News

FOR IMMEDIATE RELEASE
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Cardiac Pacemaker Services Now Available at Spectrum Health United Hospital

GREENVILLE, MI., APRIL 22, 2009 – Prior to August 2008, any local heart patient in need of a pacemaker had to travel at least to Grand Rapids for implantation. No longer. Spectrum Health-United Hospital in Greenville now offers pacemaker implantation and battery replacement as part of their suite of medical capabilities.

United Hospital's Surgical Services Manager Adam Post sees this new capability as a boon to Greenville area patients who prefer familiar medical facilities for treatment. "Though implantation is no longer considered a complex procedure, it does require specific levels of training and expertise. United Hospital now has both the clinical capabilities and appropriate specialists available to make this life-changing procedure accessible to Greenville area heart patients."

Pacemakers are made necessary by a condition known as bradycardia, or abnormally slow heartbeat. A pacemaker adjusts the patient's heart rate according to need - slower at rest, faster under exertion. The first fully implanted heart pacemaker procedure was performed in 1958 in Sweden. Today's pacemakers are now remarkably reliable and in common use throughout the world.

Pacemaker implantation is an outpatient procedure usually performed under light sedation. A small incision is made below the collarbone and electrical wires are threaded through a vein to the heart. The surgeon is guided by a small video camera called a fluoroscope. Once the wires are put into place, the other ends are connected to a tiny battery-powered unit that is placed just below the skin near the initial incision. The entire procedure can usually be completed in less than 90 minutes. Pacemaker batteries last for about 10 years and can be easily replaced in an outpatient procedure of only 45 minutes or so.

Pacemaker implantation is performed at the Hendrik & Gezina Meijer Surgery & Patient Care Center at United Hospital. Aside from being close to home for Greenville area residents, it features new surgery and endoscopy suites, plus technologically advanced private rooms for patients. This is a facility that has been specifically tailored to the needs of both patients and families alike and designed to be as much like "home" as possible.

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Cardiologist Dr. Tejinder Mander performed United Hospital's first pacemaker implantation last August and has performed "several hundred" such procedures in his career. "It's very exciting to have this capability available locally at United Hospital. Pacemaker implantation is a procedure that has such a positive influence on quality of life. Patients usually feel stronger, better and more energetic almost immediately, and can resume normal activities within a few days."

Seeking to satisfy a significant need for cardiac pacemaker service, United Hospital now offers a convenient local touch point with familiar surroundings. Patients wishing to explore their options are encouraged to visit the United Hospital website, www.um.spectrum-health.org, and click on "Find a Physician" to view a list of cardiac specialists.

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New Information Technology Improvements at Spectrum Health Kelsey Hospital

GREENVILLE, MI., MARCH 30, 2009 –
Spurred by the increasing role of paperless record keeping and the future prospects for telemedicine, Spectrum Health Kelsey Hospital has upgraded its information technology systems to keep pace.

Kimberlee Carr, Director of Administrative & Environmental Services at Kelsey Hospital reports that a 15-fold increase in bandwidth capacity is driving significant improvements in patient care and satisfaction. "Diagnostic imaging files like X-rays and CT scans can now be transmitted in a fraction of the time. It's also paving the way for greater use of telemedicine. That's very important to rural communities that often don't have local access to many specialists."

Telemedicine is a burgeoning technology that allows patients to meet with specialists by teleconference. Examination, diagnosis and treatment plans can be explored without face-to-face consultation. For a Critical Access Hospital like Kelsey, this technology holds great promise, bringing medical specialty care within reach of rural communities.

David Dutmers, Technology & Information Systems Site Manager for Spectrum Health United Memorial, adds that this recent upgrade will enable future expansion of wireless transmissions to include laptop computers, barcode scanners and emerging new technologies. "We will be able to bring digital documentation directly to the patient's bedside. It's a huge advantage for doctors and staff to have real-time, on-demand access to medical records, right there in the patient's room."

Dutmers also cites the growing use of teleconferencing in creating new efficiencies. Physicians and their staffs can now attend meetings, seminars, conferences and other educational opportunities without incurring travel costs and lost time. It all adds up to the more productive use of time and resources.

Spectrum Health United Memorial-Kelsey Hospital is a regional health center for primary and secondary care and a designated Critical Access Hospital (CAH), serving patients in northwest Montcalm County, southern Mecosta County and eastern Newaygo County. Kelsey Hospital has successfully implemented a robust technology platform, allowing patient records to flow seamlessly throughout the Spectrum Health system.

Kelsey Hospital provides 24-hour emergency care, inpatient acute care, outpatient surgical care, outpatient physical medicine and rehabilitation. Support services include a full-service laboratory, pharmacy, diagnostic imaging, physical, occupational and speech therapies, as well as diagnostic and therapeutic cardiopulmonary services. Over 85 primary care and specialty physicians serve on its medical staff. More information can be found online at www.um.spectrum-health.org

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News

Spectrum Health United Memorial and Kelsey Hospitals Set Sights on Improved Patient Safety and Quality for Obstetrics and ER Care

Greenville, MI, December 9, 2009 —
Spectrum Health-United Memorial & Kelsey Hospitals are now participating in a recently expanded statewide patient safety collaborative focused on protecting mothers, newborns and emergency patients. These patient safety collaboratives, coordinated by the Michigan Health & Hospital Association (MHA) Keystone Center for Patient Safety & Quality, are known as MHA *Keystone: Emergency Room (ER)* and MHA *Keystone: Obstetrics (OB)*.

MHA *Keystone: ER* seeks to prevent patient harm in hospital emergency rooms by improving safety, reducing overcrowding, and treating sepsis (blood poisoning) in the early stages. Seventy-one hospitals are now participating in this statewide initiative through interventions that will help ensure that the most critically ill patients receive treatment first and reduce the likelihood that a patient will leave a hospital before receiving appropriate care. The MHA Keystone Center has partnered with Lean Transformations Group, LLC, Ann Arbor, in this endeavor.

MHA *Keystone: OB* seeks to prevent harm to mothers giving birth and their newborn babies. Sixty-seven Michigan hospitals are now participating in the MHA *Keystone: OB* collaborative, which primarily focuses on timely interventions for elective induction of labor, coordinating a safe progression of labor, and appropriate responses to fetal distress. The interventions for MHA *Keystone: OB* include improving patient safety through influencing attitudes and practices. The MHA Keystone Center has partnered with G. Eric Knox, MD, professor of obstetrics and gynecology at the University of Minnesota, Minneapolis, and Kathleen Rice Simpson, PhD, RNC, FAAN, perinatal clinical nurse specialist at St. John's Mercy Medical Center, St. Louis, MO, in this endeavor.

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"Patient safety and quality is at the very center of what we do," said Mark Hutchinson, Director of Clinical Excellence at Spectrum Health-United Memorial Hospital. "Our participation in MHA *Keystone: ER* and *Keystone: OB* will further ensure that our patients receive the safest, highest quality care, and that both patient and staff satisfaction will increase."

Both initiatives began as pilot projects in the fall of 2008 and have since incorporated the lessons learned through their early stages. These collaboratives, like all those coordinated by the MHA Keystone Center, are positioned for success as a result of the center's ability to bring large numbers of hospitals together in a single improvement initiative, allowing unprecedented collaboration and expedited results.

According to Hutchinson, participation in this new collaboration is the latest in patient safety and quality efforts already under way at Spectrum Health-United Memorial & Kelsey Hospitals. "We participate in the *Leapfrog Group*, a national organization dedicated to improving quality of health care and patient safety. We've also joined with MHA's *Keystone Hospital Associated Infection* program, working to prevent hospital associated infections. Only those interventions that are consistent with scientific evidence and bedside feasibility are practiced. We're part of the *MI STAAR* pilot project, which looks at ways to reduce unplanned 30-day readmissions. We're also fully behind the American Stroke Association's *Get With the Guidelines* program, which works toward continuous improvement of acute stroke treatment and prevention.

 "Since the founding of the MHA Keystone Center by Michigan hospitals in 2003, the state's dedicated health care professionals have established themselves as leaders in delivering safe, effective and the highest quality health care," said MHA President Spencer Johnson. "Nearly every Michigan hospital has participated in one or more collaborative, sharing evidence-based best practices to prevent infections, reduce surgery complications and hospital inpatient days, improve patient safety, reduce health care costs and establish a culture of safety."

The following hospitals have committed to joining the collaboratives:

Hospital Systems:

Beaumont Hospitals
Beaumont Hospital-Grosse Pointe (ER) (OB)
Beaumont Hospital-Royal Oak (ER) (OB)
Beaumont Hospital-Troy (ER) (OB)

Henry Ford Health System
Henry Ford Hospital, Detroit (ER) (OB)
Henry Ford Hospital Fairlane, Dearborn (ER)
Henry Ford Macomb Hospitals, Clinton Township (OB)
Henry Ford West Bloomfield Hospital (ER) (OB)
Henry Ford Wyandotte Hospital (OB)

McLaren Health Care
Bay Regional Medical Center, Bay City (ER) (OB)
Ingham Regional Medical Center, Lansing (ER) (OB)
Lapeer Regional Medical Center (ER) (OB)
McLaren Regional Medical Center, Flint (ER)
Mount Clemens Regional Medical Center (ER) (OB)
POH Regional Medical Center, Pontiac (ER)

MidMichigan Health
Gratiot Medical Center, Alma (ER) (OB)
MidMichigan Medical Center-Gladwin (ER)
MidMichigan Medical Center-Midland (ER) (OB)

Oakwood Healthcare Inc.
Oakwood Annapolis Hospital, Wayne (ER) (OB)
Oakwood Heritage Hospital, Taylor (ER)
Oakwood Hospital & Medical Center-Dearborn (ER) (OB)
Oakwood Southshore Medical Center, Trenton (ER) (OB)

ProMedica Health System
ProMedica North Region-Bixby Campus, Adrian (ER) (OB)
ProMedica North Region-Herrick Campus, Tecumseh (ER) (OB)

Sparrow Health System
Clinton Memorial Hospital, St. Johns (ER)
Sparrow Hospital-Main Campus, Lansing (ER) (OB)

Spectrum Health
Spectrum Health Butterworth Hospital, Grand Rapids (OB)
Spectrum Health Kelsey Hospital, Lakeview (ER)
Spectrum Health Reed City Hospital (ER)
Spectrum Health United Hospital, Greenville (OB)
Spectrum Health United Memorial, Greenville (ER)

St. John Health
Providence Hospital Medical Center, Southfield (ER) (OB)
Providence Park Hospital, Novi (ER) (OB)
St. John Hospital & Medical Center, Detroit (OB)
St. John Macomb-Oakland Hospital, Warren   (OB)
St. John River District Hospital, East China (OB)

Trinity Health
Battle Creek Health System (ER) (OB)
Mercy Hospital Grayling (ER) (OB)
St. Joseph Mercy Hospital, Ann Arbor (ER) (OB)
St. Joseph Mercy Livingston Hospital, Howell (ER) (OB)
St. Joseph Mercy Oakland, Pontiac (ER) (OB)
St. Joseph Mercy Saline Hospital (ER)

<u>Individual Hospitals:</u>

Allegan General Hospital (ER)
Allegiance Health, Jackson (ER) (OB)
Bell Hospital, Ishpeming (OB)
Borgess Medical Center, Kalamazoo (ER) (OB)
Botsford Hospital, Farmington Hills (ER)
Bronson Methodist Hospital, Kalamazoo (OB)
Carson City Hospital (ER) (OB)
Central Michigan Community Hospital, Mt. Pleasant (ER) (OB)
Cheboygan Memorial Hospital (ER) (OB)
Chelsea Community Hospital (ER)
Community Health Center of Branch County, Coldwater (ER) (OB)
Community Hospital, Watervliet (ER)
Covenant HealthCare, Saginaw (OB)
Crittenton Hospital Medical Center, Rochester (ER) (OB)
Dickinson County Healthcare System, Iron Mountain   (ER) (OB)
Garden City Hospital (ER) (OB)
Genesys Regional Medical Center, Grand Blanc (OB)
Gerber Memorial Health Services, Fremont (ER) (OB)
Grand View Health System, Ironwood (ER) (OB)
Harbor Beach Community Hospital Inc. (ER)
Helen Newberry Joy Hospital, Newberry (ER)
Holland Hospital (ER) (OB)
Huron Medical Center, Bad Axe (ER) (OB)
Ionia County Memorial Hospital Corporation, Ionia (ER)
Lakeland Community Hospital-Niles (OB)
Lakeland Regional Medical Center-St. Joseph (OB)
Marquette General Health System (ER) (OB)
Mecosta County Medical Center, Big Rapids (ER) (OB)
Memorial Medical Center of West Michigan, Ludington (ER) (OB)
Mercy Memorial Hospital System, Monroe (ER) (OB)
Northern Michigan Regional Hospital, Petoskey (ER) (OB)
Oaklawn Hospital, Marshall (OB)
Otsego Memorial Hospital, Gaylord (OB)
Port Huron Hospital (ER) (OB)

Portage Health, Hancock (ER) (OB)
Sinai-Grace Hospital, Detroit (OB)
St. Joseph Health System, Tawas City (ER) (OB)
St. Mary Mercy Hospital, Livonia (ER) (OB)
St. Mary's of Michigan, Saginaw (ER)
Sturgis Hospital (ER) (OB)
Three Rivers Health (ER) (OB)
University of Michigan Hospitals & Health Centers, Ann Arbor (ER)
War Memorial Hospital, Sault Ste. Marie (ER) (OB)
West Shore Medical Center, Manistee (OB)
Zeeland Community Hospital (ER) (OB)

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Michigan Health & Hospital Association and MHA Keystone Center for Patient Safety & Quality
The MHA is a state association, based in Lansing, which represents and supports Michigan hospitals, health systems and health care providers through education, advocacy and communication. The MHA Keystone Center for Patient Safety & Quality was created in March 2003 as a nonprofit division of the MHA Health Foundation and is headquartered at the MHA in Lansing. The MHA Keystone Center brings together hospitals, state and national experts and best-practice evidence to improve patient safety by addressing the quality of health care delivery at the bedside. The MHA Keystone Center is a nonprofit organization and has been funded, to date, by MHA-member hospitals, Blue Cross Blue Shield of Michigan, and state and federal grants. For more information, visit www.MHAKeystoneCenter.org.

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Spectrum Health-Kelsey Hospital's Emergency Services Director Relishes Small-Town Medicine

GREENVILLE, MI., July 1, 2009 – The small town life certainly seems to agree with Dr. Steve Fahlen, Emergency Services Director at Spectrum Health Kelsey Hospital. With over 18 years of medical experience, he's pretty much seen it all. When it comes to career satisfaction and seeing how his work impacts neighbors and friends, there's no place he'd rather be than a bit off the beaten track at Lakeview's Kelsey Hospital.

"I've worked at big hospitals and small hospitals. I lived in Grant, Michigan for over 20 years and there's something about small town living that appeals to me like no other way of life," explains Fahlen.

He knows that on any given day, he might run into his patients at the grocery store, ice cream stand or marveling at a local fireworks display. Some doctors are born to serve small communities, and Dr. Fahlen is one of them.

Coming to Kelsey Hospital after a seven year run at Spectrum Health United Hospital in Greenville, Dr. Fahlen took the reins as Emergency Services Director at Kelsey Hospital three years ago. Upon arriving, he found an ED with only two patient rooms. He became part of staff of just two doctors, serving 24-hour shifts. Last year, Kelsey Hospital's ED underwent a major expansion that increased the number of patient rooms to nine, and doubled its physician staff to four.

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"This is an amazing ER staff I work with," says Fahlen. *"Each of our doctors has between 15 and 20 years of experience, with over 75 years total between us. We have two RNs on duty 24/7, plus a complete suite of advanced diagnostics available to us at any time. Unless we run into a life-threatening situation, most patients can expect to be seen within 30 minutes, and often right away. We're ready for just about anything. And if we come up against something that requires advanced life support, we have Spectrum Hospital in Grand Rapids available at a moment's notice."*

Dr. Fahlen is very proud of an emergency department that boasts 24-hour Aeromed service, a 64-slice CAT scanner, traditional x-ray services and a fully trained cadre of physicians and support staff. *"We are fully up to speed on advanced emergency cardiac care and stroke management protocols, including the use of TPA clot-buster medications. Aeromed choppers are available from both Big Rapids and Grand Rapids. We can have a patient on the helipad of Spectrum Hospital in GR in under 2 hours from the moment they come to us at Kelsey. That's a huge asset to have at our disposal."*

Beyond the breadth of medical technology available through Spectrum Health, Fahlen values the human element over all else. *"I'm surrounded by doctors who think just like me. We all love the sense of community that comes from living and working in a small town. At the bigger hospitals, there's often a mindset that measures success by how fast patients can be sent back out the door. At Kelsey, we try very hard to do the right thing….even if it isn't always the fastest thing."*

Spectrum Health Kelsey Hospital CEO Brian Basser thinks Dr. Fahlen is a perfect fit. *"We are very privileged to have Dr. Fahlen as part of our team. To have an Emergency Services Director of his caliber creates a high level of confidence in both our hospital staff and the local community. He is clearly a great asset."*

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