Diversity Transformation

A small group of associates is now participating in a pilot program that intends to transform our corporate culture relating to diversity. The program is just one example of our ongoing commitment to diversity and reflects our dedication to embracing and celebrating diversity within our workplace.

Diversity at Lakeland

We believe the active pursuit of diversity within Lakeland HealthCare strengthens our efforts to be the best place for all people.

We will provide an environment that values the strengths and talents of every person in our organization, reflects the communities we serve, and celebrates our similarities and differences.

Source: Lakeland Associate Orientation Handbook

Leadership and Diversity

Lakeland HealthCare recently partnered with Whirlpool Corporation to cosponsor the Third Annual Andrews University Leadership Conference on Leadership and Diversity.

The conference was held on July 22, and featured keynote speaker Soledad O’Brien, an award-winning and critically-acclaimed journalist and CNN special correspondent. Soledad shared stories about race, class, opportunity and poverty, often reflecting upon her own personal experiences, and how those experiences influenced her work and life.

Lakeland’s own Norma Tirado, Vice President of Human Resources and Health Information Technology, spoke to the audience about building a case for diversity. She shared her thoughts on why it’s important for organizations to build the case for diversity not just because it’s the “right thing to do” but because there are solid business reasons to focus on diversity and inclusion as an organization. Norma helped close the conference by encouraging participants to act upon and apply the lessons that were shared throughout the conference, challenging all to make a personal plan for diversity. As Dr. Danny Sledge from Lake Michigan College shared, “Information + Application = Transformation.”

Food for Thought

- What does diversity mean to you?
- How does diversity impact the way we work?
- What diversity opportunities are we missing?

Share your thoughts with your coworkers. Your voice matters.
Message from the President
Loren B. Hamel, MD
President & CEO

Better is Better

Do you ever wonder if Lakeland is big enough? Are there advantages to being bigger?

There is a common perception – and often a misperception – that bigger is better. In this edition of the Pulse you will notice a number of recognitions and awards linked to safety and quality. As you know, we have set a goal to rank in the top 10 percent of everything measured and reported that is linked to the safety, quality, and service that we provide to our patients.

There is a recognition that you won’t read about in this week’s Pulse. It is linked to a recent article by Consumer Reports magazine. The company that publishes the magazine is in the business of ranking products and services for consumers. It is an independent and a non-profit organization. Recently, the magazine published a report called “Your safer-surgery survival guide: Our Ratings of 2,463 U.S. hospitals can help you find the right one.” They reviewed hospitals’ surgical mortality rates and length of stay, a reliable indicator of the overall complication rate. As it turns out, any surgical complication of significance is likely to prolong the length of stay. It makes sense that a shorter length of stay after a surgery is a good thing.

Lakeland received the best ranking. Of the 80 or so Michigan hospitals that were ranked in the report, fewer than 10 percent received the top score. No other organization in our region received as high a ranking. Some of those organizations are certainly larger than Lakeland.

That means, according to this independent analysis, that when it comes to safe surgery Lakeland ranks among the best of the best. Isn’t that where you would want to have your surgery? As you may recall, that’s where I wanted to have mine.

A special thanks goes to our surgeons and the entire surgical and post-surgical care teams. Thanks also to the many others throughout the organization who support their efforts.

This recognition for surgical safety is just one more milestone on our journey to being exemplary.

Of course we still have work to do. The number of clinical indicators that are available for comparison with other healthcare providers continues to grow every month. In addition, better-than-average performance now doesn’t mean the same performance will remain better than average. Everyone in healthcare is doing their best to make their care continuously better. We can only remain exemplary if we continue to improve our outcomes, basically forever.

I sure hope that is the kind of organization for which you want to work, those are the kind of colleagues with whom you want to work, and that’s the kind of place where you and your family want to receive care. And feel free to remind your friends and neighbors. Bigger isn’t necessarily better. Better is better.
Getting to Know Olay Vongsiprasom, New Pulse Editor

Please join us in welcoming Olay Vongsiprasom, Communications Specialist, as the new editor of the Pulse. As editor, Olay is responsible for managing the content of the bi-weekly newsletter, making sure that the content is written, edited, and approved on time.

Where are you originally from?
My parents are from Laos, a country in Southeast Asia, but I was raised in Holland, Michigan.

What drew you to southwest Michigan?
I’ve lived in Michigan most of my life. The people here are warm, friendly, and down to earth. The lakeshore is beautiful throughout the year and there’s always something to do if you enjoy being outdoors. Since the landscape and the communities of southwest Michigan are very similar to those of west Michigan, my transition has been easy.

What did you do before coming to Lakeland?
Prior to Lakeland, I worked as an Internal Communications Specialist at Holland Hospital, in a role very similar to what I’m doing here at Lakeland.

Is there anything in particular that drew you to Lakeland?
It wasn’t until after I interviewed with [the marketing team] that my interest in Lakeland really sparked. Coming out of those interviews, I really felt that, if given the opportunity, we could accomplish something very special. I was really impressed with their enthusiasm and energy, not only for marketing and communications, but for healthcare as a whole.

What do you hope to accomplish during your career with Lakeland?
I would like to see more shared collaboration and associate engagement, especially with the Pulse and myLakeland (the intranet). I want associates to know that these communication vehicles belong to them. For the Pulse, it’s the voice of the associates that I want to hear and share with the rest of the organization. For myLakeland, I see it as having the potential to be a great resource, not only for Lakeland news and information, but as a way for associates to share and collaborate on projects and programs, within their own departments and with other departments.

If you have story ideas, contact Olay at ovongsiprasom@lakelandregional.org or (269) 927-5271.

New Director of Nursing at Berrien Center

Lakeland HealthCare is pleased to welcome Kari Adams, RN, as the new Director of Nursing at Lakeland Specialty Hospital, Berrien Center.

Kari joined our team in July and is responsible for coordinating and directing resident care within the Continuing Care Unit, as well as directing the overall operation and workflow of the nursing department.

“I hope my patient-centric attitude and focus on quality will encourage and empower the nursing staff,” Kari said. “As a team, we should continuously strive to provide the excellent level of patient care and deliver the positive patient experience that Lakeland is known for.”

What Kari enjoys most about being at Lakeland is working with associates who genuinely care for the patients and residents, while also taking the time to build meaningful connections with them. “For a majority of our residents, this is their home,” Kari said. “It’s a privilege when our residents allow us to become a part of their family.”

Prior to joining Lakeland, Kari worked at Borgess-Lee Memorial Hospital as the Director of Clinical Services. Outside of work, Kari enjoys cooking, as well as being a new mother to her five-month-old daughter, Alayna.

Welcome to the team, Kari!

Lakeland Specialty Hospital provides long-term care and long-term acute care, a specialized type of care with a focus on monitoring chronic medical conditions and rehabilitation. It offers a comprehensive range of senior services in a home-like setting. For more information, visit lakelandregional.org
Above and Beyond

Jodi Peppers, RN, Emergency Department, Lakeland Regional Medical Center, St. Joseph

After the loss of an infant in the Emergency Department, this associate turned a moment of heartache into a lasting, heartfelt memory.

A three-month-old patient arrived in the Emergency Department in critical condition. After a persistent effort to save the patient’s life, the baby girl passed away. The parents, overcome by grief, found comfort and solace when this associate organized an event to honor the baby girl. Family members and friends used clay tiles to create imprints of their children’s hands or feet. All proceeds from the event were deposited into a scholarship fund for the baby girl’s big brother. This associate’s kindness didn’t end there. She also worked with her manager to create “Memory Boxes” for patients in the Emergency Department who have also suffered from the loss of a loved one.

New Endocrinologist Finds a New Place to Call “Home”

Anthony Domingo, MD, Endocrinologist, thrives on solving his patients’ “medical mysteries” to help them live a healthier and happier life.

As a medical provider, you assume many roles: caretaker, healer, supporter, and motivator. One of the main roles you adopt when first meeting a patient is as an investigator. Anthony Domingo, MD, Endocrinologist, thrives on solving his patients’ “medical mysteries” to help them live a healthier and happier life.

Dr. Domingo recently joined the Medical Staff of Lakeland HealthCare, and is seeing patients alongside Deb Vliet, NP, at Lakeland Diabetes & Endocrinology in the St. Joseph office.

"Endocrinology was an area that I was immediately drawn to in medical school," Dr. Domingo said. "I enjoy the puzzle-solving aspect of working through various pathways to determine what the disorder is and the best way to treat it. It’s so rewarding to see how the appropriate therapy can significantly improve a patient’s symptoms and quality of life, in a relatively short period of time."

Dr. Domingo earned his medical degree from the University of South Florida where he completed his Endocrinology, Diabetes, and Metabolism Fellowship in June of 2013. He completed his Internal Medicine residency at Jackson Memorial Hospital in Miami, Florida. "My parents are originally from the Philippines and they inspired me to dedicate my life to healing," Dr. Domingo said. "My father was a Cardiologist and my mother was an Internist; they both conveyed a deep desire to serve the common good. Working in medicine is thrilling because it’s an ever-changing field where you’re constantly learning and discovering new things."

When Dr. Domingo first visited southwest Michigan, our small, close-knit community reminded him of growing up in Florida. "I was immediately struck by how familiar the setting was to my hometown," Dr. Domingo said. "Southwest Michigan is close to Chicago where my wife is completing a three-year fellowship in Hematology/Oncology, and is a great place for our three-year-old son to be active and play at the beach, explore the museums, and meet new friends."

At Lakeland Diabetes & Endocrinology, Dr. Domingo works with patients to determine if their health issues are related to a hormone-secreting gland like the adrenals, pancreas, and thyroid. Once an endocrine-related disorder is identified, he provides the appropriate therapy to correct the hormonal abnormality. Dr. Domingo is specially trained in Adult Endocrinology, which consists of patients who are 18 years of age or older. He is accepting new patients and seeing former patients of Majdi Al-Najjar, MD. For more information, call Lakeland Diabetes & Endocrinology, located at 3950 Hollywood Road, Suite 284 in St. Joseph, at (269) 408-1600.
Continued Excellence in Stroke Care

Lakeland receives two stroke awards

Lakeland HealthCare Primary Stroke Center recently received the Silver Plus Award and the Stroke Target Honor Award from the American Heart Association/American Stroke Association.

In receiving the Silver Plus Award, we’ve demonstrated a commitment to treating our stroke patients with an 85 percent or higher compliance with stroke core measures in addition to a 75 percent or higher compliance with eight additional quality measures.

In receiving the Target Stroke Honor Award, we’ve demonstrated a door-to-needle time (DNT) of 60 minutes or less for at least 50 percent of our patients receiving a tissue plasminogen activator (tPA).

Both awards reflect the success and impact of a multidisciplinary team that is focused on exemplary care and outcomes.

“This was a considerable team effort,” said Andrea Bauman, Ortho/Neuro Patient Care Manager. “From the emergency room through the inpatient hospitalization, our team of local emergency medical services (EMS), nurses, physicians, therapists, and care management, all came together to ensure these measures were met.”

The Stroke Committee is also thankful for the partnership with ConnectCare for their help in optimizing order sets and workflow in a way that makes it easy to provide the best evidence-based care to our patients, as quickly as possible.

Spot a Stroke FAST

According to the AHA/ASA, stroke kills more than 133,000 people each year and is a leading cause of serious, long-term disability. The acronym FAST is an easy way to remember the signs of a stroke in someone.

F – Face Drooping
A – Arm Weakness
S – Speech Difficulty
T – Time to Call 9-1-1

A tPA works by dissolving blood clots and improving blood flow to the part of the brain being deprived of blood flow. If administered within three hours, a tPA may improve the chances of recovering from a stroke. A significant number of stroke victims don’t get to the hospital in time for tPA treatment; this is why it’s so important to identify a stroke immediately.

Source: strokeassociation.org

Lakeland is Recognized as a Blue Distinction Center+

Congratulations, Niles and St. Joseph!

Lakeland Hospitals in Niles and St. Joseph recently received the Blue Distinction Center+ recognition from Blue Cross Blue Shield for delivering high quality and efficient care in Cardiac Care and Knee & Hip Replacements.

According to Blue Cross Blue Shield, the Blue Distinction Center+ recognition is for hospitals that demonstrate better specialty care, improved outcomes for patients (with lower rates of complications and readmissions than their peers), and are at least 20 percent more cost-efficient.

The Blue Distinction Center program was developed with input from the medical community and evaluates hospitals on their ability to deliver high quality and safe specialty care based on criteria that directly impact patient results. Blue Distinction Centers+ not only meet the same quality criteria as Blue Distinction Centers, but they also go a step further by demonstrating how efficiently they deliver high-quality patient care. Source: bcbs.com
New Radiation Oncologist Joins Lakeland

Lakeland HealthCare is pleased to welcome Peter Paximadis, MD, Radiation Oncology, to our medical staff. Dr. Paximadis is seeing patients alongside Peter Lai, PhD, MD, at Lakeland Regional Medical Center in St. Joseph.

“I decided to become a Radiation Oncologist after completing my first rotation in the field during my third year of medical school,” Dr. Paximadis said. “The unique blend of close patient care and cutting-edge technology is both fascinating and extremely rewarding.”

Dr. Paximadis earned his medical degree and completed his Radiation Oncology residency at Wayne State University in Detroit. He is specially trained in Stereotactic Body Radiation Therapy/Stereotactic Radiosurgery, Image-Guided Radiation Therapy, and Intensity Modulated Radiation Therapy (IMRT).

“A Radiation Oncologist utilizes both external beam and internal radiation to treat cancer, as well as some benign conditions,” Dr. Paximadis said. “I work with patients one-on-one to discuss treatment options and determine if radiation therapy is appropriate for them.”

Dr. Paximadis is a member of several professional societies including the American Society for Therapeutic Radiology and Oncology, American Society of Clinical Oncology, and the American College of Radiology.

Originally from Detroit, Dr. Paximadis and his wife have always wanted to move to southwest Michigan, so after learning about the opportunity at Lakeland, the family decided to officially make the move.

“My wife and I knew this was the right move for our family,” Dr. Paximadis said. “Aside from the beautiful location, I was very impressed with the commitment to quality patient care at Lakeland, along with the state-of-the-art technology available within the Radiation Oncology department.”

For more information about Dr. Paximadis or the Radiation Oncology department, visit lakelandhealth.org/cancer

Annual Engagement Survey Coming Soon!

The Employee Engagement Survey from the Advisory Board will launch on Tuesday, September 3, 2013. Associates will have two weeks to complete it. This survey will enable Lakeland to identify and prioritize our largest engagement opportunities and recommend best practices for improvement.

Communicate and Make Us Great!

Look for more information to be communicated via email and through future issues of the Pulse.

Lowell Hamel, MD, Vice President of Medical Affairs, Chief Medical Officer, and Co-Chief of Quality, and Dan Hopp, Chairman of the Board, recently accepted a 2013 Truven Health Analytics 100 Top Hospitals award at the 20th annual 100 Top Hospitals Summit in Washington, D.C.

Congratulations to all of our associates, volunteers and physicians for a job well done. Thank you for all that you do and continue to do, for our patients and each other, every day.
Classes and Events

August Classes and Events

Understanding Abnormal Pap and HPV Results
Thursday, August 22, 6:00 to 7:00 p.m.
Lakeland Medical Suites, Niles, Community Conference Room

According to the Centers for Disease Control and Prevention (CDC), each year an estimated 3 million women get unclear or abnormal Pap test results. Most of these women do not have cervical cancer; however, some kinds of abnormal cells could turn into cancer later. Learn more at this free seminar for women led by Karen Zienert, MD. For more information, visit lakelandhealth.org or call (269) 556-2808.

Entering the Caregiver Zone
Tuesdays, August 20 to September 3, 2:00 to 4:00 p.m.
Caretel Inns of Lakeland, St. Joseph

The role of a family caregiver is often unplanned and unavoidable. It can be both rewarding and stressful. This class will give you the tools to make caregiving more meaningful and efficient, and learn new ways to take care of yourself as well. For more information, visit hospiceathomecares.org or call (269) 429-7100.

September Classes and Events

Basic Human Anatomy
Wednesdays, September 4 to December 18, 3:30 to 5:00 p.m.

This 16-week program teaches students how to easily remember the names, locations, meanings of associated anatomical terminology, and pronunciations of all the major parts of the principal body systems, including all 206 bones of the skeletal system. For more information, email lakelandu@lakelandregional.org or call (269) 985-4515.

Alert, Well, and Keeping Energetic (AWAKE)
Wednesday, September 4, 6:00 to 7:30 p.m.
Lakeland Regional Medical Center, St. Joseph, Community Room

AWAKE is for those with sleep disorders, particularly obstructive sleep apnea. Join Stephen Bovenkerk, DO, of Lake Michigan Sinus and Sleep Apnea Center for a discussion about surgical options for the treatment of obstructive sleep apnea. For more information, email awake@lakelandregional.org or call (269) 934-8060.

Professional Roadmap for Your Career
Tuesday, September 10, 2:00 to 4:00 p.m.

This two-hour workshop walks you through development planning in a step-by-step process which takes into account your goals, previous learning and experiences, and helps you focus on the development learning and challenges you need to achieve your career goals. For more information, visit myNetLearning on myLakeland.

Workshop Testimonials

Mae Hunter (Purchasing) described this workshop as a wonderful tool and asset to her career. She felt that the speakers provided her with lots of beneficial information and found the motivation to go further in her professional career. Mae is now taking courses offered through Lakeland University to develop her skills and meet her career goals.

Joseph Lee (General Stores) also attended the workshop and said he is very happy to be working at Lakeland, describing it as the best organization he’s worked for. He said the workshop was very rewarding and has helped him prepare for further professional development. Joseph’s career goal is to advance within the organization. He is currently working toward a degree in Organizational Management at Bethel College.

Fitness and Lifestyle Improvement Plan (FLIP)
Wednesdays, September 18 to November 16, 5:00 to 6:00 p.m.
Center for Outpatient Services, St. Joseph, Pharmacy Conference Room

FLIP is an eight-week program that teaches participants nutrition, exercise, and behavioral changes. FLIP offers a proven way to reduce body fat, increase self-esteem, make positive lifestyle changes, and have fun in the process. For more information, visit lakelandhealth.org or call (269) 556-7171.

FLIP Support Group
Monthly on Third Thursday

Designed for graduates of the FLIP program. For more information, visit lakelandhealth.org or call (269) 556-7171.

For a complete listing of Lakeland classes and events, visit lakelandhealth.org or check out the most recent issue of HealthCurrents.
It Doesn’t Have to Be Over
Local athlete recovers with help from team of healthcare providers

Kelly Frazee has always been very athletic, playing volleyball, soccer, and softball throughout her years at Lake Michigan Catholic High School in St. Joseph. Despite her history in sports, Kelly had avoided any major injuries. Thinking a collision on the soccer field during her junior year was of no concern.

However, Lakeland Physical Therapist and Athletic Trainer Philip Jasheway, PT, OCS, AT, CSCS, thought otherwise. Responding immediately to Kelly’s fall, Philip kept her out for the remainder of the game, insisting her knee might be more than just sprained.

Although Kelly insisted that there was barely any pain in her knee, she visited Lakeland a few days after the accident to have her knee examined. “Everyone was so accommodating,” said Julie, Kelly’s mother. “We went from appointment to appointment all that day, and still managed to get Kelly a MRI before we left for spring break the next morning.”

While on spring break, Kelly received the call that her anterior cruciate ligament* (ACL) was torn. The reason she had yet to feel any substantial pain was because the nerves in her knee were torn as well. Kelly was devastated. She thought her athletic career as a senior was over.

Upon returning, Kelly met with physicians from Southwest Michigan Center for Orthopaedics & Sports Medicine. The Frazees looked at several different hospitals before choosing Lakeland. “Not only did we have a relationship with the doctors at Lakeland, we trusted them,” Julie said.

Kelly added that Lakeland gave her a choice of whether to create a new ACL from her opposite leg’s hamstring or from a cadaver; other hospitals insisted on a cadaver. “They respected my decision,” she said.

Even though Kelly felt afraid prior to her surgery, everyone she came in contact with at Lakeland Regional Medical Center, St. Joseph, was full of kindness and helped calm her fear. “The nurses even gave me a teddy bear after I woke up from surgery,” Kelly said.

After the surgery, Kelly continued her rehabilitation with Philip, who knew about Kelly’s desire to play volleyball her senior year.

Not only did he oversee her physical therapy sessions to ensure she was healing well, but he also helped with her return to participation in athletics.

*The ACL is one of four ligaments in the knee that connect the upper and lower leg bones. It provides almost 80% of the stability to the knee joint.

“Kelly’s determination helped to make for an ideal recovery,” said Philip. “She was very motivated, but also wanted to understand when she could push and when she had to respect the recovery process. Working within the limits and understanding the process helped Kelly make a safe and full recovery.”

In the fall of her senior year, just six months after her injury, Kelly received all-conference honors in volleyball. A year after the accident, Kelly was selected as second base all-district in softball. Kelly’s parents are thrilled to see their daughter on the field again, though no one is more excited than Kelly. Looking back on her experience – the fear, the care, the recovery – Kelly knows that she has been blessed. “You don’t have to be scared,” she said, “everyone helps you through. It doesn’t have to be over.”

Kelly is walking (and running, jumping, kicking) proof that a serious orthopedic injury doesn’t mean being benched for good.

About Lakeland Athletic Trainers
Lakeland certified athletic trainers deal specifically in preventing and caring for sports-related injuries. They work on-site with area high schools to provide triage for common sports-related injuries during practices, events and games. For more information on the athletic training program and other services provided by Lakeland Orthopedic Physical Therapy, visit lakelandhealth.org
Keeping Our Associates Safe

While the health and safety of our patients is a priority, we are equally concerned with the safety of our associates. Associates are encouraged to follow the National Institute for Occupational Safety and Health (NIOSH) guidelines for moving patients safely. NIOSH recommends lift equipment to be used whenever more than 35 pounds will be lifted when moving a patient.

Sometimes, this task can seem easily completed without using lift equipment, as the item needing to be lifted may only be a limb. However, injuries can occur if NIOSH guidelines are not followed. Just this year, 13 injuries have occurred, 70 percent of which were due to a lack of utilizing lift equipment.

Not only must we look out for ourselves, we must look out for our fellow associates. When a peer seems reluctant to use the required equipment, there are four steps that should be taken.

1. First, Ask a question; inquire if they intend to use the lift equipment.
2. Should they say no, Request a change; encourage them to go and get the lift equipment.
3. If they still refuse, voice a Concern, explaining that you are worried of the consequences, and once again reaffirm the wisdom of using the lift equipment.
4. If they still wish to push forward without using the lift equipment, the fourth and last step is to use the Chain of Command, and bring the issue before your supervisor.

Together, these four steps form the acronym ARCC.

According to Rita Brandt, Manager of AHW, “We will continue to make Safe Patient Handling training a priority because it is the right thing to do for the safety of our associates as well as our patients.” If you have any questions, please contact Rita Brandt or Cindy Zielinski.

New Hand Hygiene Program

As a clean work environment allows for the best health care, we show particular concern for hand hygiene. In order to insure such a clean environment, a new hand hygiene program will be implemented at the end of the summer.

This program is a Targeted Solutions Tool from the Joint Commission Center for Transforming Healthcare. The pilot units, of which there will be one per hospital, will be monitoring whether all care providers wash hands when entering and exiting a room, regardless of intent to come in direct contact with a patient. Data will be collected and results will be available in the fall.

From these results, it will be easier to evaluate and determine barriers to practicing hand hygiene, and implement a solution. The goal of this program is to improve hand hygiene on a hospital-wide scale. Nationally, 1 in 136 hospital patients become seriously ill due to hospital-acquired infections.

At Lakeland, we strive to have no hospital-acquired infections, and good hand hygiene is a large factor. So remember to always keep your hands clean.

Associate Health & Wellness (AHW) provides lift training to all new hires twice a month and departments have a designated Lift Coach for additional training needs. A NetLearning module has been live since April 2013 with over 750 associates completing this computer based learning.

According to Rita Brandt, Manager of AHW, “We will continue to make Safe Patient Handling training a priority because it is the right thing to do for the safety of our associates as well as our patients.” If you have any questions, please contact Rita Brandt or Cindy Zielinski.