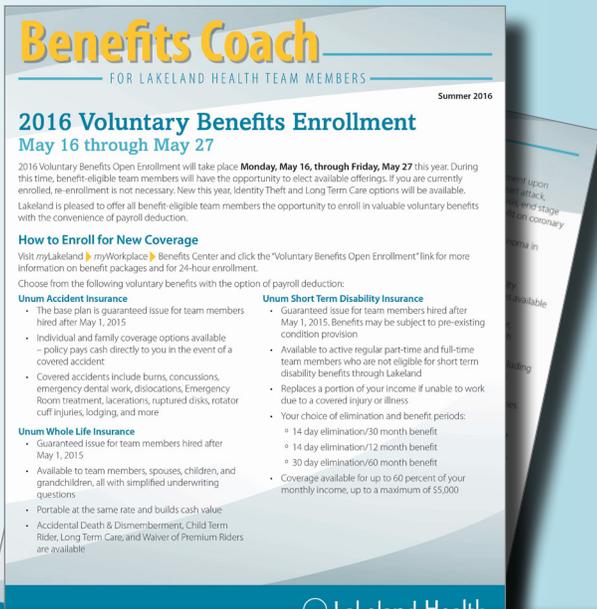


Benefits Coach Summer 2016



Check Out What's Inside!

- 2015 Cancer Care Report Now Available
- 2017 myHealth Biometrics due May 31
- Annual Tour de Mitt Bike Ride to Begin July 8
- Benefits Coach
- Emergency Department Wait Times Now Available Online
- Graduate Medical Education Poster Presentation Competition and Reception
- Good Food Can Improve Your Mood
- Healthcare Week
- HealthCurrents Winner Announced
- Lakeland Achieves 99 Percent Compliance for Patient Flu Vaccination
- Lakeland Health Wins HealthGrades Innovation Award
- Message from the President
- New Provider Joins Lakeland Health
- Relay for Life Sign Up
- Stay Up-to-Date with the 2015 Epic Upgrade!
- Upcoming Sensory Camp for Kids

Tour de Mitt

Annual Bike Ride Begins July 8





pulse

May 11, 2016

Stay Up-to-Date with the 2015 Epic Upgrade!

The Epic upgrade to the 2015 version is currently underway. The software upgrade takes several months to complete and is accomplished in four phases to encourage feedback, testing, and education before everyday use.

Phase I: Prioritization April 11 to June 10

User demonstrations showcasing new enhancements will take place for different departments and job roles. Team members will be invited to preview new functionality and provide feedback.

Phase II: Build May 30 to July 22

Analysts will be building, testing, and refining the upgrade.

Phase III: Usability Testing July 25 to September 16

Usability testing featuring the upgraded software will take place for different departments and job roles. Team members will be asked to attend scheduled testing sessions to provide essential feedback.

Phase IV: Playground Education September 19 to October 21

Team members will be able to use an upgraded Playground to try new features. Team members can also attend demonstrations to learn more about the changes made in preparation Go Live, when the software will officially debut.

Go Live October 22 to October 28

Epic representatives will be on-site collaborating with ConnectIT to ensure a successful change in software versions, as well as a positive patient experience.

2017 myHealth Biometrics due May 31

Don't forget – in order to qualify for the 2017 myHealth incentive, biometric screenings must be completed by May 31. Spouses on the medical plan must also meet all myHealth requirements in order for team members to receive the incentive.

In order to meet the requirements, you must:

1. Submit biometrics from your primary care provider or attend an onsite biometric screening by May 31
2. Meet the 2016-17 biometric targets or complete any Alternate Satisfaction Activities by October 31
3. Have an active MyChart account by October 31
4. Certify your tobacco free status by completing the Tobacco Attestation form in October

Are you unsure of what else needs to be completed in order to be eligible for the incentive? By visiting [myLakeland](#) ▶ [myWorkplace](#) ▶ [OurWellness](#) ▶ [myHealth](#), you can view all program requirements, schedule an appointment at an upcoming screening, and view the steps that you personally need to complete in order to receive the 2017 incentive.

Healthcare Week Celebrating You May 8 – 14

Lakeland Health is "Celebrating You" through a variety of activities this week, including free massages, visits from Healing Paws, free ice cream, Lunch with Loren, and much more! Two contests are also currently taking place. The Touching Hearts contest encourages you to nominate another team member for a Touching Heart when they brighten your day – the department that submits the most nominations this week will win a prize! The winners of the department music video contest will also be announced on **Friday, May 13**, with the submitted entries currently available for viewing on [myLakeland](#).

View a full schedule of activities and department music videos at [myLakeland](#) ▶ [ourPerformance](#) ▶ Healthcare Week



PULSE

Editor of the *Pulse*:

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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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

Health Care from the Heart

These words describe something we try to do every day. It's something we talk about, learn about, and tell stories about. That's why I'm delighted that "Health Care from the Heart" is also the theme of this year's National Hospital Week.

This week marks the 95th anniversary of the celebration that focuses on hospitals, the technology related to health care, and most importantly, the talented people who have committed their lives to taking care of others.

Originally linked to the birthday of Florence Nightingale, a nurse who ultimately transformed her profession and the hospitals where many other nurses worked, the event was expanded from one day to a week-long celebration in the middle of the last century.

At Lakeland, we have used National Hospital Week, the most well-known recognition event in health care, to thank all of the members of the healthcare team. You will see evidence of that recognition around Lakeland, in various publications, and in the media this week.

You deserve to be recognized. Compared with others who work in the healthcare industry, you are safer, more engaged, more diverse, and more loving. I have data to prove the first three claims. But what about the fourth? Is there evidence to prove that you're more loving?

That's a fair question and the answer is pretty simple. I don't think you could do the work you do and deliver an exceptional patient experience without a heart full of love for those you care for and those you work with.

Your commitment to "bring your heart to work," to do your best at "touching hearts" all around you, and to "listen with heart" is transforming the care we deliver at Lakeland. It is something you can feel. It is something others can feel. And that exceptional patient experience has now been nationally recognized.

And your work is not just heart felt, it is mission critical. Although our mission "to enhance health and serve our community" may sound simple enough, we all know that it is a 24-7-365 commitment. It is challenging work, demanding work, but some of the most rewarding work anyone can imagine. That work could not succeed without you!

So thank you so very much for being one of the nearly 4,000 team members, one of the approximately 500 physicians or other licensed professionals, or one of the approximately 1,000 volunteers in the business of enhancing health and saving lives. You do indeed help deliver "Health Care from the Heart."



2015 Cancer Care Report Now Available

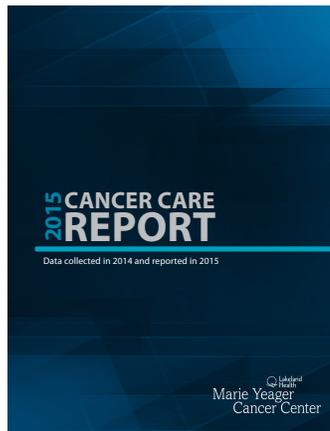
The 2015 Cancer Care Report is now available online. The annual report features cancer data and oncology accomplishments from the previous year. The 2015 report features data collected in 2014.

Within the time period covered by the report, the Marie Yeager Cancer Center went live with Beacon, the Epic medical oncology application, enhancing the safety of chemotherapy administration and efficiency of clinic workflow. With the addition of Stonegate Plastic Surgery and **Karen Powers, MD**, to the Lakeland Health team, oncology patients now have greater access to local reconstructive services.

The report also includes data about the cancer cases treated at Lakeland Health, broken down by cancer type, patient age, and gender. Key facts from 2014 include:

- 954 cases added to the Lakeland Cancer Registry, with 856 cases diagnosed and receiving initial treatment at Lakeland
- 51 percent of cancer patients treated were female, and 49 percent were male
- 66.4 percent of patients were 60 years and older, 30.7 percent were between the ages of 30 and 59, and 2.9 percent were 29 years or younger

To read the full report, visit www.lakelandhealth.org/cancer



HealthCurrents Winner Announced

Debra Schmid, a St. Joseph resident, was the luck winner of our *HealthCurrents* Nutri Ninja Pro™ Blender. Over 800 people from all over southwest Michigan entered this drawing.

“I’ve entered almost every giveaway, and I finally won!”

—Debra

Keep your eyes peeled for the summer *HealthCurrents* for your chance to enter to win a veggie basket from Alex’s Veggies in Stevensville.



Upcoming Sensory Camp for Kids

The Lakeland Health Sensory camp provides an opportunity for children to experience a fun and active group environment.

Led by Lakeland Health physical, speech, and occupational therapists, activities are presented in a consistent routine and include:

- Sensory motor exercises
- Gross motor tasks
- Balance and coordination
- Structured stations with emphasis on transitions
- Obstacle courses
- Socialization opportunities

Dates: June 13, 20, 27 and July 11, 18, 25

Ages 4 – 7: Mondays, 2:00 to 3:00 p.m.

Ages 8 – 12: Mondays, 3:30 to 4:30 p.m.

Where: Power in Motion Gymnastics & Fitness, St. Joseph

Cost: \$90 per camper, due by the first day of camp.
Please make checks payable to Lakeland Health.

Space for the camp is limited. Call **Keri Pawielski, PT**, or **Amber Grosser, OTR**, at (269) 428-2799 to learn more.



Lakeland Health Wins HealthGrades Innovation Award

Lakeland Health recently received a Healthgrades Innovation award for the use of the Patient Experience Survey widget on the corporate website. The widget, part of the "Find a Doctor" section, allows patients to complete a Healthgrades experience survey without leaving the Lakeland website, and also displays provider star ratings within each doctor's profile. Earlier this year, Lakeland became the first hospital system in the nation to integrate Healthgrades' five star ratings within the "Find a Doctor" tool.

By incorporating the Patient Experience Survey widget into the website, patients can now make informed decisions based on provider ratings, and providers are more motivated to take ownership of their own ratings. Since the website began incorporating the widget in September 2015, physician ratings have increased 43 percent on average, with an average of 4.3 reviews for each Lakeland physician.

"Lakeland Health is committed to helping consumers make more educated care decisions," said Nick Hindman, Director of Client Development at Healthgrades. "In the past, Lakeland has provided both performance and cost information as part of that commitment. Now, Lakeland wanted to add patient perspectives on physicians to the information available for review. Lakeland successfully persuaded physicians to 'own' their patient satisfaction surveys, which increased their performance. The process also provided new and different content for patients searching for care."

Visit www.lakelandhealth.org to view provider star ratings and complete a survey on your experience.



According to research completed by Healthgrades in 2015, consumers identified physician satisfaction ratings as one of the top three pieces of information they use when deciding on a health care provider.

Megan Yore and Laura Wagner accept HealthGrades Innovation award on behalf of Lakeland Health

New Provider Joins Lakeland Health



Please welcome **Elda Nelson, FNP**, to the medical staff of Lakeland Health. Elda will be seeing patients at Lakeland General Surgery and Lakeland Comprehensive Weight Loss Center

in Niles. She earned a Master of Science in Nursing degree at Indiana University, located in South Bend.

Prior to joining Lakeland, Elda worked as a registered nurse at Lakeland Hospital, Niles. Elda has over 15 years of clinical experience as a perioperative nurse. In her practice, she is involved in the pre-, intra-, and post-operative care of surgical patients, so they are sure to see a familiar face throughout their surgical experience.

Elda, her husband, and their two children reside in the Berrien Springs area.

Annual Tour de Mitt Bike Ride to Begin July 8

The third annual Tour de Mitt Bike Ride for Hospice will take place from July 8 through 16 this year. Over the course of eight days, **Dawn Spoon, RN**, will ride along a 450-mile route through Michigan, from Mackinac City to Stevensville, raising money and awareness for hospice care. Each year, community members and Lakeland team members are invited to join in by riding with Dawn for all or part of the route, or by donating to the cause. Over the past two years, the Tour de Mitt has raised over \$16,000 to benefit hospice.

Stay tuned to your Lakeland email inbox and to future editions of the *Pulse* for more information on how you can get involved in this year's ride.



Lakeland Achieves 99 Percent Compliance for Patient Flu Vaccination

From October 1 through March 31, Lakeland achieved 99 percent compliance in offering this year's Influenza vaccine to patients. Patient influenza vaccination rates are one of the Core Measures mandated by the Centers for Medicare & Medicaid Services (CMS). Hospital Influenza immunization rates are reported publicly on the CMS "Hospital Compare" website, and are included in Truven Hospital Quality ratings. The national average for Influenza vaccination rates was 94 percent in 2015.

Through careful process review, Lakeland was able to increase vaccination rates by changing to a nurse-driven protocol order in Epic. In the past, vaccinations were ordered by physicians if they used order sets. If order sets were not used, or if multiple order sets were used, a patient might be asked about a flu vaccination multiple times, or not at all, resulting in confusion for patients and nursing staff. Two years ago, the process changed to the nurse asking if the patient has had the vaccine, and ordering it for them if they would like to receive it. If the nurse has not asked the patient about the vaccine, a Best Practice Alert will remind the nurse to ask the patient before discharge.

Since updating the process, vaccine compliance has increased from 91 percent in 2013, to 96 percent in 2015. This year, Unit Clerks were also asked to remind nurses to ask about vaccinations by monitoring the vaccines using a patient list report, increasing compliance to 99 percent.

"It is through the hard work of the nurses, clinical resource nurses, and unit clerks that we have been able to accomplish this level of compliance," said **Martha Rentfro, RN**, Care Coordinator, Performance Support. "We'd also like to thank all patient care managers for the added support on this project. Your dedication has made this achievement possible."



Graduate Medical Education Poster Presentation Competition and Reception

Join Lakeland Care Network and the Graduate Medical Education (GME) department for the GME Poster Presentation Competition and Reception. The event will showcase the research projects and case reports completed by medical residents during their time at Lakeland Health.

During the event, hors d'oeuvres will be served, and attendees will be able to vote for best presentation, with first, second, and third place winners receiving a cash prize. Physicians can earn 1.0 "AMA PRA Category 1 Credit(s)"™ and/or one credit of AOA Category 1A CME for attendance, though the event is open to everyone.

Thursday, May 19

5:00 to 7:00 p.m.

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



Good Food Can Improve Your Mood

At Lakeland Health, we want all team members to live a healthy lifestyle that promotes physical and mental wellness.

Certain healthy foods eaten over a period of time can enhance your sense of well-being. Do you believe it? Give these foods a try and see for yourself:

Asparagus – a source of folate, a natural mood lightener

Avocados – loaded with B vitamins, which help maintain healthy neuron activity and brain cells

Brazil Nuts – high in zinc, which is drained by high anxiety; also high in selenium, which is known to reduce depression, irritability, and fatigue

Dark Chocolate (at least 70 percent cocoa) – gives an instant boost in mood and concentration and helps blood flow to the brain by relaxing blood vessels; also alleviates cortisol, the stress hormone

Eggs (especially pastured or omega-3) – high in omega-3 fatty acids, zinc, choline, and B-vitamins, which help promote good mood

Greek Yogurt – high protein raises mood-boosting neurotransmitters like dopamine and norepinephrine

Hummus – high in tryptophan, folate, and vitamin B6, which contribute to an elevated mood

Milk – reliable source of Vitamin D, which is linked to good mood; also contains tryptophan, which is a precursor to the sleep hormone, melatonin

Salmon, Mackerel, or Sardines – contain omega-3 fatty acids that help fight depression

Seeds – contain tryptophan, which helps increase levels of the neurotransmitter serotonin, a contributor to our sense of well-being

Spinach or Kale – rich in potassium, magnesium, and calcium, which maintain circadian rhythm and overstressed muscles; helps raise cortisol, which is depleted when we're under stress

Whole Grains or Steel-Cut Oats – complex carbohydrates that prompt the brain to make serotonin, known to be a mood enhancer

Want to learn more? Attend an upcoming Employee Assistance Services Lunch and Learn event during Healthcare Week. To view a full schedule of all Healthcare Week events, visit [myLakeland](#) ► [OurPerformance](#) ► [Healthcare Week](#)

Emergency Department Wait Times Now Available Online

Emergency Department wait times are now available on the home page and under the "Emergency Medicine" section of the Lakeland Health corporate website. Site visitors are able to see how long it might be between when they enter the Emergency Department to when they see a doctor at each hospital location. The times are based on a one-hour rolling average, and are updated every five minutes.

Patients with life-threatening emergencies will always receive immediate care. If you or someone else is having a medical emergency, call 9-1-1.

To view wait times and for more information on the Emergency Department, visit www.lakelandhealth.org/emergency



Benefits Coach

FOR LAKELAND HEALTH TEAM MEMBERS

Summer 2016

2016 Voluntary Benefits Enrollment May 16 through May 27

2016 Voluntary Benefits Open Enrollment will take place **Monday, May 16, through Friday, May 27** this year. During this time, benefit-eligible team members will have the opportunity to elect available offerings. If you are currently enrolled, re-enrollment is not necessary. New this year, Identity Theft and Long Term Care options will be available.

Lakeland is pleased to offer all benefit-eligible team members the opportunity to enroll in valuable voluntary benefits with the convenience of payroll deduction.

How to Enroll for New Coverage

Visit [myLakeland](#) ► [myWorkplace](#) ► Benefits Center and click the “Voluntary Benefits Open Enrollment” link for more information on benefit packages and for 24-hour enrollment.

Choose from the following voluntary benefits with the option of payroll deduction:

Unum Accident Insurance

- The base plan is guaranteed issue for team members hired after May 1, 2015
- Individual and family coverage options available – policy pays cash directly to you in the event of a covered accident
- Covered accidents include burns, concussions, emergency dental work, dislocations, Emergency Room treatment, lacerations, ruptured disks, rotator cuff injuries, lodging, and more

Unum Whole Life Insurance

- Guaranteed issue for team members hired after May 1, 2015
- Available to team members, spouses, children, and grandchildren, all with simplified underwriting questions
- Portable at the same rate and builds cash value
- Accidental Death & Dismemberment, Child Term Rider, Long Term Care, and Waiver of Premium Riders are available

Unum Short Term Disability Insurance

- Guaranteed issue for team members hired after May 1, 2015. Benefits may be subject to pre-existing condition provision
- Available to active regular part-time and full-time team members who are not eligible for short term disability benefits through Lakeland
- Replaces a portion of your income if unable to work due to a covered injury or illness
- Your choice of elimination and benefit periods:
 - 14 day elimination/30 month benefit
 - 14 day elimination/12 month benefit
 - 30 day elimination/60 month benefit
- Coverage available for up to 60 percent of your monthly income, up to a maximum of \$5,000

Metlaw® Legal Plan – Offered by Hyatt Legal Plans, a MetLife Company

- Choose from a nationwide network of over 14,000 attorneys or choose your own attorney and be reimbursed according to a fee schedule
- Unlimited number of matters with an attorney for telephone and office consultations
- The plan covers you, your spouse, and dependent children
- Enroll by contacting MetLaw® at (800) 821-6400 or at www.legalplans.com (password 1500865)
- Enrollment forms must be submitted to Human Resources by **Friday, May 27**

Affordable Pet Healthcare Coverage – Offered by VPI Pet Insurance and Nationwide

- Special five percent group discount rate, saving hundreds of dollars in VPI Pet Insurance premiums over the life of your pet, with up to 15 percent in discounts for multiple pets
- Reimbursement for veterinary expenses such as surgeries, diagnostic tests, hospitalization, prescriptions, vaccinations, and more
- May visit any veterinarian worldwide, including specialists or emergency providers
- To learn more, visit www.petsnationwide.com and enter “Lakeland” as the name of your employer

MetLife Auto & Home Insurance

- Save up to an additional 10 percent with a welcome discount for new customers
- Qualify for a group discount of up to 15 percent off your policy
- Save more with a superior driver discount
- Receive extra savings if you’ve been employed by Lakeland Health for a significant period of time
- Insure both your home and auto with MetLife to receive a multi-policy discount
- Flexible and convenient payment options available
- Call 1 (800) 438-6388 for a free quote

Unum Critical Illness

- Provides a one-time lump sum payment upon diagnosis of one of the following: heart attack, stroke, major organ transplant, paralysis, end stage renal failure, coma, and a partial benefit on coronary artery bypass surgery
- Optional coverage for cancer and carcinoma in situ is available

New This Year! – Identity Theft Coverage

- Full service restoration, privacy and security monitoring, and 24/7 consultation services available through LegalShield
- Monitors your name, social security number, emails, drivers’ license, and provides you with comprehensive identity protection services
- Available to individuals as well as families (including member, spouse, and up to eight dependents under 18 years old)
- Protection from one of the fastest-growing crimes in North America

Coming Soon in 2016! – Long Term Care Insurance

- Long Term Care Insurance covers what Medicaid, Medicare, and your health insurance will not cover
- Covers care in a nursing home, assisted living facility, or home care when help is needed with daily activities due to aging, accident, or illness
- Premiums are based on age when coverage is purchased
- Group Long Term Care offers reduced underwriting, as well as ability to take coverage with you at the same rate, should employment terminate
- Spouse can also purchase Long Term Care insurance at member’s discounted rate (based on spouse’s age)
- Enrollment opportunities will be provided later in 2016 for this product



EXTRA

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Sign up to help Relay for Life



Join Lakeland Health and fight back against cancer. Participate in Relay for Life and help us take a step in the right direction by raising funds for cancer research.

Walkers, please register to guarantee an event shirt. For more information, please call Marketing Communication Specialist, Lenee Svorec at (269) 927-5449 or email lsvorec@lakelandregional.org.

Associates can attend one or all of the following Relay for Life events:

Relay for Life of Van Buren West Michigan

Bangor High School
801 W Arlington St., South Haven MI 49013
June 11
10:00 a.m. to 10:00 a.m.

Relay for Life of Berrien County

Berrien County Youth Fairgrounds
9122 Old US 31, Berrien Springs, MI 49103
June 25
10:00 a.m. to 12:00 a.m.

Relay for Life of Niles-Buchanan

Niles Senior High School
1441 Eagle Street, Niles, MI 49120
July 16
10:00 a.m. to 12:00 a.m.

Thank you for your participation!

Name: _____ Department/Location: _____

Other participants: _____

Event location: _____

Contact number: _____ Contact email: _____

Shirt size (for all participants): Available sizes are - S, M, L, XL, 2XL _____

Please respond by May 25 for Van Buren event, June 8 for Berrien event, and July 6 for Niles event.

Send this form via interoffice mail to Lenee Svorec, Marketing Communications, Lakeland at Meadowbrook, Benton Harbor, fax it to (269) 927-5232, or email at lsvorec@lakelandhealth.org.