, they've acquired several portable wound therapy devices," said **Jennifer Gardner**, Community Outreach Representative, Homecare. "The additional devices allow patients to begin treatment without delay, rather than having to wait several days for an available device."

Negative pressure wound therapy (NPWT) or vacuum-assisted closure, helps wounds heal faster through the use of vacuum dressing. The dressing draws out excess fluid that can prolong inflammation, cause tissue swelling, and delay healing. The use of negative pressure also helps control infection risk, increase blood flow to the wound, and promote new connective tissue growth.

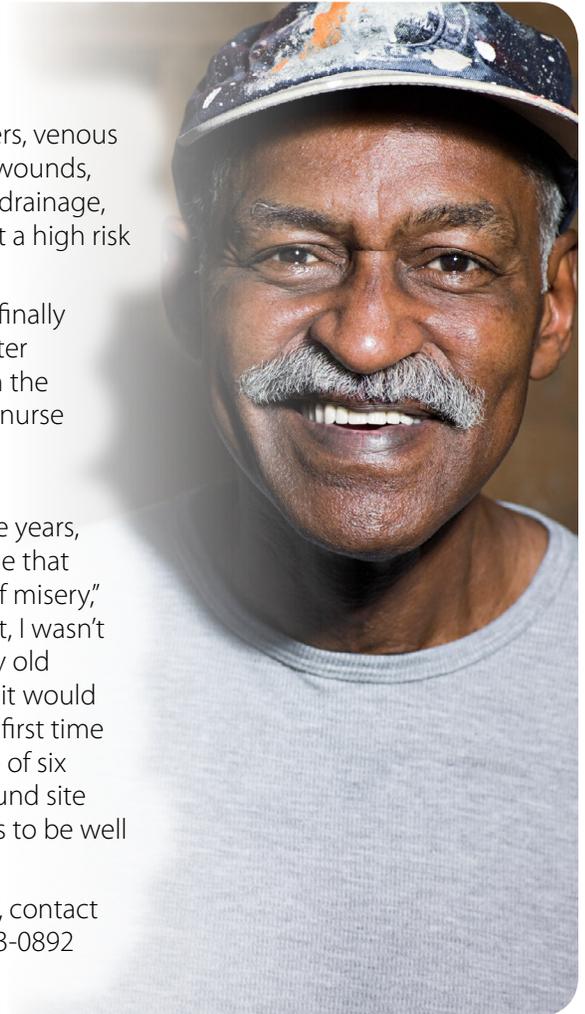
The portable therapy can be used with many types of wounds, but is most effective on deep, chronic, or

non-healing wounds. NPWT is recommended for diabetic ulcers, venous ulcers, pressure ulcers, chronic wounds, wounds with large amounts of drainage, and surgical or acute wounds at a high risk for infection.

After years of pain, one patient finally began his journey to healing after recently beginning NPWT upon the recommendation of homecare nurse **Lisa Kiser, RN, LWOCN** and **Glen Hastings, MD**.

"For the first time in five or more years, I finally found relief from an issue that had been causing me no end of misery," said the patient. "I have to admit, I wasn't exactly confident in packing my old surgery site again. I didn't think it would work, just like it didn't work the first time five years ago. But in the course of six weeks, I've already had one wound site close, and the primary site looks to be well on its way to healing."

For more information on NPWT, contact Lakeland Homecare at (800) 373-0892



Electronic Consent Forms Debut at Lakeland Health

On June 7, many Lakeland hospital and physician office registration areas that use Epic went live with electronic registration consent forms using electronic signature pads. Now, rather than signing a paper form, patients will be asked to sign on the electronic signature pad when completing their registration paperwork.

"The electronic signatures should streamline registration and check-in, and make the process a little quicker for our patients," said **Holly Busick**, Director of Admitting and Revenue Cycle Technology. "In addition, it will also reduce the amount of paper we use."

The electronic consent forms are integrated with Epic, helping coordinate the patient's forms with their digital chart. As patients and team members become more familiar with the technology, ConnectIT hopes to expand its use in the future.

"We anticipate the use of e-signature for registration forms to be just the starting point," said Holly. "As we get comfortable with the technology, we anticipate eventually expanding into other areas, including clinical consent forms and other documents that require a signature."



Speak for Yourself - Plan Your Care

Advanced care planning is an important part of health care that is often overlooked. According to the Centers for Disease Control and Prevention (CDC), only one third of adults have an advanced directive in place that expresses their wishes for end-of-life care.

That's why Caring Circle, a Lakeland Health Affiliate, is piloting a new program to encourage patients to have these important conversations. The program, "Speak for Yourself - Plan Your Care," was developed in conjunction with Honoring Healthcare Choices of Michigan, an organization that helps Michigan communities implement the "Respecting Choices" evidence-based advanced care planning model.

So far, 25 team members have been trained as Certified First Steps and Last Steps Facilitators through the "Respecting Choices" program, which involved online modules and a comprehensive two-day training session. Over the next six months, these trained facilitators will work with seven pilot sites to have advanced care planning conversations using new patient education tools and a revised advanced care plan.

The pilot phase of the program will allow time to enhance documentation in Epic and identify other opportunities for improvement before the program expands system-wide. For more information, contact **Melinda Gruber** at (269) 429-7100

Team Member to Compete in IRONMAN World Championship

Physical therapist **Keri Pawielski, PT**, understands the health benefits of staying active and enjoys challenging herself. An active runner since high school, Keri has competed in the Maytag IRONMAN 70.3 Steelhead triathlon in Benton Harbor every year since 2003.

While Keri has always enjoyed competing in the local half IRONMAN, in November 2015, she decided to try running a full IRONMAN race for the first time.

"Last year, my brother signed up for a full IRONMAN, and I thought it would be fun to try it out with him," said Keri. "I was actually planning to take a break from training after racing with my brother, but then I qualified for the world championship in Kona, Hawaii."

The IRONMAN championship encompasses a 2.4 mile swim, 112 miles of biking, and ends with a 26.2 mile run. Despite

working part-time and raising her two daughters, Keri finds ways to make time in her schedule for the intense training required to complete a full IRONMAN challenge.

"I spend between eight and twelve hours each week training," said Keri. "I set my alarm early in the morning and go to the track before my daughters get up. There are usually other people training as well, and it's fun to meet new

people and train with groups from all walks of life."

Working in rehabilitation, Keri is inspired by her patients who are continually pushing the boundaries of their physical abilities.

"As a pediatric physical therapist, I ask kids to push their limits every day by encouraging them to take a few more steps," said Keri. "It's important that we show patients that we're challenging ourselves and taking care of our bodies if we're asking them to do the same."

While the full IRONMAN challenge may not be for everyone, taking on new challenges can make an important difference in your health.

"It's good to challenge yourself to overcome your limits, no matter what they may be," said Keri. "It's important that we get out and move; it doesn't matter if you're training for a competition or not. We only get one body, and we have to take care of it."

This year, the IRONMAN World Championship will take place on October 8 in Kona, Hawaii. You can follow Keri's progress live as she takes on the triathlon by visiting the "Athlete Tracker" page at www.ironman.com on the day of the race.

