Table of Contents

Fiscal Year 2009 Snapshot ................................................................. 2
Letter to Our Communities ................................................................. 3
Connecting with Our Communities ....................................................... 4
Providing a Helping Hand: Living Our Charity Care ............................. 5
Meeting the Needs of Our Communities
  Expansion Projects .................................................................. 6
  Education to Prevent Disease and Support When it Strikes .......... 6
  Addressing Increasing Youth Obesity .............................................. 7
  Health Fairs Help Uninsured Families ........................................... 8
  Support to Prevent and Rehabilitate ............................................. 8
Meeting the Needs of Patients With Cancer
  Nurse Navigator Offers Answers .................................................. 10
  Cancer Survivors’ Days ............................................................... 10
  Breast Cancer Risk Assessments ................................................. 11
  Colorectal Screenings ............................................................... 11
  Prostate Screenings ................................................................ 11
  Skin Cancer Screenings ............................................................ 11
Understanding Community Needs, Delivering on Our Promise
  School-Based Health Centers Making a Difference in Roscommon .. 12
  Camp Warm Hearts ................................................................. 12
Provision of Health Care Workers
  Career Health Fair Held During Zap! Surgery ......................... 13
  Towsley Fund Loans ............................................................... 13
  Health Care Career Programs .................................................. 14
Our Community Partners ................................................................. 15
Building a Community to Foster Healthier Families
  Back to School Clothing Drive .................................................. 16
  Offering a Hand at the Maple Syrup Festival ................................ 16
  Employees in the Community ..................................................... 16-17
Quality You Can Count On
  100 Top Hospitals® ............................................................... 18
  Patient Safety Excellence Award ............................................... 18
  Smile, Reach, Speech Campaign Receives Awards .................. 19
  Governor’s Award of Excellence .............................................. 19
Building Our Community to Foster Healthier Families
  CarePages® Bring Family and Friends Closer ................................. 20
Community Awards
  MidMichigan Earns Awards from American Cancer Society ......... 21
  2008 Lifetime Achievement Award - Rural Urban Days .............. 21
  Spirit of Collaboration Honorable Mention Award ................... 21
MidMichigan Health provided $60.9 million of charity care, community benefit, and community building services at cost to the people of the MidMichigan Health region in 2009.

**Total Charity Care: $9,383,891**

<table>
<thead>
<tr>
<th>Description</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Charity Care (non-reimbursed cost for providing free or discounted care to patients who cannot afford healthcare services)</td>
<td>$2,691,128</td>
</tr>
<tr>
<td>Medicaid Subsidized Healthcare Services (difference between actual costs to deliver care and government reimbursement)</td>
<td>$6,649,217</td>
</tr>
<tr>
<td>Other Government-Sponsored Healthcare Services (difference between actual costs to deliver care and government reimbursement)</td>
<td>$43,546</td>
</tr>
</tbody>
</table>

**Total Other Community Benefits: $6,135,113**

Includes activities designed to improve community health: General health education and self-help programs, support groups and health care screenings and community benefit operations costs, actual costs of providing health education and training, services provided based upon community need: hospice, obstetrics, pediatrics, women's health, clinical research, cash donations and in-kind support given to agencies and programs to improve community health status.

<table>
<thead>
<tr>
<th>Description</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Community Health Improvement Services</td>
<td>$1,296,292</td>
</tr>
<tr>
<td>Health Professional Education and Training</td>
<td>$4,057,055</td>
</tr>
<tr>
<td>Subsidized health services</td>
<td>$374,646</td>
</tr>
<tr>
<td>Research</td>
<td>$43,913</td>
</tr>
<tr>
<td>Cash and in-kind contributions to community groups</td>
<td>$363,207</td>
</tr>
</tbody>
</table>

**Total Community Building Activities: $103,968**

Programs and services that while not directly related to health care, address the root causes of health problems such as poverty, crime, environmental issues, etc. These activities support other community organizations and assets by providing expertise and resources of the health care organization.

**Total Medicare and Bad Debt Expense: $45,298,204**

<table>
<thead>
<tr>
<th>Description</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Medicare at cost (cost of providing services to beneficiaries of the Medicare program in excess of government reimbursement)</td>
<td>$32,862,550</td>
</tr>
<tr>
<td>Bad debt expense (cost of services provided for which a patient’s bill is not rendered or for which a fee has been assessed that recovers only a portion of the cost of the service)</td>
<td>$12,435,654</td>
</tr>
</tbody>
</table>

**Total Net Value to Community based on costs: $60,921,176**

<table>
<thead>
<tr>
<th>Description</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Number of Community Outreach Programs</td>
<td>4,654</td>
</tr>
<tr>
<td>Total Number of Persons Served</td>
<td>291,531</td>
</tr>
</tbody>
</table>
Committed to Making a Difference in Our Communities

From unfunded patient care, to free or low-cost community education classes and screenings, to scholarships for students in health care fields, to sponsorships that support needs in the communities we serve, MidMichigan Health moves beyond the walls of our Medical Centers to demonstrate a deep and ongoing commitment to the health and well-being of individuals and communities in our region. These benefits are over and above the provision of excellent medical care that our physicians, physician assistants, nurse practitioners, nurses, pharmacists, technologists and other professionals provide at four medical centers, home care and hospice, nursing homes, dialysis centers and other affiliates of MidMichigan Health.

In 2009, MidMichigan Health provided more than $60 million in community benefits in 12 counties. This significant financial contribution portrays our mission-driven dedication to improve the quality of life for people in our communities.

It is with a promise of continued commitment to the health and well-being of our communities that we share this data with you from the 2009 MidMichigan Health Community Benefits Report.

Sincerely,

Richard M. Reynolds, President
MidMichigan Health

MidMichigan Health

Our Mission is to provide excellent health services to improve the quality of life for people in our communities.

Our Vision is to be an integrated health system providing seamless care to each person we serve.

We hold these values to be fundamental:

Excellence – We offer nothing less than the best.

Integrity – We do the right thing, each time, every time.

Teamwork - We provide individual commitment to a group effort.

Accountability - We accept responsibility for all we do.
Facts and Figures About MidMichigan Health

MidMichigan Health is a partnership of health providers, services and facilities in the heart of Michigan. It is a non-profit, tax-exempt organization, led by a board of directors and approximately 140-person corporate membership. All excess revenues go back into providing care, upgrading services, fairly compensating employees and creating a supportive work environment.

MidMichigan Health has a significant role in the economic vitality of the region. It is the second largest employer in Midland County, and the Medical Centers in Clare, Gladwin and Gratiot counties are the largest employers in their areas.

MidMichigan Health acts as a parent organization to 13 subsidiaries and also has various joint ventures and management contracts. System-wide, MidMichigan has:

- Approximately 6,000 employees
- More than 450 physicians
- More than 1,250 volunteers
- Annual gross revenues approximately $1,055 million
- Assets valued at more than $800 million
- 481 hospital beds at four medical centers
- 200 licensed nursing home beds

A hallmark of MidMichigan Health is the quality of its medical facilities and campuses which have been enhanced by the generosity of the local foundations and individual donors.

Promoting and Sustaining Health by Connecting With Our Communities

Serving the community has been MidMichigan’s tradition for more than 50 years. We strive to improve the health and well-being of the communities where we live and work. We believe in taking care of all who come to us for care, regardless of their ability to pay.

An important part of that tradition is participating in community benefits initiatives. Community benefits are programs and services designed to improve the community’s health and increase access to health care. Often MidMichigan provides these services on a free or discounted basis.

During fiscal year 2009, MidMichigan Health provided more than $60.9 million in community benefits, most often in quiet ways. We screened those at risk, adjusted bills for patients experiencing financial hardship, supported the needs of other nonprofit organizations aligning with our mission and provided health education events for our patients and neighbors.

Some of these benefits can be quantified in dollars. Others are perhaps less tangible but equally valuable in building healthier communities and improving quality of life for the more than 700,000 people in our 12-county region.

MidMichigan also contributed significantly to the health of our local economies. As the second-largest employer in Midland County and the largest employer in Clare, Gratiot and Gladwin Counties, MidMichigan employs approximately 4,900 people who earn more than $250 million in annual wages and benefits. In addition, we purchase more than $15 million in goods and services from local businesses.

We’re proud to share the positive results of these efforts in our annual community benefits reports. We’re also committed to continue our tradition of providing a lifetime of trusted care and service to our surrounding communities.

Sincerely,

Stephanie Leibfritz, R.N., M.S.
Community Benefits Lead
MidMichigan Health
Financial aid is intended to assist those low-income, uninsured individuals who do not otherwise have the ability to pay full charges as determined by MidMichigan's qualification criteria.

MidMichigan’s financial counselors treat applicants with courtesy and confidentiality. Requests for financial aid will be reviewed and determinations made in a timely manner, generally within one week. If the financial information does not support assistance, the patient will be contacted to arrange payments.
When completed in 2012 the expansion and renovation of MidMichigan Medical Center–Midland will include six new operating rooms and three new floors with 36 private rooms on each floor.

A new four-story patient tower opened at Gratiot Medical Center in Alma with 120 private patient rooms.

MidMichigan Medical Center–Clare expanded its surgical services suite. The 11,120-square-foot project increased the size of the operating rooms.

In FY 2009, 2,287 people participated in diabetes education programs, health fairs and screenings.

Dollars spent for Health Care Education and Support
Cancer: $16,715
Diabetes: $19,430
Heart Disease, Nutrition, and Heart Healthy: $19,183
For Seniors: $11,049
For School Aged Children: $6,493

Meeting the Needs of Our Communities

Expansion Projects Offer Services to Communities

There are a number of expansion projects underway. At MidMichigan Medical Center–Midland, there is a $115 million expansion and renovation of the 1974 Harlow Building, which houses the Medical Center's inpatient services. When fully completed in 2012, the new building will include six new operating rooms, a patient tower with three new floors with 36 private rooms on each floor, a new atrium-style lobby and front entrance, as well as renovations in other clinical areas. At Gratiot Medical Center, a new four-story patient care tower opened in October of 2008. This project allotted 182,888 square feet of new space, including a four-story patient tower with 120 private patient rooms that include a private bathroom, shower and family visiting area. MidMichigan Medical Center–Clare has an expanded surgical services suite. This 11,100-square-foot project, increased the size of the operating rooms and upgraded technology of the equipment while adding much needed physician space and pre- and post-operative patient care suites. In addition, a new 10,350 square foot regional dialysis facility opened on the campus of MidMichigan Medical Center–Gladwin in 2008. The new facility, named Regional Dialysis Services–Gladwin, has 19 dialysis stations and can accommodate treatment for more than 100 patients.

Education to Prevent Disease and Support When it Strikes

• Early Intervention for Diabetes. In answer to the rising rates of diabetes, MidMichigan developed “Steps to Healthy Living”, a three-week weight management and activity program for individuals who want to decrease their risk of developing type 2 diabetes. Participants work each week of class with a certified diabetes educator to help them make lifestyle changes.

• Addressing Stroke Risk. Recognizing that stroke is one of the leading causes of death and disability in the geographic area we serve, MidMichigan has expanded the availability of low-cost stroke screenings to provide early detection of those who may be at risk for stroke to all of our service areas costing $47,065.58 in FY 2009. Participants had their cholesterol, blood pressure, blood sugar and body mass index checked. At the completion of the screenings they took the time to meet with a physician or physician assistant and talk about their risk factors. It is our hope that these screenings will make community members aware of their risk for stroke and help them to make lifestyle changes to reduce their risk.

• Supporting families affected by Alzheimer's Disease or Related Dementia Disorders Support Group. This group meets monthly in Clare to address the unique concerns of caregivers and families of individuals who suffer from Alzheimer's Disease or related dementia disorders. It provide caregivers an on-going opportunity to exchange support and encouragement as they assume the demanding task of caring for individuals who experience physical, intellectual and behavioral difficulties associated with this prevalent disease.
Meeting the Needs of Our Communities

Addressing the Increasing Number of Youth Who are Overweight

In January 2009, Gratiot Medical Center, in cooperation with Alma Public Schools, the Mid Michigan District Health Department and the Pediatric Specialty Center in Alma formed the Healthy Children’s Initiative. This initiative seeks to gather data on the health of the students in the Gratiot school district and implement programs to encourage healthy lifestyles. The data that was collected from 7th grade students in Alma, Ashley, Breckenridge and Ithaca Middle Schools has allowed us to identify the issues facing these schools. The group is in the planning stages of a fall kick-off for each school that will educate parents and students about packing healthy lunches, portion control, exercise and grocery shopping on a budget. One of the highlights of the night will be the ribbon cutting for a new indoor fitness trails. The indoor fitness trails are an option for indoor recess and encourages students to stay active. The trails feature 12 stations and focus on stretching, core work, upper and lower body strength and cardio. The indoor fitness trails will be in eight different school districts and there are a total of 24 sets of trails being distributed to those schools. The Healthy Children’s Initiative is hoping to create sustainable programs that will assist children in make healthy choices throughout their life.

Students Learn Important Health Habits at Youth Health Fairs

You’re never too young to learn healthy habits. Thanks to a collaborative effort by community health and safety organizations, and the staff at MidMichigan Medical Center–Gladwin, some students are learning important lessons early. Students at Gladwin Junior High School and Beaverton Middle School had the opportunity to learn more about their health at Youth Health Fairs. Information booths were set up by various community organizations and the students collected information, watched demonstrations and asked questions of health care professionals. Lori Coppola of Beaverton was one of the MidMichigan Medical Center–Gladwin representatives.

“I work in Rehabilitation Services Department,” said Coppola. “The students were given a check-off slip at the entrance, and we initialed their sheets when they stopped by. The idea was to get them to visit a wide variety of exhibits so they picked up as much health information as possible.”

Mary Griffore, R.N., B.S., community education coordinator at MidMichigan Medical Center–Gladwin said students also had the opportunity to have their blood pressure checked and their cholesterol and blood sugar levels tested. Vision and hearing screenings were also available. Parents and students were able to meet later with a panel of health care professionals to follow up on questions and screening results.

Quotes from ‘Students Learn Important Health Habits at Youth Health Fairs’

“Our ultimate goal is to help our young people grow into healthy adults. Together we provide students with educational information, and show them what they can do to improve their health now and in the future.” - Mary Griffore, R.N., B.S., Community Education Coordinator at MidMichigan Medical Center–Gladwin.

“I work in Rehabilitation Services and demonstrated how to properly wear a backpack to maintain good posture and avoid injury. As a mom, I think the fair is a great idea and I know my son enjoyed it last year.” - Lori Coppola of Beaverton, one of the MidMichigan Medical Center–Gladwin representatives.

“The Youth Health Fairs are a great way to help educate young people about health issues. They teach them that what they eat matters and how they exercise matters. The health fairs are a wonderful opportunity for kids to learn about their health and what they can do to live a healthy life. I think the free screenings help parents, too. With so many people being uninsured, many people can’t take their kids in to have blood work done and most people don’t think that young teens would have cholesterol or blood sugar issues.” - Gary and Melody Oard of Beaverton, parents of 14-year-old Brooke who attends Gladwin Junior High.
More than 20,000 people attended to receive free screenings and gather valuable information about their community.

Beyond the walls of the medical centers, nursing homes and home care, we seek to meet the greater needs of our community. We encourage healthy lifestyles and preventive care as much as possible.

MidMichigan Health Line referred 20,177 people to the right physicians for meeting their health care needs.

Meeting the Needs of Our Communities

Health Fairs Offer Help to Uninsured and Underinsured Families

MidMichigan Health provided health fairs for community members to promote health awareness as well as encourage participants to assume responsibility for their own health. MidMichigan organized or participated in 78 health fairs at many locations in 2009 including churches, schools, senior centers and shopping malls and at many community events such as running races. Participants are offered a number of health care screenings such as cholesterol, blood pressure, blood sugar, body mass index, balance, hearing, and much more.

A large number of participants use health fairs as a means for preventive care. Health fairs provide a vital benefit to our community. It is not uncommon for the booth participants to be thanked for their time by individuals attending the event.

Understanding heart disease is the number one mortality in our service area, we provide seminars and health fairs on heart related topics, such as cholesterol, blood pressure and heart health. These events featured free or reduced cost cholesterol screenings, blood pressure checks, glucose screenings, exercise information and nutrition information. By holding these screenings we hope to assist individuals in keeping track of their heart health and help them make decisions regarding their care.

Support to Prevent and Rehabilitate

Wide support is provided for our communities to help prevent sports injury and to be on hand if an emergency happens during an athletic contest. We provide sports injury education and sports physicals for some of the areas school athletic programs, and Athletic trainer services for area schools. Our services are offered for sports team physicians as well as medical stand-by at athletic events by our Emergency Medical Services. Additionally, we provide education and support so that community members can heal and rehabilitate after cardiac surgery or an athletic injury or manage chronic pain.

Costs Incurred:

Other Health Care Support Services: $192,761.49
Community Health Education-Self Help: $70,452.82
Medical Support for Community Events: $77,308.09
Dow RunWalk and Health Fair

For the third year in a row, MidMichigan Medical Center–Midland teamed up with physicians at the Midland Community Center Dow RunWalk to promote the importance of regular exercise with the “Run or Walk with Our Docs” event. The Medical Center was the exclusive health care sponsor of the annual Dow RunWalk.

“Run or Walk with Our Docs gives our physicians the chance to invite their patients, family and friends to join them in the opportunity to exercise together and learn the value of what regular exercise can do for their health,” said Stephanie Leibfritz, R.N., M.S., community education coordinator at MidMichigan Medical Center–Midland. “The number of team participants this year is a true success. Our physician teams demonstrate the incredible support and partnership that our physicians have with their patients.”

Also, new this year, MidMichigan invited the 47th CSH to participate as an honorary team, Running Heroes, in Iraq. In addition to the 10 physician teams, the Medical Center again had its own “MidMichigan Running Rebels” team represented in the event.

In addition, to help participants prepare for the Dow RunWalk, MidMichigan offered a series of community education and fitness classes in the spring. These included an eight-week race training program and a “Tune up Your Body” series.

As part of the event sponsorship, MidMichigan hosted a community health fair in the Midland Curling Club from 8:30 a.m. to noon for participants and their families. The health fair included information on women’s and men’s health, hydration, sports injury prevention and sun safety. The health fair also included free popcorn, massage and more.
"I encouraged the mother to have her son come and watch during one of her treatments. He was surprised to see that she was smiling and not in pain. With a bit more education and support, he became more comfortable with his feelings, began to visit more treatment sessions and became an active participant in his mother’s recovery.” - Carolyn Leadholm-Wittke, F.N.P., cancer care nurse navigator at MidMichigan Medical Center–Midland.

Meeting the Needs of Patients With Cancer

Relay for Life

MidMichigan Health sponsored Relay for Life events in the following communities in 2009: Auburn, Bay County, Clare, Gladwin, Gratiot, Isabella, Midland, Roscommon, Saginaw Township, and St. Johns. These events celebrate survivorship and assist the American Cancer Society in its fundraising for cancer prevention and research for a cure. MidMichigan organizes a team at each event and provides sponsorship and planning for all survivorship activities.

Nurse Navigator Offers Answers

As a young mother began radiation therapy for cancer, her 13-year-old son began doing poorly in school and their relationship started to suffer. Fortunately, they got help from someone who has assisted more than 4,000 cancer patients and their families.

Carolyn Leadholm-Wittke, F.N.P., cancer care nurse navigator, works with patients who have many types of cancer. Over time, she’ll expand her services to anyone who receives a cancer diagnosis. “Patients with cancer have a lot of questions,” said Joan Herbert, Pharm.D., director of Oncology Services. “In the new position of cancer care nurse navigator, Leadholm-Wittke is there to answer every single one. With a clinical background, a compassionate heart and years of experience, she can look at the whole picture.”

In a comfortable manner that encourages conversation, Leadholm-Wittke begins by finding out what patients know about their diagnosis and treatment options. She translates medical information and helps patients understand what to expect from treatment. With her help, they make practical plans and take action on their own behalf. She counsels, educates, advocates, organizes and coordinates on behalf of patients and their families.

Cancer Survivors’ Day

Cancer survivorship was celebrated at MidMichigan Medical Center–Midland by recognizing caregivers and setting 100 butterflies aloft at the Infusion Center, located on the Medical Center campus. In addition, Joan Herbert, Pharm.D., director of MidMichigan’s Oncology Services, announced the Professional Caregiver of the Year Award, which was given to Larry Randall, R.N., B.S.N., O.C.N., MidMichigan’s Infusion Center nurse manager. Randall is a certified oncology nurse and 20-year employee of MidMichigan who oversees the care of all the Infusion Center patients. More than 4,000 patients per year are treated at the Infusion Center for cancer, blood disorders and other infusions.

Susan Dusseau, director of Cancer Services, announced the Volunteer Caregiver of the Year. This year’s honoree was Marguerite Schrader, a Cancer Services transportation volunteer who not only drives patients to and from medical appointments, but treats them with extra kindness and care.

Cancer Survivor’s Day festivities were also held on the campus of MidMichigan Gratiot Cancer Center. The theme for the event was “Dawning a New Day” and included an ice cream social, entertainment, quilt signing, inspirational message and a butterfly release. Close to 300 people attended the event.
Meeting the Needs of Patients With Cancer

Elsa U. Pardee Memorial Cancer Lecture

The annual Pardee lecture held on October 14 attracted 225 attendees. Two women presenters talked about cancer in dramatically different ways. Genetics Specialist Nancie Petrucelli, M.S., a genetics counselor with the Barbara Ann Karmanos Cancer Center in Detroit, discussed the significance of family links to cancer. Jonna Tomases, the star of “Jonna’s Body, Please Hold,” recounted her three real-life bouts with cancer. The audience traveled inside Jonna’s body, where a sassy receptionist fielded calls from a parade of quirky body parts.

Breast Cancer Risk Assessments

Breast health specialists provided breast cancer risk assessments for nearly 50 women at community events held in Midland during the months of February and October. The assessment provided risk calculation based upon personal and family history, and the women were encouraged to follow-up with their family physician based upon the assessment results.

Colorectal Screenings

The “Take the Test that May Save Your Life” message reached more than 30,000 households throughout the MidMichigan Health region in March via newspaper ads, targeted postcards, and To Your Health community newsletter mailings. Recipients were educated on the importance of early detection, as well as the symptoms that may be an indicator of colon cancer. By May, 599 calls were received and recipients were provided a free colorectal kit in the mail.

Prostate Screenings

A total of 756 men were screened at clinics held in September and October at 17 MidMichigan Health affiliate locations. 27 positive PSA’s were reported along with 28 abnormal DRE’s. Follow-up was provided for each of the abnormal results.

Skin Cancer Screenings

Skin cancer prevention messages were sent to more than 30,000 households in January, along with an invitation to register for a free skin cancer screening to be held in Midland during the month of February. There were 191 participants screened, with 61 recommended for biopsy and 92 referred back to their primary care physician or dermatologist for a second exam. The screenings included education on staying safe in the sun. Additional skin cancer spot checks were held throughout the year in Alma, Edmore, Houghton Lake, Mount Pleasant and St. Louis.
“Today’s visit was just about seeing how far this community has come since MidMichigan won the Community Planning Grant in 2005. We are very happy with the progress they’ve made and it is impressive to see the local commitment to the clinics.”
– Carrie Tarry, adolescent health coordinator for the Michigan Department of Community Health

“Research has shown that these clinics reduced inappropriate emergency room use, increased access to health care for adolescents and has a direct impact on absenteeism rates. We are confident that our school based health centers are making a difference and will have an even bigger impact in the future.”
– Tracy Wilson, SBHC Program Coordinator

55 children and 26 adult volunteers attended Camp Warm Hearts.

“Before I went to camp, I didn’t really talk to anyone because I didn’t know who I could trust. No one really understood what I was going through, so I just didn’t talk about it.”
– Jessica

Understanding Community Needs, Delivering on Our Community Benefit Promise

School Based Health Centers Making a Difference in Roscommon

MidMichigan Health Park–Houghton Lake is pleased with the progress of two school-based health centers (SBHC) that are now open in the county.

The first, at Houghton Lake High School, opened on a pilot basis in 2006 and has now completed its second full year of service. The clinic was open three hours a day on school days and served 358 unduplicated patients with a total of 1,147 clinical visits through April 2008. The SBHC at Roscommon Middle School opened in February of last year and just completed its first full year of service with 342 unduplicated patients and 1,268 total visits through April 2008.

“Having the school based health clinic has been a great convenience for the students and parents of our district,” added Ron Alden, principal of Roscommon Middle School. “Before, if a student said they felt sick we had to send them home and then parents had to determine if they needed to see a doctor. Now, when a student is treated at the SBHC and then goes home, the parent knows the diagnosis and treatment is already underway. This year, more than 90 percent of the students seen in the centers were returned to class. Having the ability to get kids checked out immediately helps keep kids in school.”

The school based health centers provide a full range of primary health care services, including sports physicals, well-child checks, injury and illness treatment and preventive care for school-aged children. The part-time centers are currently funded by MidMichigan Health Park–Houghton Lake while the School Health Planning Team looks forward to upcoming funding opportunities.

Darrell Milner, executive director of MidMichigan Health Services, and Tracy Wilson, the SBHC program coordinator, have worked closely with the School and Community Health Alliance of Michigan and have advocated for the expansion of SBHC funding in Michigan.

Lisa Richards, P.A.-C., is the clinician at Houghton Lake High School and Connie Geers, F.N.P., is the provider at the Roscommon Center.

Camp Warm Hearts

When you enter the home of sisters, Jessica, age 11, and Alissa, age 8, everything about them seems happy and typical. They live in a warm, farm house filled with children, a loving mother and step-father, toys and games. They greet you with a friendly handshake and communicate with the electricity that most children their age possess. However, when looking closer, you see faint traces of a tragic life experience these children have weathered – one which most of their peers will never experience. One such trace is the Camp Warm Hearts sweatshirt that Jessica proudly wears. Camp Warm Hearts is a grief camp for children between the ages of 5 and 15 who have lost a loved one to death. Jessica and Alissa attended the camp in February because they lost their biological father suddenly. The camp is designed to allow children to share their feelings in an environment where others have had similar experiences. This was exactly what made the camp a success for Jessica.
Gavin Green Receives Scholarship

Nursing is a second career for Gavin Green of Midland. A nursing student at Delta College, Green is one of 100 area students who received a scholarship. Green earned a bachelor’s degree in forestry and, until last year, worked in that field while completing classes required for a nursing degree. “After college, I spent time in Honduras as a member of the Peace Corp and worked on a lot of health projects,” said Green. “I was drawn to nursing because I like interacting with people, being hands on and helping people figure out their problems.” He expects to finish clinical rotations in April. Green looks forward to pursuing an advanced degree while working in his new field. “I’m very grateful for this scholarship. I had to quit a full-time job with benefits in order to complete my clinical rotations,” said Green. “This really relieves a lot of stress.”

Provision of Health Care Workers

$192,000 in Scholarships Awarded to Area Students

MidMichigan Health awarded more than $192,000 to area students for the 2009-2010 school year from The Bernard F. and Melissa Anne Bailey Family Fund. The fund was initiated through a $3.3 million bequest left by Bernard Bailey to MidMichigan Medical Center–Midland in 1994. This year 101 students will be assisted as they pursue their clinical education.

Career Health Fair Held During Zap! Surgery Beyond the Cutting Edge

For those interested in a career in the health care industry, MidMichigan Medical Center–Midland hosted Zap! Into a Health Care Career. The event was a part of Zap! Surgery Beyond the Cutting Edge, a partnership between MidMichigan Medical Center–Midland and the Midland Center for the Arta.

During this special event, attendees learned about health care careers, including those positions that are in high demand such as registered nurses, certified registered nurse anesthetists, physical therapists, medical technologists and registered respiratory therapists. Attendees were able to apply and interview on the spot with health care professionals and recruiters from these practice areas. Scholarship and financial aid information were made available for those accepted into a clinical program.

Towsley Fund Loans

The purpose of the Towsley Fund is to help those attracted to the health care field become health care professionals. It was established through a bequest of the late W.D. Towsley, M.D., a Midland family physician. Dr. Towsley believed very strongly in providing educational opportunities for qualified people pursuing careers in health care. Individuals from the community who have been accepted into an accredited health career program qualify for this loan. Those in preliminary or preparatory programs do not qualify. W.D. Towsley loans are interest free if paid back within a year after graduation. One year after graduation, the loans begin to accrue interest at a specified rate. All loans must be repaid in full within five years so that other students can be helped. Applicants are judged by the Towsley Committee on the basis of need, past performance and personal recommendations.

Pin Project (Partners Investing in Nursing)

Ensuring enough registered nurses are available to meet the needs of the communities we serve is of paramount importance to MidMichigan Health. Essential to the continued supply of registered nurses is the availability of faculty to teach both in the classroom and in the clinical setting. The shortage of nursing faculty is acute leading to student waiting lists years long. The PIN project funded in large part through a Robert Wood Johnson Foundation grant brings together educational institutions, community foundations and health care providers to innovatively relieve the faculty shortage. MidMichigan Health is a proud partner in this program. As a subset of the national PIN project, MidMichigan Health is a partner in the FUND project which is the Michigan Foundations Underwriting Nursing Development Fund. Its nurse scholars wages and benefits are subsidized as they wear three hats; student, faculty and direct care nurse. The ultimate goal is for the nurse scholar to obtain a Master’s in Nursing and become classroom faculty and continue to be an asset to MidMichigan Health.

$224,841 was provided for health professions education including the W.D. Towsley Loans and Bailey scholarships.

MidMichigan provided tuition support of $1,800 each to 24 Registered Nurses in the Jump Start program. This program provides first semester tuition to RNs enrolled in a Bachelor of Science in Nursing program. Upon completing this program the RNs are eligible to teach in the clinical setting.
Students leave the Health Care Career Fair with a well-rounded knowledge of the path that they need to take to make sure they get the career they have always wanted.

MidMichigan Home Care also participates in the health career events and has hosted educators through MiTech.

Provision of Health Care Workers

Health Care Career Programs

Being a part of a health care team means more than just being a doctor or a nurse. Most healthcare facilities are experiencing a shortage of applicants for registered nurses and other areas of specialized care, such as respiratory therapy. To ensure that we have a quality workforce in the future, we have committed to the education of current students and future caregivers. Gratiot Medical Center and the Gratiot Isabella Health Care Career Consortium host the School to Work program for 5th, 7th and 8th graders and the Health Care Career Fair for 9th-12th grade students.

- **School to Work** is a structured program that introduces different health care careers to students in the 5th, 7th and 8th grades. Students receive age appropriate information about careers in the area of nursing, physical therapy, diagnostic imaging, laboratory, cardiopulmonary and sleep studies. Each student receives a sheet that outlines the steps they should take after high school to begin working in the career of their choice. Many students find this experience exciting and educational and many teachers have commented that it helps create great dialog with the kids on what they want to be when they grow up.

- **Health Care Career Fair** is a less structured event for students in grades 9-12 and typically hosts around 150 students. Students have the opportunity to pick a career path, such as clinical, business or technical support, and visit the career booths that match that path. After visiting the career booths, students move on to the educational booths. Various college and technical schools attend and give students information about their programs, tuition and general information about their campus. Break-out sessions help the students learn how to navigate financial aid and build a portfolio to ensure they are accepted to the college of their choice. Health care facilities are on hand to talk to the students about what options are available for them after they graduate from college. This is also an excellent opportunity for the students to ask the healthcare facility questions about their organizations and hiring process.
Our community partners are critical in helping us improve the health and well-being of the communities we serve. Together, we can combine our resources to offer education and assistance to a greater number of people. We also strive to create a sense of community and shared commitment towards creating a healthier and more prosperous community.

Alley T
Alma College
American Cancer Society
American Foundation for Suicide Prevention
American Heart Association
American Red Cross Midland/Gladwin Chapter
Architectural Systems
Art Reach of Mid Michigan
Bay Area Runner's Club
Bay City Times
Beaverton Lions Club
Beaverton Schools
Beaverton Youth Recreation Program
Big Brothers Big Sisters in the Heart of Michigan
Cancer Services
Camp Fire USA Midland Council
Central Michigan Chapter ARC
Central Michigan District Health Department
Charger Baseball Club
Child Abuse and Neglect Prevention Council
City of Clare
City of Gladwin Tennis Court Fund
Clare Area Chamber of Commerce
Clare County 4H Horse Leaders Association
Clare Irish Festival
Clare Kiwanis Club
Clare Road Race
Clare Volunteers
CMU Public Broadcasting Network
Coleman Community Network
Craig Tubbs, M.D.
Delta College Softball
Disability Network of Mid-Michigan
The Dow Chemical Company
Dow Corning
Downtown Development Authority
Dr. N. Ivan Memorial Fund
Family & Children's Services of Midland
Family Independence Agency
Freeland Lions Club
Freeland Little League
Freeland SportsZone
Friends of Isabella County Seniors
Friends of Seniors
Friends of the Pere Marquette Rail-trail
Gladwin Business Professional Association
Gladwin Carriage Festival
Gladwin Center for the Arts
Gladwin Community Mental Health
Gladwin County Carriage Festival
Gladwin Festival of Lights
Gladwin Little League
Gladwin Reading is Fundamental
Gladwin Rural Urban Fire Protection District
Gladwin Schools
Gratiot County Chamber of Commerce
Gratiot Isabella Regional Education School District
Great Lakes Bay Regional Business Expo
Great Lakes Loons
Great Lakes Safety Training Ctr
H.H. Dow High School
Harrison Chamber of Commerce
Health Care Career Consortium
Hidden Harvest
Homer Twp Firefighter Assoc
Junior Achievement of Central Michigan
Junior Achievement of Northeast Michigan
Kiwassee Kiwanis
March of Dimes
Martius/Luna Memorial Association
Masonic Pathways
MCVI Foundation
MDA/Nat'l Assoc of Letter Carriers
Members First Credit Union
Michigan State University
Michigan Works!
Mid Michigan Community Action Agency
Mid Michigan Community College
Mid Michigan District Health Department
Mid Michigan Spirit Girls Hockey
Middle Michigan Development Corporation
Midland Area Chamber of Commerce
Midland Area Community Foundation
Midland Area CROP Hunger Walk
Midland Area Partnership for Drug-Free Youth
Midland Center for the Arts
Midland Community Center
Midland Community Television
Midland Community Tennis Center
Midland County Project D.A.R.E.
Midland Daily News
Midland Figure Skating Club
Midland Lions Club
Midland Rotary Foundation
Midland Santa Holiday Parade
Midland Soccer Club
Midland Tomorrow
Mt. Pleasant Chamber of Commerce
National Multiple Sclerosis Soc MI Chapter
National Kidney Found of Michigan
Northeast Little League
North Midland Family Center
Northwood University
Northwood/Midland County Youth Leadership
Pediatric Specialty Center
Personal Assistance Options
Pheasant's Forever
Reece Community Living Endeavor
Roscommon County Community Foundation
Ryan Olstead Cancer Fund
Safe & Sound Child Advocacy Center
Saginaw News
Saginaw Spirit Hockey Club
Salvation Army
Shelterhouse
Smitty's Iron Works
Special Olympics Michigan Area 30
The Arc of Midland
Tomorrow's Child
Tri-City Cyclists
Tri-City Kids’ Triathlon
Tri-City Magazine
United Way
Walk for Warmth
Women's Aid Service, Inc.
Zonta/Midland Area Community Foundation
This opportunity gives children the chance to head back to school with great new clothes and a lot more confidence.

Fifty or more employees sign up to volunteer at The Maple Syrup Festival’s pancake supper.

Building Our Community to Foster Healthier Families

Back to School Clothing Drive

Heading back to school is exciting for most children; however, for some it can be the most stressful time of year. With the unemployment rate soaring in Gratiot County, families are finding it difficult to purchase new clothes and school supplies for their children. Children head off to school with ill-fitting clothes and no school supplies. Gratiot Medical Center, the Family Independence Agency and other community organizations work towards helping these families by donating clothes and other items to the “Back to School Clothing Drive.” Last year, the staff donated more than 200 pounds of clothes. The one-day clothing drive allows parents to bring their students and pick out new clothes, shoes and school supplies at no cost.

Offering a Hand at the Maple Syrup Festival

In the third weekend in April, the village of Shepherd hosts the annual Maple Syrup Festival. This festival draws hundreds of people each year and offers carnival games, a parade, arts and crafts fair and of course pancake suppers. Gratiot Medical Center recognizes that to make large events like the Maple Syrup Festival run smoothly we must all work together. These volunteers cook pancakes, mix batter, fry sausage, serve pancakes and clean tables, all with a smile. The Maple Syrup Festival committee relies on our support each year and our team member are always happy to help.

Employees in the Community

Gratiot Medical Center unites around three different corporate wide efforts each year, including providing necessary donations to the United Way, providing toys for Toys for Tots and donating turkeys to Community Café.

- **United Way** This year more than $22,000 was donated to the United Way from the team at Gratiot Medical Center. Our employees take great pride in providing the United Way with the funds that it needs to continue to offer pivotal program to the community. The United Way provides funding for groups around the county such as; after school programming, women’s services, pregnancy services, youth athletic leagues and many more.

- **Toys for Tots** This initiative is nationwide, but Gratiot Medical Center is committed to making sure children in Gratiot county have a great Christmas. Enough toys are donated for approximately 100 children each year.

- Thanksgiving would not be the same without a turkey. Unfortunately, due to harsh economic times many people are unable to afford a turkey and have to rely on a food kitchen for their Thanksgiving meal. Team members at Gratiot Medical Center are fortunate to have turkeys provided free of charge each year, however; the turkeys that remain are always donated to the Community Café. The Community Café feeds more than 100 people from the Alma area on Thanksgiving day.
Employees in the Community continued

MidMichigan Medical Center–Gladwin employees’ Fund Raising Committee supports several community agencies. Hats and mittens were donated to the local schools and a hat and mitten tree was established in the admitting area waiting room for community members to take items as needed.

- Gladwin County Baby Pantry
- Food Pantries
- Walk for Warmth

In addition, the employees participate in the Adopt-a-Family at the holidays where they shop for the families’ “wish lists” providing Christmas presents to those who would not otherwise receive any.

Employees also participate in the annual blood donation day held each year in September.

Zap! Surgery Beyond the Cutting Edge Exhibit and Health Fair

MidMichigan Medical Center–Midland’s Zap! Surgery Beyond the Cutting Edge exhibit was on display at Midland Center for the Arts from May 31 through August 31, 2008.

As part of the partnership with Midland Center for the Arts, MidMichigan Medical Center–Midland hosted an exhibit featuring a sampling of the specialty services and state-of-the-art surgical technologies available at MidMichigan Medical Centers in Midland, Alma, Clare, and Gladwin. The technologies included: Gamma Knife® Perfixion™, LASEK, Cryoplasty, IVUS, bariatric surgery, deep brain stimulation, radio frequency ablation, and our latest technology – stereotactic radio surgery.

Get Zapped! Family Fun Day

An afternoon full of events, games, prizes, and refreshments, MidMichigan staff executed several activities including building a summer safety kit, Glo Germ™ testing, visits with Andy the Ambulance, ambulance tours, coloring pages and more. MidMichigan staff were docents in the Zap! Surgery and MidMichigan exhibits to help answer questions of the more than 200 attendees.

Business Expo Highlights Community Partnerships

During the Great Lakes Bay Regional Expo in May, MidMichigan received the Best of Show award for its exhibit, “Get in the Game-Stay in the Game,” which highlighted community partnerships with the Midland Community Tennis Center, Great Lakes Loons and Freeland SportsZone. The interactive and high-energy exhibit focused on how MidMichigan Health and these partners work collaboratively to bring health and fitness to the region.
According to the study, if all hospitals had performed at the level of these leading hospitals on the nine measures studied, more than 107,500 additional patients would survive each year, nearly 132,000 patient complications would be avoided annually, expenses would decline by $5.9 billion a year, and the average patient stay would decrease by nearly half a day.

If all U.S. hospitals had performed at the level of those hospitals that received the HealthGrades Patient Safety Excellence Award, approximately 220,106 patient safety incidents and 37,214 Medicare deaths could have been avoided while saving the U.S. approximately $2.0 billion during 2004 to 2006, according to the HealthGrades study.

Quality You Can Count On
MidMichigan is a leader in high-quality care. Our subsidiaries continue to receive local and national awards that recognize the high level of commitment to providing quality patient care.

100 Top Hospitals®
The Thomson Reuters 100 Top Hospitals: National Benchmarks for Success study recognizes hospitals that have achieved excellence in clinical outcomes, patient safety, financial performance and efficiency. Thomson Healthcare is a leading provider of information and solutions to improve the cost and quality of healthcare.

As a result of the measures, the 100 Top Hospitals distinction was given to MidMichigan Medical Center-Midland in the teaching hospital category for the third year in a row and to Gratiot Medical Center in the medium community hospital category for the second time in three years. Last year the award also was given to MidMichigan Medical Center–Clare in the small community hospital category.

The full list of honorees may be found at www.100tophospitals.com/winners/nationalwinners.aspx.

Distinguished Hospital for Patient Safety
MidMichigan Medical Center–Midland’s top rating for patient safety was awarded again by HealthGrades, the nation’s leading healthcare rating agency. The Medical Center was one of only 249 hospitals out of nearly 5,000 nationwide that received the HealthGrades Patient Safety Excellence Award.

The Medical Center in Midland’s performance also placed it among the top five percent of U.S. hospitals for patient safety outcomes, according to HealthGrades fifth annual Patient Safety in American Hospitals Study, the largest of its kind. It is one of only three Michigan hospitals, and 58 nationally, to receive the award four years in a row.

Smile, Reach, Speech Campaign Brings Stroke Education and Screenings to More Area Residents

With its colorful icons and easy-to-remember slogan, the Smile, Reach, Speech campaign continues to educate the community on how to recognize the warning signs of stroke -- and respond quickly. The program also offers low-cost stroke screenings that help people identify their risk factors and take action to reduce the chance of having a stroke. Initially launched in Midland county, the campaign was recognized with the 2008 Ludwig Community Benefit Award for successfully improving the community’s response to stroke. Prize money from the Ludwig award and additional community benefits contributions from MidMichigan Health have been used to extend this program to the rest of MidMichigan’s service area. Low-cost stroke screenings and community outreach are now offered by all four of MidMichigan’s medical centers in Alma, Clare, Gladwin and Midland counties.

– Megan Yezak, Marketing Manager, MidMichigan Health

Governor’s Award of Excellence

Sponsored jointly by Governor Granholm and Michigan’s Medicare Quality Improvement Organization (MPRO), the 2007 Governor’s Award for Excellence program honors Michigan hospitals that are performing quality initiatives aimed at improving patient care.

For the fifth consecutive year, MidMichigan Medical Center–Gladwin received recognition as a high quality health care provider. This year the Medical Center in Gladwin received multiple awards, including the Governor’s Award for Improving Patient Safety and Quality of Care in the Critical Access Hospital Setting for Medication Safety and the award for Clinical Performance and Acute Myocardial Infarction Transfer. In addition, MidMichigan Medical Center–Gladwin received the Governor’s Recognition of Excellence for being a top performer, one of only 18 hospitals in the state of Michigan to receive this accolade.

MidMichigan Medical Center–Clare received the 2007 Governor’s Award of Excellence for Improving Patient Safety and Quality of Care in the Hospital Setting for Appropriate Care Measure and the Emergency Department.

Gratiot Medical Center received the 2007 Governor’s Award of Excellence for Improving Care in the Hospital Setting for Appropriate Care Measures, Emergency Department Care and AV Fistula (an AV fistula is an access site used for patients receiving dialysis). To help improve its performance in the quality measures, Gratiot Medical Center established teams to ensure all physicians and staff were aware of and using the evidence based recommendations.

Being recipients of the Governors’ Awards further demonstrates the importance that MidMichigan places upon quality patient care. At MidMichigan, quality, patient safety and service excellence are first–every patient, every time.
MidMichigan Health now offers CarePagesSM as a free service to patients at the Medical Centers in Alma, Clare, Gladwin and Midland; patients of MidMichigan Home Care; and residents at MidMichigan Gladwin Pines and MidMichigan Stratford Village.

“This tool enables us to provide important practical and emotional support to the people we serve. It not only simplifies the process of informing loved ones, but the outpouring of supportive comments that patients and caregivers receive is invaluable in the healing process. CarePages also provides a regular forum for out of town family and friends to keep in touch with our nursing home residents and home care patients, a connection that is critical to their well-being.”

— Richard M. Reynolds, President, MidMichigan Health

Building Our Community to Foster Healthier Families

CarePagesSM Bring Family and Friends Close When Needed Most

Eric and Sharon Langshur’s infant son, born without a left ventricle in his heart, faced an ongoing, day-to-day struggle from the day he was born. At just 18 months of age, he and his family had already been through the physical and emotional strains of three open-heart surgeries.

The Langshurs, exhausted and constantly in and out of hospitals, needed a way to keep in touch with loved ones, not only to keep them updated on their son’s progress, but also to receive much-needed feedback and support.

Their solution was to set up a Web site, which they named CarePages.com. Seven years later, CarePages.com is healthcare’s largest social network, helping millions of people stay connected to family and friends when facing a health event.

Patients or their family members can visit www.midmichigan.org/carepages to create their own private, personalized Web sites for sharing health updates, photos and supportive messages. This unique approach puts families in control and allows them to simultaneously update a large network of relatives, friends and supporters, when the time is right for them.

Each time an update is posted, an e-mail is sent to people who have registered on the individual’s CarePage, eliminating the need for dozens of phone calls. Additionally, invited visitors to the CarePage can send messages of encouragement and support to the family, creating a virtual community of care.

CarePages.com also has resources to help people cope with the emotional challenges of a health event, including stories of inspiration, the ability to connect to others in similar situations, and practical tips and advice on “what to do” and “what to say” during difficult and stressful situations.

CarePages.com is secure and complies with HIPAA privacy requirements. It ensures that patients, families and healthcare providers are protected online through strict privacy policies, password protection and visitor management tools.
The Five Star awards are given to work sites that are active in fighting cancer on multiple fronts through programs and services of the American Cancer Society.

MidMichigan Earns Awards from American Cancer Society

MidMichigan Health has earned the prestigious Five Star Investor and Community Investor awards by the American Cancer Society’s Great Lakes Division, Inc. Workplace Solutions program.

To earn these awards, MidMichigan’s Medical Centers in Alma, Clare, Gladwin and Midland have displayed leadership roles in the fight against cancer. The leadership of these four MidMichigan Health Medical Centers has included initiatives such as distributing internally the American Cancer Society monthly newsletter, sponsoring a team for Relay For Life and sponsorship of a community series for cancer survivors. The MidMichigan Web site also provides a link to www.cancer.org as a cancer education resource.

2008 Lifetime Achievement Award - Rural Urban Days

Gratiot Medical Center received the Life Time Achievement Award at Rural Urban Days in St. Louis in 2008 for outstanding dedication and commitment to the community.

Spirit of Collaboration Honorable Mention Award

The 2008 Spirit of Collaboration Honorable Mention Award has been presented by the Michigan Cancer Consortium (MCC) to MidMichigan Medical Center–Midland, and its partners, American Cancer Society, Great Lakes Division, Inc., and Cancer Services for the co-sponsorship of the series “Cancer Survivorship.”

The MCC Spirit of Collaboration Award was presented to Joan Herbert, Pharm.D., director of oncology services at MidMichigan Medical Center–Midland. In the presentation letter, the MCC Review Committee stated that they were “very impressed by the collaborative project and its contribution to cancer control in Michigan.”

The Cancer Survivorship Series, offered bi-annually, addresses all of the challenges faced by cancer survivors once their initial treatment is complete and they are in surveillance mode. The five-part series for cancer survivors is based on the National Cancer Institute’s Facing Forward Series and includes topics on finances, feelings, physical changes and life after cancer treatment. Panels of experts discuss each of the topics, and a question and answer period follows.

“The American Cancer Society and Cancer Services work closely with our team at MidMichigan Medical Center-Midland to develop resources for cancer survivors. The series is truly a collaborative effort, and our patients that have experienced the program have found it to be very valuable.”

– Joan Herbert, Pharm.D.,
Director of Oncology Services,
MidMichigan Medical Center-Midland