A Look Back: MidMichigan Reflections of 2019

As 2020 draws near, we reflect on the ways MidMichigan Health has grown with new technology, programs and partnerships, all for the purpose of serving the needs of our communities.

In this year's Reflections, we have selected to share just a few of those stories that best profile our successes and the impact these are having on the communities we serve. We hope you enjoy looking back with us on these milestones from the year.

On behalf of our 2019 Board of Directors and all of us at MidMichigan Health, we appreciate the trust you have in us to care for you and your family. With the commitment of our governance leadership, donors, employees, health care providers and volunteers, your comfort and care are our most important priorities. 2020 will be no different. We look forward to providing you excellence in health care and service for many years to come.

Warmest of health and happiness to you this holiday season,

Don Sheets
Chair, Board of Directors
MidMichigan Health

Diane Postler-Slattery, Ph.D., FACHE
President and CEO
MidMichigan Health

New Innovative Treatment Helps Patients Regain Control of Life

New innovative treatments are helping patients get back to living. In the story of Penny Yuncker of Mt. Pleasant, Penny had long struggled with symptoms of gastroesophageal reflux disease (GERD). She tried everything she could to manage the symptoms, but ultimately the disease started eating away at her daily life.

She reached out to her family doctor for help, who referred her to General Surgeon Jeffrey Smith, M.D. Penny became the first patient to undergo a procedure to receive the LINX® Reflux Management System, a device that squeezes the esophagus to keep stomach acid from escaping but stretches to allow food to pass through. Ever since the procedure, Penny is amazed at how much she is able to do. She's more than pleased with her new lease on life.

Meet Penny and know her story

**Seeing Stars: Ratings and Reviews Help Patients Make Informed Choices**

Visitors to [www.midmichigan.org](http://www.midmichigan.org) are seeing stars as patient ratings and reviews are now a regular feature of the Find a Doctor pages on the website. The ratings and reviews are from verified patients who had an outpatient appointment with a provider employed by MidMichigan Health and then completed a follow-up survey.

"Ratings and reviews help our patients make more informed choices while helping us to continuously improve," said Paul Berg, M.D., president of MidMichigan Physicians Group. "Patients now expect to be able to see reviews before choosing a doctor or making an appointment, thanks in part to the 'Amazon Effect.' However, most independent review sites lack sufficient data to give an accurate picture of the care we provide. We routinely survey patients at all of our outpatient practices, so it made sense to start transparently sharing that feedback. In doing so, we introduce significantly more data points from verified patients, which we feel is more representative and useful."

Check out our provider ratings and reviews

**Medical Center Celebrates 75 Years of Caring**

When MidMichigan Medical Center - Midland began operations 75 years ago, it offered medical, surgical and obstetrical care. The doors to the Midland Hospital opened for maternity patients on March 15, 1944, and the first patient - a baby boy - arrived later that day. More than 450 babies were born at the new hospital through the end of that first year.

The original Midland Hospital boasted 47 beds in a combination of single rooms, double rooms and multi-bed wards. Today, the Medical Center is a 324 licensed-bed hospital with private patient rooms and employs nearly 2,200 people, offering a full range of services and advanced technology. The active medical staff includes nearly 250 health care providers, representing more than 30 medical specialties providing a full range of primary care, as well as outstanding specialty care.
"We have been blessed with an awesome facility and campus," said Greg Rogers, president of MidMichigan Medical Center - Midland, and executive vice president of MidMichigan Health. "It is truly an honor to be part of a team of employees, doctors and volunteers that are so devoted to providing excellent care to our community," he added.

Explore a historical photo gallery

West Branch Reflects on First Year of Affiliation
April 2019 marked the first anniversary of MidMichigan Medical Center - West Branch joining the MidMichigan Health family. The opening of a new, state-of-the-art Emergency Department on the campus of the Medical Center in July is just one of many accomplishments since joining MidMichigan nearly a year ago. In the last 12 months, significant progress has been made in the Medical Center’s transition to the health system.

"Our partnership with MidMichigan Health has strengthened our Medical Center," said Bob McGrail, president, MidMichigan Medical Center - West Branch. "Our hope with the affiliation was to increase services, bring new physicians to the region, and improve our quality of care. I am happy to report we have made great strides in all three areas."

In addition to these areas of improvement, according to McGrail, the community and patients are benefiting as a result of our partnership. Benefits include the addition of hospitalists and new Emergency Department physicians, new specialists offering services locally, access to specialists across the health system including those from Michigan Medicine, and new services.

View more anniversary milestones

New Maternity Center Features Home-Like Environment
New moms and their families at MidMichigan Medical Center - Gratiot have a more comfortable, state-of-the-art and family-centered place to give birth. Designed with the family in mind, the new Maternity Unit at the Medical Center in Gratiot opened in February 2019.

Supported by a high-tech security system, the Center includes a state-of-the-art operating room for cesarean sections and gynecology procedures, three triage rooms plus nine private birthing suites where moms can stay in one location throughout their hospital stay, from labor and delivery through recovery and postpartum care. Rooms offer more space and comfortable accommodations with in-room amenities such as large screen TVs, a sleeping couch for the mother's support person and refrigerators for patients to keep their favorite refreshments close at hand. Larger rooms also improve access for clinical staff to provide bedside education and care for the mother and baby.
Study Ranks MidMichigan Top Quintile of Health Systems Nationwide

For the third year in a row, MidMichigan Health was ranked in the top 20 percent (quintile) for balanced performance among small health systems nationwide by IBM Watson Health. This included MidMichigan being named one of the nation's 15 Top Health Systems® by Truven Health Analytics™ (now IBM Watson Health) in 2016, which also landed the health system in the top 20 percent. The 2019 study evaluated 337 health systems on measures of clinical quality and efficiency from Centers for Medicare and Medicaid Services data. As a result, MidMichigan was recognized in the top 68 performing health systems (all sizes) and in the top 23 small health systems across the nation.

"What an honor this is and one to be celebrated! To receive top quintile recognition three years in a row is incredible evidence of our consistency and success in delivering our patients the very best in quality health care," said Diane Postler-Slattery, Ph.D., FACHE, president and CEO, MidMichigan Health. "In addition to quality, our patient experience scores are applauded. In fact, we recently met our goal to achieve benchmark patient experience scores within our Medical Centers, MidMichigan Physicians Group, Emergency Departments, Home Health, and Urgent Cares. We couldn't be prouder. It truly is the dedication of our employees, health care providers and volunteers that are making these achievements possible."

Browse our measures of quality

Top Employer Increases Minimum Pay Rate for Employees

As part of MidMichigan Health's commitment to its employees, and in acknowledgement of the current labor market, the health system has raised its Minimum Pay Rate to $14 per hour. In Michigan, the state minimum wage is $9.45. The federal minimum wage remains at $7.25.

"As the largest employer in nearly every county we serve, we are dedicated to ensuring we are an excellent place to work," said Diane Postler-Slattery, Ph.D., FACHE, president and CEO, MidMichigan Health. "Even more, it is our responsibility to provide competitive, market-based pay to ensure that we recruit and retain the best employees that will provide high quality care and services to our patients and their families."

Some examples of the positions affected by this increase include housekeeper, phlebotomist, dining/catering aide, patient care technician, patient services assistant and medical assistant.

Find a job you love
Final Demo Paves Way for Heart and Vascular Center Construction

Final demolition of the former Sugnet Building, also known as the original Midland Hospital, took place this fall, kicking off phase two of a three-year construction project on the campus of MidMichigan Medical Center - Midland. Through the generous support of donors and local foundations, this phase consists of MidMichigan’s new Heart and Vascular Center which is slated to open in fall 2020. The 170,700-square-foot Center will consolidate all of Midland’s heart and vascular physician offices and specialty clinics. It will also house cardiac rehabilitation services and provide streamlined access to cardiovascular testing, and interventional and surgical heart and vascular services.

Phase one of the project wrapped up in June 2019 with the opening of the new Orchard Building, which houses imaging and laboratory services, an anticoagulation clinic, cardiovascular testing, the clinical research office, as well as physician offices.

The $62.8 million two-part construction project, of which $30 million is dedicated to the new Heart and Vascular Center, has brought more than 125 jobs to the region with additional positions to come following the opening of the Center later next year.

Watch final demolition in action

New Technologies Advance Fight Against Cancer

MidMichigan Health is continuing to advance its cancer fighting technology in the Great Lakes Bay Region with the addition of a new state-of-the-art TrueBeam Radiotherapy System at MidMichigan Medical Center - Midland.

“This new technology makes it possible to deliver treatments more quickly while monitoring and compensating for tumor motion, opening the door to new possibilities for the treatment of lung, breast, prostate, head and neck, as well as other cancers that are treatable with radiotherapy,” said Joan Herbert, director of the Oncology Service Line at MidMichigan Health. “It will enable us to treat even the most challenging cancer cases with unprecedented speed and precision.”

Also added this year, patients in Clare and Alpena now have access to new technology that improves breast cancer detection while reducing false positives with 3D mammography, also known as Digital Breast Tomosynthesis. Helping improve results in cancer detection rates, this technology, in addition to the our Medical Centers in Clare and Alpena, is available at the Center for Women’s Health on the campus of MidMichigan Medical Center - Midland and MidMichigan Medical Centers in Gratiot and Mt. Pleasant.

Get more details on TrueBeam technology
Learn more about 3D mammography
Collaboration Brings Specialty Clinics, New Programs Local

Through our affiliation with Michigan Medicine, the health care division of the University of Michigan, MidMichigan Health is able to bring advanced subspecialty care close to home. This provides added convenience to patients and their family members by reducing travel time, stress, and additional costs. MidMichigan currently offers 12 specialty clinics near you.

We also offer access to additional University of Michigan specialists in a variety of MidMichigan locations through our telemedicine program. This program uses secure videoconferencing technology to enable patients to consult specialists without traveling for an appointment.

Know more about our partnership with Michigan Medicine

Patients Benefit from Generous Donor Support

Not all patients needs are the same. Some may need transportation to an appointment, assistance with lodging, emotional support for disease diagnosis, medication refills, or even care and comfort after a traumatic experience. All of these are examples of how individuals through our geographies have been helped by charitable contributions made to the MidMichigan Health Foundation. Established in fiscal year 2017, the MidMichigan Health Foundation joins together those who are generous in spirit and who financially want to ease the burden of others. What's more, the MidMichigan Health Foundation allows donors to support MidMichigan Health to improve the quality of life of those in our communities through the purchase of advanced technology and patient enhancements. Thanks to our generous donors, patients have benefited greatly from the support of the MidMichigan Health Foundation.

Donate today to make a difference in your community

MidMichigan Health is a non-profit health system headquartered in Midland, Michigan, affiliated with Michigan Medicine, the health care division of the University of Michigan. MidMichigan Health covers a 23-county region with medical centers in Midland, Alpena, Alma, Clare, Gladwin, Mt. Pleasant and West Branch. In addition to its Medical Centers, MidMichigan Health also offers both home health care and physician services, and has a strong commitment to medical education. MidMichigan Physicians Group provides urgent care and medical offices in more than 30 specialties and subspecialties including cardiology, hematology/oncology, orthopedics, vascular surgery, family medicine and more. Currently, MidMichigan has more than 8,700 employees, volunteers, physicians and other personnel, and provided more than $90 million in community benefits in fiscal year 2019.
As your community health care provider, we do hope you find the information useful and welcome your comments and questions. Please respond to this e-mail with your suggestions.