

What drives us



Cheboygan Memorial Hospital

c o n n e c t i o n s

Kalkaska Memorial Health Center

c o l l a b o r a t i o n

Mercy Hospital Cadillac

c r e a t i v i t y

Mercy Hospital Grayling

c o m m u n i t y

Munson Medical Center

c a r i n g

Otsego Memorial Hospital

Paul Oliver Memorial Hospital

West Shore Medical Center

An abstract graphic on a blue background consisting of several overlapping circles and arrows. The circles are drawn with thick, dark lines, and the arrows are also drawn with thick, dark lines, pointing in various directions. The overall effect is a sense of interconnectedness and movement.

Vision Statement

*Connecting northern Michigan
with value and trust in health care*

We will be one of America's most valued and trusted systems of health care. Each of us will be proud to belong to an organization that delivers quality care centered on the patient. Working together with our physicians and partners, we will connect communities throughout northern Michigan with relationships, information, standards, and leadership that generate relevance, efficiency, and preference.

connections

Communities rely on connections to learn and grow. As members of a regional health care community, physicians and hospitals in the Munson Healthcare System connect every day in their efforts to improve patient care.

The Electronic Medical Record (EMR) continues to evolve as a key connector in our medical community, firmly established at most hospitals in the System. Physician offices throughout the region are beginning to connect their EMRs with hospitals in their communities. A vision set forth in 1998, more than \$50 million has been invested in connecting our health care community through the EMR. The payoff will be felt for decades through increased patient safety, improved outcomes, and process efficiencies.



collaboration

What if physicians and other clinical leaders from all System hospitals got together to improve patient care delivery? The synergy is boundless, and the benefit for patients endless. System quality leaders Doug Slater, MD, of Mercy Hospital Grayling, and David Martin, MD, of Munson Medical Center, are committed to making that collaboration a reality, working with their System colleagues to define priorities, set goals, and improve care.

Sepsis, a severe and rapid-spreading infection, carries a national mortality rate of 29 percent – not an acceptable number to providers in the Munson



Gerard Mahoney, DO
Paul Oliver
Memorial Hospital

Theodore Batzer, MD
West Shore Medical Center



connections



collaboration



c

t i o n

Healthcare System. Led by Kenneth Friar, MD, and Charles Gwizdala, MD, a team of 10 physicians and clinicians set out to improve outcomes for sepsis – estimated to strike approximately 700 times annually System wide. The team developed the “Sepsis Bundle,” a grouping of tests and treatments to be administered within the first 24 hours to any patient suspected of having sepsis. The bundle is now being deployed at hospitals throughout the System. The goal is a 25 percent mortality reduction – equal to saving the lives of 45 patients annually System wide.

Like an Olympic relay team passing the baton, transferring patients in critical circumstances takes communication, cooperation, and precise timing. As collaboration on quality continues, clinical leaders will focus on reducing the time to intervention – from EMS responders, to local hospitals, to the regional tertiary center. Severe heart attacks and vehicular trauma cases will be center stage in the System’s continued efforts to reduce mortality rates.

More than 30 physicians and clinicians from throughout the System are collaborating to improve patient care delivery.

Kalkaska Memorial Health Center

Sheila Atwood, RN, BSN, MSA
Jeremy Holmes, DO

Mercy Hospital Cadillac

Sally Ancel, DO
Gerald Dudek, DO
Joyce Nichols, RN, BSN, CPHQ
Robert Valenzuela, MD

Mercy Hospital Grayling

Gleniss Daversa, RN, BSN
Jennifer Fuhrman, MT (ASCP)
Lorelei King, RN, MA, MS
Martin Lougen, MD
Vincent Schultz, MD
Charles Todoroff, MD
Pattie Walker, RN, BSN

Munson Medical Center

Dale Blum, MD
Kyle Carr, MD
James Fox, MD
David Friar, MD
Kenneth Friar, MD
Scott Groseclose, MD
Charles Gwizdala, MD
Michael Lauer, MD
Peter Springsteen, MD

Otsego Memorial Hospital

Wendy Frye, MD
Peter Handley, MD
David Hansmann, MD
Anita Percy, RN

Paul Oliver Memorial Hospital

Debbie Link, RN
Gerard Mahoney, DO

West Shore Medical Center

Theodore Batzer, MD
Steven Frelier, MD
Mary Margaret Wilberg, RN, BS, MS



Kyle Carr, MD
Munson
Medical Center



Peter Handley, MD
Otsego Memorial
Hospital



Jeremy Holmes, DO
Kalkaska Memorial
Health Center



Catherine Zimmerman, DO
Cheboygan Memorial Hospital



Charles Todoroff, MD
Mercy Hospital Grayling



Sally Ancel, DO
Mercy Hospital Cadillac

creativity

Last fall, we adopted a new strategic plan for the Munson Healthcare System. It calls for us to collectively face the challenges presented by today's health care environment. In the past year, we've seen physicians come together from all of the System hospitals to work on quality initiatives. We've increased the connectivity of our hospitals and physicians through continued expansion of our Electronic Medical Record network. And we've added a new member – Cheboygan Memorial Hospital – adding strength to our System.

What drives us to work as a health care System? It is our commitment to providing quality health care close to home. We've learned that working together is the best way for health care in our individual communities to thrive.



Doug Deck
K. Douglas Deck
President and CEO
Munson Healthcare

Tom
Thomas G. McIntyre
Chairman
Munson Healthcare
Board of Directors

We know residents will be healthier if they can access physicians, testing, and other health care services in their own community. To make this happen, we need to attract new physicians to our area. The rotation of medical students through System hospitals – part of a new partnership with the MSU College of Human Medicine – will enhance recruiting efforts by exposing medical students to practice opportunities in our region.

Local access to hospital services is also important. But as medical technology advances, so does the cost. By banding together, we can achieve economies of scale on equipment and supplies that enable our hospitals to keep pace.

We have a long history of supporting our communities, and they have a long history of supporting us through their philanthropic contributions and loyalty to local physicians and hospitals. Working together as a System allows us to be even better stewards of these precious health care resources.

Our strategic plan is a journey. With each step, we're learning the best ways to bring value to our relationships at all levels – hospitals, physicians, patients, and the communities we serve.

community

Quality care close to home has been a Munson Healthcare System goal for two decades. With a new strategic plan in place, System and hospital leaders have renewed their focus on ensuring all primary and secondary care is delivered in local communities. When it comes to tertiary care, such as that for trauma and open-heart procedures, Munson Medical Center is vigilant about constantly improving these services so patients can stay close to home – here in northern Michigan.

caring

Throughout the System, physicians, staff, and volunteers are motivated by a deep desire to serve others. Interactions are based on respect and a high degree of empathy and compassion that is long remembered by patients and their families. Patients describe their caregivers as “exemplary professionals” and their care as “gracious, honest, and excellent.”



“Every time I come to this hospital, they are always friendly, knowledgeable, and most caring. You want to feel comfortable when you come to the hospital because you’re putting your life in their hands. You want to know that they care about you, that you’re not just a number. I’ve never felt that way at Mercy Hospital Cadillac. I’ve always felt like a person, an individual that they cared about, and that’s why I keep coming.”

June Briggs
Cadillac

**Munson Healthcare System Hospitals
and Health Services**

Cheboygan Memorial Hospital

Kalkaska Memorial Health Center

Mercy Hospital Cadillac

Mercy Hospital Grayling

Munson Home Health

Munson Medical Center

North Flight EMS

Otsego Memorial Hospital

Paul Oliver Memorial Hospital

West Shore Medical Center

