News

Ascension Michigan launches “On Demand” virtual care visits

Ascension Michigan now offers On Demand Care, a virtual office visit that patients can access on their tablet, phone or computer, all from the comfort and convenience of home. Collaborating with Together Health Network, our clinically integrated network created with Trinity Health, this On Demand Care program is now live throughout all Ascension Michigan ministries. Patients seeking a virtual doctor visit for non-emergent illnesses can simply log onto each hospital web site home page to arrange for “on demand care, anywhere” or visit www.mdlive.com/ascensionmi. The team of board-certified doctors provides consultation, diagnosis and treatment through video chat 24/7 without an appointment for $49.

As Ascension Michigan COO Jean Meyer indicated in her email to all associates last week, Ascension Michigan is acting quickly to meet the growing demands of today’s healthcare consumers who want immediate access to care for non-emergent illnesses. Today’s healthcare consumers have high expectations and On Demand Care is one of them.

Common conditions treated via On Demand Care:
- Coughs and Sore Throats
- Sinusitis and Seasonal Allergies
- Fever, Colds and Flu
- Eye Infections, Pink Eye
- Rashes and Dermatitis
- Bites and Stings
- Upper Respiratory Infection

Ascension Crittenton Hospital celebrates opening of Rumbold Cardiovascular Unit

Thanks to the generosity of Bernhard and Rosemary Rumbold of Clarkston, Ascension Crittenton Hospital will soon open a new, state-of-the-art Cardiovascular inpatient unit on the hospital’s fifth floor (5 West). A ribbon cutting was held last week to celebrate the official opening in November. In addition to beautiful private rooms, the unit will include cardiovascular diagnostic equipment on the same floor as the patient rooms, offering expedited access for patients and physicians and creating a more seamless environment of care. Mr. and Mrs. Rumbold, for whom the unit was named, were inspired by the great care Mr. Rumbold received from cardiologist Samer Kazziha, MD, and the cardiovascular team at Ascension Crittenton Hospital.

Pictured from left: Tomasine Marx, CFO/COO, Ascension Crittenton; Bernhard Rumbold, Rosemary Rumbold, Samer Kazziha, MD and Deb King, CNO, Ascension Crittenton.

Borgess partners with new vendor for hospital medicine services

Borgess Medical Center has partnered with Sound Physicians to bring their best practice hospitalist model to Kalamazoo and the surrounding communities. Sound will begin providing comprehensive Hospital Medicine services and hospitalist performance management to Borgess, effective Nov. 1. (Continued on next page)
Sound Physicians is a leading hospitalist organization focused on driving improvements in quality, satisfaction and efficiency of inpatient healthcare delivery. Sound reproducibly delivers results to more than 250 hospitals across the United States by investing deeply in physicians, clinical process excellence and proprietary workflow and informatics technology.

Borgess and Sound Physician will build a local hospitalist group that will be an integral part of the overall Ascension network, with the goal of exceeding expectations in the delivery of service, quality, innovation and teamwork.

Questions concerning Sound implementation or services can be directed to Carolyn Whatley, MD, regional medical director, at cwhately@soundphysician.com, or Patti Burchett, director, Practice Operations, at patti.burchett@ascension.org.

**SJH&MC celebrates highest ever monthly HCAHPS score**

On Wednesday, St. John Hospital & Medical Center (SJH&MC) celebrated its highest-ever monthly score on the Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) survey. SJH&MC achieved a 79.92 Overall-Rating-of-Care score for August 2017. HCAHPS is a patient satisfaction survey required by Centers for Medicare and Medicaid Services for all hospitals in the United States. The hospital celebrated by hosting an associate appreciation luncheon (shown right). Congratulations as well to Ascension Crittenton Hospital for achieving its highest-ever monthly HCAHPS score – 80.5 Overall-Rating-of-Care – which occurred in March 2017. Borgess is also pleased with its latest quarterly HCAHPS – 74.71 Overall-Rating-of-Care – which is its highest score since 2013.

**St. Mary’s Standish Hospital announces Senior Life Solutions partnership**

Aging brings many joys – more time with family and freedom in retirement – but our older years can also bring difficult life transitions including the loss of loved ones and stresses of age-related health concerns. St. Mary’s of Michigan Standish Hospital proudly announces a partnership with Senior Life Solutions, an intensive outpatient group therapy program designed to meet the unique needs of adults over 65 struggling with depression and anxiety often related to aging. A need for these services was identified in the hospital’s Community Health Needs Assessment and will help people living in the rural communities served by Standish Hospital.

Individuals may benefit from the Senior Life Solutions program if they experience common indicators such as a traumatic event, loss of a spouse or family member, feelings of sadness, worthlessness or hopelessness, among other triggers. Following an individual assessment, participants meet three times per week in a supportive, encouraging group setting. The staff includes a board-certified psychiatrist, social workers, a registered nurse and other professionals dedicated to the emotional well-being of seniors. Family members, physicians or other health professionals can refer individuals to the program at 989-846-3542.

**Help St. John Transplant Specialty Center register organ donors (and win competition)**

Gift of Life Michigan has kicked off a short hospital challenge to help grow the Michigan Organ Donor Registry. You can help St. John Transplant Specialty Center win this latest statewide competition by registering to be an organ donor by **Nov. 10**. If you, your family and/or friends are not already registered donors, go to [www.giftoflifemichigan.org](http://www.giftoflifemichigan.org), click “Sign Up Now” and select St. John Hospital from the drop-down menu. The winning hospitals (first, second and third places) will be announced on Nov. 13. A trophy will also be presented to the small hospital (fewer than 100 beds) that is the most successful and to three individual champions who go above and beyond to register new organ, tissue and eye donors. The award ceremony will take place at the hospital that is the most successful overall. To date, 60 percent of Michigan adults have joined the Michigan Organ Donor Registry and have the red heart emblem on their state ID or driver’s license.
St. Mary’s of Michigan Concussion Clinic
The St. Mary’s of Michigan Concussion Clinic is a collaboration of physicians from different specialties certified in concussion care working toward one goal; the safe treatment and recovery of patients sustaining a concussion. The Concussion Clinic combines St. Mary’s of Michigan Emergency Department, Neurosurgery, Radiology and Physical Therapy services into one care team to offer the region’s first and only comprehensive concussion care program.

One of the services offered through the clinic is concussion baseline assessments which allow for comparison of post-injury state to baseline parameters for accurate diagnosis and proper return-to-play protocol. Assessments are performed using the TRAZER where simulations mimic active game play and provide detailed data about an athlete’s performance capabilities. On Monday, NBC25 TV reported a story about this new service. You can view it here. Baseline assessments are offered free of charge for student athletes thanks to the Field Neurosciences Institute (FNI). For more information, call FNI at 989-497-3118.

Recognitions

Genesys associate recognized as Librarian of the Year
Melanie Bednarsi, MLIS, Genesys Regional Medical Center librarian, won the Librarian of the Year award at the annual Michigan Health Science Libraries Association held Oct. 13-16. She received the award for her many years of service to the organization including holding several board positions over the last 12 years. She just concluded her term as Past President. Along with the many years of service to the organization, her work at the Genesys Medical Library for the past 18 years was mentioned in the nomination letter. The Librarian of the Year is chosen by nomination and board approval. Congratulations, Melanie!

Our Team

Ascension Crittenton physician publishes study in national surgical journal
Robert Keller, MD, Orthopedic Surgeon, Ascension Crittenton Hospital, participated in a research study that was recently published in the Journal of Shoulder and Elbow Surgery. The study entitled, Return to play after shoulder instability in National Football League athletes, focused on the rate of players’ ability to successfully return to play after sustaining a shoulder destabilizing injury. The study found that players who returned to play after undergoing a surgical repair had a lower recurrence rate and a longer interval of play before a recurring instability event. Kudos, Dr. Keller!

St. John River District associates Go Pink in honor of Breast Cancer Awareness month
River District Women’s Health medical office staff celebrated Breast Cancer Awareness Month in style by wearing custom, tie-dyed pink ribbon T-shirts. Pictured in the back row, l-r: Rebecca Graebert, sonography technologist; Cathy Merlo, medical assistant; Michele Tatro, office supervisor; Christine Campbell, sonography technologist; Cindy Palmateer, RN; Bonnie Zarate, lead medical assistant, and JoJean Hamilton, NP, midwife. Bottom kneeling, l-r: Mary Griskiewicz, medical assistant; Kellie Miller, medical assistant, and Lori Spisak, MD.
Mobile Heart & Vascular Screening Center takes care of our health leaders
Ascension Chief Operating Officer Jean Meyer knows how important regular screenings are to staying healthy. So when the Ascension Mobile Heart & Vascular Screening Center recently paid a visit to the St. John Providence Corporate Services Building, Jean took advantage of it. She received the comprehensive heart & vascular screening which includes seven tests: height and weight, ankle brachial Index, EKG, carotid ultrasound, aorta ultrasound, BMI and blood work. Combined with a health assessment, patients are able to get their results in a matter of a few weeks. The mobile unit’s outreach includes businesses, schools, churches and city offices. Jean is shown with Lindy Franco, RVT (left), and Leslee Poegel (right).

High school athlete makes a comeback – thanks to Ascension Crittenton
Stoney Creek High School varsity tennis player Antonio Barretto (pictured below), son of Rafael L. Barretto, DO, director, Medical Education, St. John Macomb-Oakland Hospital, finished this year’s tennis season with a 24-4 record. Amazing for a high school senior who wasn’t sure he’d play at all this time last year. In August 2016, after experiencing knee pain, Antonio was diagnosed with osteochondritis dessicans. The cartilage at the end of his femur was deteriorating due to bone trauma from the repetitive impact of playing tennis. After much research and discussion, Antonio decided to try to play though the pain for the 2016 season because surgery was inevitable, and there was no risk of further injury. On Nov. 9, 2016, Matthew Prince, DO, Orthopedic Surgeon at Ascension Crittenton Hospital, performed Osteochondral Autograft Transplant Surgery (OATS). This involves small plugs of healthy bone and cartilage harvested from non-weight-bearing parts of the knee transplanted into the damaged femur. After six weeks of crutches followed by six months of rehab, no tennis, plus watching family, friends and the pros play – Antonio developed a raging passion to get back on court. After doing so just five months ago, Antonio is playing without pain and will be playing in the state tournament this weekend with a chance to be a state champion – thanks to his physician, Dr. Prince and the rehabilitation staff at Ascension Crittenton Hospital. Best of luck, Antonio!

Our Communities 
Living our values – serving in our community – and breaking records!
Associates in the Accounting department at Genesys recently spent an entire day volunteering and helping at the Food Bank of Eastern Michigan. They also broke a record! Their day began by helping with daily functions, including sorting through perishable items and doing prep work. The group was then redirected to tote making; each tote containing canned vegetables, fruits, noodles, cereal and peanut butter. They formed an assembly line, doubled up on tasks and beat the record of 41 pallets filled, each pallet containing 25 totes. At the end of the day, the Genesys team assembled 1,175 totes for delivery to area families! The associate volunteers said it was gratifying to help families in need and to contribute to making their communities stronger.

Thanks to the Genesys team who assembled a record number of totes with food for the community. L-r: Randy Kummer, Rhonda Bachman, Jarvion (Food Bank employee), Marlee Guerra, Angie Terkeurst and Wendy Johnson.
Women’s health the focus of “Ladies Night Out” event in Grosse Pointe

St. John Hospital & Medical Center was once again the sponsor of Grosse Pointe’s Get Your Pink On/Ladies Night Out in early October. More than 200 women participated in this year’s free event in The Village shopping district, where women were able to meet with SJH&MC experts, get a mammogram, and enjoy shopping specials and refreshments throughout the evening. A big thank you to our SJH&MC health experts who answered questions on a variety of health topics:

- Breast Cancer: Cheryl Wesen, MD, and Natalie Rizk, MD
- Breastfeeding & Pediatrics: Paula Schreck, MD, and Carol Pokladek, lactation consultant
- Cancer Genetics: Alison Jay, MD
- Heart & Vascular: Nancy Mesiha, MD (shown right at Moosejaw)
- Nutrition: Jennifer Bourbonnais, MeD, RDN
- OB/GYN & Integrative Medicine: Mary Yenchick, MD
- Reflexology & Hypnotherapy: Cheryl Beshada, CMHt
- Senior Assessments & Resources: Marianne Garascia, ACSW, LMSW, and Cindy Shields, MSN, NP-C

Photo right: Imaging associates (l-r) Danielle Hojara and Amanda Marsack discuss the importance of mammograms with an event attendee. Nine women received mammograms at the Anthony L. Soave Mobile Mammography and Health Screening Center, which was a featured service of this year’s Get Your Pink On.

Thanks to the small army of associates who made Get Your Pink On a success. Back row, l-r: Danielle Hojara, Melissa Murry and Dr. Nancy Mesiha. Front row, l-r: Anne Nearhood, Ellen Massetti, Amanda Marsack, Dr. Cheryl Wesen, Dr. Allison Jay, Carol Porzondek, Jennifer Bourbonnais and Lorrie Lipa. Thanks as well to the associate volunteers not pictured or mentioned above: Lisa Caradonna, Amy Mallory, Sandra Mcauley, Margie Pokorski, Barbara Ramirez-Sanchez, Chris Simone and Dawn Vanderlinden.

St. Joseph Oncology receives support from local volleyball teams totaling $50,000

In northern Michigan, several high schools joined together over the past five years to support SJHS in Tawas. The effort started when the mother of a varsity volleyball coach was diagnosed with breast cancer. The staff of the SJHS Oncology department grew to love “mom” as she returned regularly for treatment. The local high school volleyball team started a fundraiser to help raise funds to support breast cancer awareness and treatment. The first “Volley for a Cure” match was held in 2012 and has continued annually. Team members raised money within their communities in a variety of ways and conclude with a volleyball game between the schools. “Volley for a Cure” has continued over the years with the Oscoda, Alcona, Hale and Whittemore teams raising nearly $50,000 to the benefit the Oncology and Mammography departments at St. Joseph. Shown above, the Oscoda Owls and Hale Eagles volleyball teams squared off to spike breast cancer. The student athletes raised $10,000 this year in support of SJHS Oncology infusion room. The Oscoda and Hale teams presented a check at the end of their game to Michelle Lennox, Oncology nurse (left) and Amy Torgusen, Oncology department manager (right).
News you can Use
Launchpad submissions due Oct. 31
The third round of Launchpad submissions began July 1 and will conclude on Oct. 31. There is still time to submit proposals. Ideas need to meet the following guidelines:

- Represents an innovation, new process or method that offers a significant improvement over a current product or service
- Idea is capable to be piloted or tested within 90 days

All submissions will be reviewed by a judging panel. Entries selected will be announced in December and receive:

- Seed funding to further define or pilot the idea
- Coaching from the Innovations Accelerator Team to help mature and promote the idea during the selection process
- Support from subject matter experts for detailed design and testing

Several associates in Michigan have submitted ideas that were selected for testing and/or piloting. You can submit your idea to the judging panel by clicking here.

Coronary calcium scan helps determine patients’ risk for heart disease/attack
It’s a simple and easy way to detect heart disease before it’s too late. It’s called a coronary calcium scan. Watch as a Detroit-area man undergoes the scan at Providence-Providence Park Hospital, Southfield, to see if he may be at increased risk for heart disease or a heart attack, in the latest Ascension Michigan Television story:

From Our Patients – For Our Patients
Genesys patient shares positive experience
“I was a patient at Genesys in August. I wanted to pass along my thanks for the excellent care I received from all levels of your staff. From the doctors, nurses, dietary staff, lab staff and floor support staff, everyone was polite, professional and answered all my questions. In addition, they did the little extras that made my stay a little more comfortable. If I ever need to go to the hospital again, it’s assuring to know I'll receive good care at your facility.”

Patient fearful of needles applauds St. Mary’s staff
“I honestly have to say this was one of best hospital stays that I can ever recall. I have a real issue with IVs and stuff and needles. The St. Mary’s nurses made it so much easier for me this time around. It was a real pleasure. They went above and beyond. They blew me away. Everyone I dealt with was really great.”

Patient’s wife praises surgical residents at St. John Hospital
“I wanted to share some feedback with two of the surgical residents who recently cared for my husband during a recent hospital stay. I would like to compliment Dr. Ryan Chupp and Dr. Jacey Loberg for providing excellent care during a recent hospitalization for a loved one. They demonstrated excellent surgical skills, professionalism and compassion during a difficult time. I am grateful that my husband was under their care during his hospital stay, and appreciate all that they did for my husband. Their attending physicians should be proud of them; they are doing a wonderful job!”

Events
St. John Providence hosts Detroit’s first annual Amputation Prevention Summit
St. John Providence will host a one-day Amputation Prevention Summit on Saturday, Oct. 28, 7:30 a.m. - 6:30 p.m., at Providence-Providence Park Hospital, Novi. The summit is designed to address the educational needs of those clinicians who frequently interact with patients at risk for major amputation due to complications of diabetes and peripheral artery disease. Clinicians can earn 5 CME credits. For more information/registration, contact Megan Brunson at 253-677-0363 or email summit@apcofamerica.com.
Upcoming neuroscience symposium fast approaching
The Van Elslander Neuroscience Center of Excellence hosts the 8th annual Neuroscience Symposium on Friday, Nov. 3, at the Marriott, Auburn Hills Pontiac, located at 3600 Centerpointe in Pontiac. Neurology for the Non-Neurologist is a one day conference that will provide health care practitioners information on the latest advances in neuroscience, presented by regional and national experts. The program will include current thinking about various diagnostic and therapeutic challenges commonly encountered in clinical practice in multiple sub-specialties within the neurosciences. The symposium includes a Morning Focus Workshop on Stroke from 7:45 to 11 a.m. and the Main Symposium is Noon-5:50 p.m. A networking reception will follow. To register, call SJP Health Connect at 866-501-DOCS (3627) and choose Option 3. You will need to indicate if you want to attend the morning, afternoon or both sessions. Questions? Contact Andrea Parks at andrea.parks@ascension.org or 586-753-0659.

St. John Hospital hosts seminar on providing care to transgender patients
St. John Hospital & Medical Center’s Department of Family Medicine will offer a CME seminar Transgender Patients: Providing Compassionate, Affirmative and Evidence-Based Care, on Wednesday, Nov. 8, at The Grosse Pointe War Memorial. The course will increase awareness of the health disparities facing transgender patients and will improve knowledge of physicians providing necessary screening and preventive healthcare. Physicians and caregivers can earn 4.0 CME hours. Breakfast and lunch included with fee. For more information and/or to register, access this brochure or call 866-501-DOCS (3627) and select Option 3.

Borgess heart failure conference features national expert
The annual Borgess Heart Failure CME conference, The Faces of Heart Failure, draws increasing numbers of physicians each year. For the 6th annual event, the keynote speaker is a renowned expert, Harvard-trained Richard A. Williams, MD, with numerous books, articles and awards to his credit. He is a visiting professor at a number of institutions, including Harvard, Yale and Stanford. Williams has served on the Board of the American Heart Association Los Angeles affiliate for more than 25 years. Beginning in 1974, he has been a consultant to the AHA on matters of cardiovascular health in the African American community, helping the AHA organize the first scientific sessions at their conventions dealing with issues in minorities. The Borgess conference will also showcase the research, cutting-edge patient care and continuum of care provided to the southwest Michigan region by its physicians and professionals. The Faces of Heart Failure conference will be held Monday, Nov. 13, 7:30 a.m. to 4:30 p.m., at Borgess Lawrence Education Center, 1521 Gull Road, Kalamazoo. Register by Nov. 10 online at wellness.borgess.com or call 269-226-8135 or 800-828-8135.

Save the Date in 2018
For those who really, really like to plan ahead, mark your calendar. Brighton Center for Recovery will host a national two-day conference Oct. 4-5, 2018, at the Suburban Collection Showplace Diamond Center, 46100 Grand River Road, Novi. The conference theme is: “Moving the Field Forward 2018, Advances in Addiction Treatment.” Anyone interested in sponsoring this event or reserving an exhibitor table may call Donna at 810-225-2561 or email BCR-events@stjohn.org

Reflection

MI Connection is delivered via email every Thursday to all Ascension Michigan email users. To submit an idea or story content, contact a member of the editorial team:

**Ascension Michigan:** Maureen Petrella
**Borgess:** Lew Tysman
**Ascension Crittenton Hospital:** Shelley Ottenbacher
**Genesys:** Christine Bergman
**St. John Providence:** Gina Carrier, Maureen Petrella, Shelley Ottenbacher
**St. John Providence Foundations:** Kathy Torick
**St. Mary’s Saginaw:** Christine Bergman, Nikole Montalbano
**St. Joseph’s:** Christine Bergman
**St. Mary’s Standish:** Holly Shillair

MI Connection is designed to supplement other forms of organizational communication, including face-to-face, written and electronic. Ascension Michigan encourages all associates to regularly check email, bulletin boards and their local intranet sites for important news, and leaders to share information that helps associates do their jobs and understand developments throughout the organization.