Check Out What's Inside!

- Lakeland Learning Month Activities Announced
- Message from the President
- New Chronic Care Management Program to Begin at Lakeland Medical Practices
- Letter to the Editor
- Lakeland Research Helps Advance Patient Care
- Caring for Your Loved One
- Epic Upgrades Coming Soon!
- A New Name and a Fresh Design
- Join a Lakeland Dietitian for a Free Cooking Class in 2015!
- The Atrium Café Celebrates Mardi Gras
- Lakeland Welcomes New Laboratory Technical Manager

What's New

- New Class Announcement
- Cultural Events Calendar
Lakeland Learning Month Activities Announced

Lakeland Learning Month is quickly approaching and in addition to expanding the length of the celebration, this year’s events will take place across a variety of locations and times.

“We received a lot of feedback about having more times and events available for associates to attend,” said Kristen Withers, Lakeland University. “This year, we added more locations and spread the events out over the entire month.”

Each event offered is designed to promote professional and personal growth. New this year, the Family Fair is a fun evening created with associates and their families in mind.

I Love Learning Expo
Tuesday, March 10
8:00 a.m. to 4:00 p.m.
Lakeland Hospital, Niles Meeting Room

Monday, March 16
8:00 a.m. to 4:00 p.m.
Lakeland Medical Center, St. Joseph Upton Center

Tuesday, March 24
8:00 a.m. to 12:00 p.m.
Center for Outpatient Services Alcove

Spring Swap Shop
Monday, March 30
9:00 a.m. to 12:00 p.m.
Lakeland Medical Center, St. Joseph Upton Center

Discover Lakeland
Monday, March 9
8:00 a.m. to 12:00 p.m.
Lakeland Medical Center, St. Joseph Upton Center

Thursday, March 26
12:00 to 4:00 p.m.
Lakeland Hospital, Watervliet Classrooms A&B

Clinical/Vendor Fair
Tuesday, March 24
12:00 to 3:00 p.m.
Lakeland Hospital, Niles Meeting Room

Wednesday, March 25
10:00 a.m. to 2:00 p.m.
Lakeland Medical Center, St. Joseph Upton Center

Family Fair
Thursday, March 5
4:00 to 6:00 p.m.
Lakeland Hospital, Niles Meeting Room

Thursday, March 19
5:00 to 7:00 p.m.
Lakeland Medical Center, St. Joseph Upton Center

Patient Satisfaction Scorecard

Overall - 75th Percentile

<table>
<thead>
<tr>
<th>Facility</th>
<th>Percentile</th>
</tr>
</thead>
<tbody>
<tr>
<td>St. Joseph</td>
<td>70th</td>
</tr>
<tr>
<td>Niles</td>
<td>80th</td>
</tr>
<tr>
<td>Watervliet</td>
<td>75th</td>
</tr>
<tr>
<td>Practices</td>
<td>60th</td>
</tr>
</tbody>
</table>

- St. Joseph, Niles, and Watervliet data from 12/28 to 1/17
- Lakeland Medical Practices data from 12/01 to 12/31

The above graphic shows the percentile ranking of patients rating us a nine or 10 at each facility. Continue to check the Pulse for regular updates. Goal 90th Percentile.

“While Lakeland University offers educational opportunities year round, this is the time of the year that we really go all out!” said Kristen.

For more information on each event, visit the Lakeland University page on myLakeland. Also, continue to read the Pulse and check your Lakeland email box for the latest updates on Lakeland Learning Month.
Good Question

Harold asked me what I wanted.

I had been thinking about it for a long time so the answer was quick. I wanted the cleanest hospital in the world.

Now that is easy to wish for, but very hard to do. And of course it starts with ensuring exemplary hand hygiene by everybody, everywhere, every day.

We, like the rest of our healthcare friends and neighbors, think we do a good job in keeping our hands clean. But study after study shows that we could all improve.

Put another way, being as good as everybody else is just not good enough, or safe enough.

Eileen Willits, Mary Ann Pater and I had been on a year-long search to find the best partner and the best technology to help us achieve our goal. Our request was straightforward. We need an affordable, effective, flexible, real-time, and facility-wide solution.

Unfortunately, every vendor and most technology solutions we evaluated fell short. Many fell far short – such as a cost of $500,000 for just one unit or incomplete data at the end of the month. But the technology that seemed like it should be able to live up to our request was called passive radio frequency identification or RFID.

If you don’t know exactly what an RFID is or does, you have certainly seen them at work. They help keep track of expensive garments in a clothing store. They automatically charge a toll as cars speed through the E-ZPass lanes on the toll road. They can even help return a lost pet to its home.

Although they’ve been used to track valuable equipment throughout hospitals, they’ve not yet been used across an entire hospital to ensure that everybody is living up to their commitment to “wash in” and “wash out” during every encounter with a patient.

We’re going to do that.

Harold Clampitt, Founder and CEO of American RFID Solutions, and Lakeland Health will prove it can be done. We also hope to prove the project can help to lower hospital-acquired infections and help save lives. We are running the year-long experiment at Lakeland Medical Center, St. Joseph.

Jim Paulin, Chief Technology Officer, and Chris Fox, Director Medical/Surgical Services, will co-lead the project for Lakeland. Industry experts from American RFID Solutions will join them and other partners involved in the project.

The project has also caught the interest of three internationally recognized technology firms that have agreed to fund it.

While we’re at it, we intend to use the RFID technology to track expensive supplies and equipment and to study various workflows and processes. The information should allow us to do a better job to improve quality, control costs, and to improve the patient and provider experience.

Stay tuned for more information in the Pulse, the April Forums, and on myLakeland.
Letter to the Editor

Pine Ridge facility is doing great work

Editor,

Recently our mom was discharged from the Pine Ridge Rehabilitation and Nursing Center in Stevensville after a fall and surgery in October 2014.

The care that our mom received was second to none. The staff was wonderful to work with, and we believe that her recovery was directly related to the great care that she received. The physical, occupational and speech therapy she received was exceptional. The nurses and nurse’s aide were kind, compassionate and very patient with our mother. She went through rehab at Pine Ridge in February 2014 after a total knee replacement.

The residents of Michigan’s Great Southwest should be very proud to have such a new facility that has state of the art equipment. Although it is 60,000 square feet, it doesn’t feel like it. The facility is warm and inviting.

A big thank you to the entire staff at Pine Ridge. A special thanks to Patrick, Richelle, Dade and Suzanne. Pine Ridge has the Joseph family endorsement. Thank you once again for a job well done.

Bryan Joseph
Benton Harbor

*Letter to the Editor originally featured in the January 28 issue of the Herald Palladium

New Chronic Care Management Program to Begin at Lakeland Medical Practices

Lakeland Care and Lakeland Medical Practices have created a Chronic Care Management (CCM) pilot program to align with Medicare’s new standards of reimbursement for Chronic Care Services. The new program will help Medicare patients with chronic conditions stay healthy and out of the hospital.

“Patients with multiple chronic conditions will stay healthier longer,” said Kendall Troyer, COO, Lakeland Medical Practices. “A care manager will be paying attention to the patients’ care plan and contacting the patient regularly to help them achieve their health goals.”

Medicare patients may choose to participate in the CCM program if they have two or more chronic conditions that put them at a rising risk for death or a severe worsening of their condition.

The program requires the establishment of a comprehensive care plan to be coordinated between the office care manager, provider, and a new position known as the CCM care manager. Although it is the first funded Care Management program in the practices, Lakeland’s commitment to positive patient outcomes has already laid the groundwork for the program.

“Our journey to becoming a Level 3 Patient Centered Medical Home put the building blocks in place for a program like this,” said Kendall. “This program will help us improve the health of our community and lower the cost of healthcare.”
Lakeland Research Helps Advance Patient Care

Research is key to preventing illness and enhancing care in the community and around the world. Lakeland Health is dedicated to investigating and discovering new therapies with one ultimate goal—to enhance patient care and overall outcomes. With original research, clinical trials, and cancer clinical research conducted within our system, patients have access to the latest treatments.

“In this era of evidence-based practice, it’s logical that the medical community embrace the process that proves new medications, devices, and biologics are safe,” said Richard Hines, MD, Medical Director, Lakeland Clinical Research. “Physician investigators are simply doctors who feel that a natural outgrowth of practicing medicine today is active involvement in tomorrow’s cures.”

In addition to original research and clinical trials, Lakeland Health is also a member of the Cancer Research Consortium of West Michigan.

“Being a member of the consortium provides an opportunity for our patients to participate in nationally recognized, state-of-the-art clinical trials within our community by our great team of oncologists and radiation oncologists,” said Jann Totzke, Executive Director of Oncology Services, Marie Yeager Cancer Center.

The benefits of participation in clinical trials are numerous for patients, and include access to innovative medical care and medications not yet available to the public often at little to no cost, extra time with research staff for disease education, and unique opportunities to help future patients. The benefits of research also extend to our doctors and overall health system with an opportunity for advanced physician learning.

For more information on Lakeland Research opportunities, visit www.lakelandhealth.org/research

Caring for Your Loved One

Caregiver Education and Support

Are you taking care of an aging parent? Does your spouse regularly need help for activities of daily living? Are you overseeing nutrition, finances, or more types of care for your mom? Is a loved one requiring care from you because of a serious illness?

Designed to empower caregivers with new skills for managing challenging situations, topics covered in this class include: preventing burnout, stress reduction, making difficult medical decisions, and community resources.

**Thursday, February 26**
6:00 to 8:00 p.m.
Hospice at Home Community Room

For more information or to register, call (269) 429-7100

Epic Upgrades Coming Soon!

Preparations are underway for the Epic 2015 upgrade, making its debut this spring. The upgrade will affect all associates who work in Epic; in some areas, only cosmetic changes will take place. In others, associates will notice several workflow changes.

“Efficiency is always what we aim for,” said Michele Foster, Project Manager, ConnectIT.

The upgrade is currently in the process of being built, and testing is scheduled to begin in March. During this time, ConnectIT will primarily focus on issues creating work stoppages and affecting patient safety.

Look for more information on features and benefits of the upgrade in “Upgrade Corner” communications, set to begin at the end of March.

Continue to read the Pulse and check your Lakeland email for more information.
A New Name and a Fresh Design

On January 31, after three months and over 1,363 hours of work, we launched our newly redesigned website with 1200+ pages and 14 medical practices websites. As you visit and explore www.lakelandhealth.org, be sure to look for these top 10 new and exciting features:

1) **Responsive Design** – Allows the site to automatically resize to any device including a cellphone, tablet, laptop, or desktop

2) **Physician Search** – Quickly and effectively search and view physician profiles based on location, expertise and training, and patient ratings

3) **Locations** – Visitors can search all Lakeland locations by type, specialty, or zip code and receive real-time Google Map driving directions

4) **Customizable Content Library** – Accredited health news, articles, and quizzes refresh every hour and can be modified with Lakeland information

5) **Translation with One Click** – The entire site can be translated to a visitor’s preferred language using a button on the tool bar

6) **Relatable Content** – Each page on the site features a side bar with news, events, and health information related to a specific health topic

7) **Search Capabilities** – The robust search tools display related content based on how applicable it is to the visitor’s request rather than just alphabetically

8) **Events Calendar** – All upcoming Lakeland classes and events can easily be searched by date range or specialty and then directly added to a visitor’s personal calendar

9) **Microsites** – Along with the corporate site, 14 microsites have also been transferred to the new content management system

10) **Shared Design** – We will now have the ability to share content building responsibilities with interested departments

We welcome your feedback on this project. If you see something that isn’t working correctly or simply have a suggestion, contact Jill Riedel, Marketing and Communications at (269) 927-5361

Join a Lakeland Dietitian for a Free Cooking Class in 2015!

Cooking on a Budget will teach you how to buy healthy food for less money. Participants will learn how to change recipes using foods they have on hand, and how to build a pantry that includes what you need to create many different healthy meals.

**All classes are held 6:00 to 7:00 p.m.**

**Tuesday, March 3**
Lakeland Hospital, Niles
Meeting Room

**Wednesday, March 11**
Lakeland Medical Center, St Joseph
Frederick S. Upton Education Center, Room 3

**Thursday, March 19**
Center for Outpatient Services, St. Joseph
Pharmacy Conference Room

**Monday, March 23**
Lakeland Hospital, Watervliet
Boardroom

Preregistration is preferred, but not required.
For more information call (269) 556-2808 or (866) 260-7544
The Atrium Café Celebrates Mardi Gras

Lakeland associates enjoyed a colorful and warm retreat from the winter weather on Wednesday, February 4, when the Atrium Café hosted its Mardi Gras event. During the event, guests enjoyed authentic Cajun and Mardi Gras inspired food and atmosphere.

“When planning the event, I surveyed associates to see what themes they’d be interested in,” said Paige Phizacklea, dietetic intern for Nutrition Services. “Mardi Gras was a popular choice. The bright colors and spicy food are a good way to brighten up the winter season.”

The Atrium Café offered an array of themed dishes during the event, including jambalaya, green gumbo, blackened chicken, whitefish, black-eyed pea salad, and bananas foster with fried vanilla bean ice cream. In addition to highlighting the food and culture surrounding Mardi Gras, Paige wanted to emphasize sustainability in her ingredients.

“Sustainability is important to me, so we ordered most of our produce from Shelton Farms in Niles to support locally sourced businesses,” said Paige.

As part of their curriculum, dietetic interns at Lakeland are responsible for coordinating a themed event for the Atrium Café that associates look forward to each year. “People were coming up to me and asking me when it was happening and what the theme was going to be,” said Paige. “Everyone was really excited about it!”

Lakeland Welcomes New Laboratory Technical Manager

Sharon VanHall recently assumed the position of Laboratory Technical Manager at Lakeland Medical Center, St. Joseph.

In her new role, Sharon is responsible for all diagnostic testing activities and numerous quality programs throughout the lab. She also ensures that the laboratories meet financial, quality, safety, service, and personnel performance goals.

“A Lakeland associate for over 20 years, Sharon believes in Lakeland’s mission to provide high quality care and positive patient experiences by encouraging and inspiring associate engagement. Last year, Sharon was accepted into Lakeland University’s “Leading toward the Future” program, designed to sharpen leadership and interpersonal skills.

“I discovered during these sessions that I have a passion for helping people discover their hidden potential,” said Sharon. “Leadership is about relationship building, partnering with teams, and knowledge sharing. This position gives me a great platform to provide that kind of leadership.”

“I’m hoping that by stepping into this new leadership role, I will be able to mentor and coach others to develop and maintain engaged associates,” said Sharon.
March 2 – 20
Bahá’í 19-Day Fast
Bahá’í’s between ages 15 and 70 do not eat or drink from sunrise to sunset and set aside time for prayer and meditation. Bahá’í is a monotheistic religion that emphasizes the spiritual unity of all humankind and believe that all major religions have the same spiritual source and come from the same God.

March 5
Magha Puja – Buddhist
Also known as Sangha Day, it commemorates the spontaneous assembly of 1,250 arahants, completely enlightened monks, in the historical Buddha’s presence.

March 5
Purim – Jewish
The “Feast of Lots” marks the salvation of the Jews of ancient Persia from extermination.

March 6
Holla Mohalla – Sikh
An annual event which is a martial arts parade historically coinciding with Holi, the Hindu festival of colors. Celebrations related to Holla Mohalla may be held in various locations over several weekends preceding the actual date of the holiday.

March 6
Holi – Hindu
Also called Holaka or Phagwa, this festival celebrates spring and commemorates various events in Hindu mythology.

March 17
Maha Shivaratri – Hindu
Also called Shiva Ratri, it is the Great Festival of the Lord Shiva.

March 17
St. Patrick’s Day – Christian
Feast day of the patron saint of Ireland. In the U.S., a secular version is celebrated by people of all faiths through appreciation of all things Irish.

March 20
Vernal Equinox
The date when night and day are nearly the same length. It marks the first day of the season of spring.

March 21
International Day for the Elimination of Racial Discrimination
Call to action to eliminate all forms of racial discrimination worldwide.

March 21
Nowruz – Zoroastrian
A traditional ancient Iranian festival celebrating the first day of spring and the Iranian New Year. Also celebrated as New Year’s Day in Bahá’í tradition (Naw-Ruz).

March 28
Rama Navami – Hindu
Celebrates the birthday of Rama, king of ancient India, hero of the epic Ramayana, and seventh incarnation of Vishnu.

March 29
Palm Sunday – Christian
Observed the Sunday before Easter/Pascha to commemorate the entry of Jesus into Jerusalem.

March 31
Cesar Chavez Day
Honors Mexican American farm worker, labor leader, and activist Cesar Chavez (1927–1993) who was a nationally respected voice for social justice.

*Information provided courtesy of the Anti-Defamation League.
We are excited to offer *Basic Medical Terminology* this spring! Class size will be limited to 20 people. This is a 16-week program with classes once a week for one hour. No previous knowledge of medical terminology is required. Textbooks are provided and are for students to keep. Each student who achieves a passing score will receive a certificate of completion. *This class certificate can now be presented at Lake Michigan College for 1 credit.*

**Sign up in myNetLearning today!**
The Dean Vaughn Learning System is designed for 100% retention! This program teaches how to easily remember, pronounce, and apply 350 prefixes, roots, and suffixes that combine to form over 11,000 medical terms, without taking notes or completing extensive homework!

**Class Costs**
Lakeland Associates: $21.00 – sign up in myNetLearning
Community: $42.00 – call (269) 985-4515 to register

**Instructors**
**Gwen Day, MAOD**
Learning and Performance Consultant
Office: (269) 982-4976
Email: gday@lakelandhealth.org

**Lou Ann Kater, RN, BS**
Clinical Staff Educator
Office: (269) 983-8575
Email: lkater@lakelandhealth.org

**Kim Simpson, MAOM**
Learning and Performance Consultant
Office: (269) 927-5357
Email: ksimpson@lakelandhealth.org

<table>
<thead>
<tr>
<th>Date</th>
<th>Time</th>
<th>Lakeland Medical Center, St. Joseph</th>
</tr>
</thead>
<tbody>
<tr>
<td>March 11</td>
<td>3:30 to 5:00 p.m.</td>
<td>Upton 3</td>
</tr>
<tr>
<td>March 18</td>
<td>3:30 to 5:00 p.m.</td>
<td>Education 4N</td>
</tr>
<tr>
<td>March 25</td>
<td>3:30 to 5:00 p.m.</td>
<td>Upton 2</td>
</tr>
<tr>
<td>April 1</td>
<td>3:30 to 5:00 p.m.</td>
<td>Upton 3</td>
</tr>
<tr>
<td>April 8</td>
<td>3:30 to 5:00 p.m.</td>
<td>Upton 3</td>
</tr>
<tr>
<td>April 15</td>
<td>3:30 to 5:00 p.m.</td>
<td>Upton 4</td>
</tr>
<tr>
<td>April 22</td>
<td>3:30 to 5:00 p.m.</td>
<td>Upton 3</td>
</tr>
<tr>
<td>April 29</td>
<td>3:30 to 5:00 p.m.</td>
<td>Upton 2</td>
</tr>
<tr>
<td>May 6</td>
<td>3:30 to 5:00 p.m.</td>
<td>Upton 3</td>
</tr>
<tr>
<td>May 13</td>
<td>3:30 to 5:00 p.m.</td>
<td>Upton 3</td>
</tr>
<tr>
<td>May 20</td>
<td>3:30 to 5:00 p.m.</td>
<td>Upton 3</td>
</tr>
<tr>
<td>May 27</td>
<td>3:30 to 5:00 p.m.</td>
<td>Upton 3</td>
</tr>
<tr>
<td>June 3</td>
<td>3:30 to 5:00 p.m.</td>
<td>Upton 3</td>
</tr>
<tr>
<td>June 10</td>
<td>3:30 to 5:00 p.m.</td>
<td>Upton 3</td>
</tr>
<tr>
<td>June 17</td>
<td>3:30 to 5:00 p.m.</td>
<td>Upton 4</td>
</tr>
<tr>
<td>June 24</td>
<td>3:30 to 5:00 p.m.</td>
<td>Upton 3</td>
</tr>
</tbody>
</table>