



Winners with Michael Johnston from left to right: Kristi Miller, Wei Hu and Jeremy Krzeszewski.

## SURVEY WINNERS

A short time ago, all MTR employees were asked to participate in the 2018 Employee Engagement and Culture of Safety Surveys. Employee participation and feedback was very important as the information gathered from the surveys will be used for strategic planning purposes. In an effort to get employees to participate and complete the surveys, incentives were offered. Employees who completed the surveys were entered in a drawing to win Walmart gift cards. The employees pictured with MTR CEO, Michael Johnston, were the lucky winners of the gift cards.



The monthly newsletter for employees and friends of  
McLaren Thumb Region

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# VOICE

## A MESSAGE FROM MICHAEL

As I sit and contemplate this letter to all of you, I've had a chance to reflect on the seven months that I have been here. My time here has been the most fulfilling time of my working life. Together we have established a foundation on which we can grow this hospital to be the best in the thumb

area. The biggest change thus far has been the McLaren acquisition. Since the acquisition, we've added or solidified, a number of different services. We've also created a master facility plan which will bring the hospital infrastructure to the 21st century. In addition, we're investing capital to create a new Medical Office Building (MOB) in the old Huron Behavioral Health building. The MOB will create economies of scale which will provide better access and more services to our patients at a lower cost. It is important to know that each and every one of you have been a part of this tremendous time of change and growth. Your thoughts, ideas and dedication to making this organization thrive show every time I walk the floor, see you at lunch or talk to you in different situations.

As we move forward, we continue to look for ways we can make this



**Michael Johnston**  
President & CEO, McLaren Thumb Region

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## WELCOME DR. CHAPIN

Please join us in welcoming Dr. Norman A. Chapin, MD, MBA to our McLaren Thumb Region medical team.

Dr. Chapin recently joined our organization as Chief Medical Officer and will act as a liaison between administrative staff and our physicians. Dr. Chapin comes to our team with a wealth of experience. He was a practicing physician from 1987 to 2010, spending most of his career in the state of New York as an ER physician. In 2008, Dr. Chapin transitioned from Chief Operating Officer of an Emergency Medicine group to Chief Medical Officer at a hospital in New York. Dr. Chapin was completing his Master's in Business Administration at the University of Tennessee in 2008. Dr. Chapin returned to Michigan in 2014 and began working for Spectrum Health in Grand Rapids.

At the time he left Spectrum he was the Vice President for Quality and Process Improvement. Dr. Chapin spent the last four years in Grand Rapids before coming to Bad Axe to serve as our CMO.

Dr. Chapin has been married to his wife, Karen, for 40 years. They have 8 children and 3 grandchildren. Both Dr. Chapin and Karen are from Michigan. Dr. Chapin grew up in Millington and Karen is from Midland. Currently 2 of his children live in Michigan and 6 are located in New York. Dr. Chapin resides in Midland and commutes to either Bad Axe or Caro as he splits his time between both hospitals; spends 3 days each week in Bad Axe and 2 days in Caro. He and his wife are looking to move closer to the thumb, but they have not found anything at this point.

When Dr. Chapin is not working, he enjoys spending time with his family. He also enjoys doing outdoor activities like biking, golfing, hunting and target shooting. Dr. Chapin is



also an avid reader and dabbles with electronics, especially amateur ham radio. Dr. Chapin is happy to be here at McLaren Thumb Region and looks forward to getting to know everyone as he begins working with staff and becomes more involved with quality issues, safety concerns and process improvement.

If you haven't met Dr. Chapin, be sure stop him when you see him, introduce yourself and welcome him aboard.

## THE GREAT AMERICAN SMOKEOUT

Nearly 38 million Americans still smoke cigarettes, and smoking remains the single largest preventable cause of death and illness in the world. Smoking causes more than 480,000 deaths every year, or about 1 in 5 deaths. And more than 16 million Americans live with a smoking-related disease. While the cigarette smoking rate has dropped significantly, from 42% in 1965 to less than 15.5%

in 2016, the gains have been inconsistent.

Quitting smoking improves health immediately and over the long term – at any age. Quitting smoking isn't easy. It takes time and a plan. You don't have to stop smoking in one day. Start with day one. Let the Great American Smokeout event on November 15 be your day to start your journey toward a smoke-free life. You'll be joining thousands of smokers across the country in taking an important step toward a healthier life and reducing your cancer risk. Stopping smoking is hard, but you can

increase your chances of success with help. The American Cancer Society can help you access the resources and support you need to quit. Getting help through counseling and medications doubles or even triples your chances of quitting successfully.

To learn more about the tools available to assist you in quitting smoking contact the American Cancer Society at 1-800-227-2345 or visit their website at this link <https://www.cancer.org/healthy/stay-away-from-tobacco/great-american-smokeout.html>.

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hospital a one-stop-shop for the residents of this community as well as ways we can further develop our employees. I truly believe we have wonderful staff on this team who perform above and beyond the norm. We provide amazing care to the patients we serve; I can say this from first-hand experience after having rotator cuff surgery a few weeks ago. The care I received was exceptional and everyone with whom I came in contact was professional and caring which is exactly what I needed to get through the surgery. My patient experience was exceptional and one I will never forget.

I wish every employee knew the important role they play within this organization; from housekeeper to provider, lab tech to nurse and every position in between. I believe our biggest assets are the staff that make up this team. 2019 is going to be a huge year for McLaren Thumb Region. As we continue to grow and change, let's show the McLaren system why we will be the most patient-centered and safe hospital around making us the best within the system. Thank you to all of you for all of the caring and work you do for our patients each and every day! You are awesome!

Most Sincerely,

Michael

## CASUAL DAY FOR A CAUSE

For those of you not familiar with our Casual Day Fridays, employees have the option to wear jeans if they donate a minimum of \$1. All of the donations collected for Casual Days are then in turn donated to a local or national charity. Donations are collected by Gerri Schenk in the Administrative Assistant Office on 3rd floor.

**Donations collected in November will go to Clothe A Child.** Thank you to those who participate in Casual Day Fridays. Your participation does make a difference to those agencies we support.

## FLU SEASON

As we head into the influenza season it is important to think about the spreading of germs. To prevent the spread of those nasty cold and flu viruses, be sure to cover your mouth and nose with a tissue when you cough or sneeze, cough or sneeze into your sleeve, not your hands, if you don't have a tissue and stay home when you are sick. Be sure to wash

your hands frequently, avoid touching your eyes, nose and mouth and avoid contact with someone who is sick.

If you did not get the flu shot, you will be required to wear a mask in all areas of the hospital except the lunch room and break rooms starting November 1 and continuing through flu season.

**If you have any questions at all about this policy, please contact your departmental manager or Wendy Holdwick.**



## COMMUNITY INVOLVEMENT

### UPCOMING EVENTS

There are many opportunities in which to participate in an event. This can be accomplished by either volunteering your time and services or by attending. The following are local events in which MTR will be sponsoring or participating. Please consider spreading the word and taking part in this upcoming events:

#### Bad Axe Christmas Parade

Will take place Saturday, November 24 at 6:00 pm in Bad Axe. If you are interested in volunteering your time to help build the MTR float or walk with the float in the parade give Rachel a call at ext. 4342.

#### Well Wisher Gift Shop

The Well Wisher Gift Shop will be holding its annual open house on Monday, November 5 from 7:00 am to 4:00 pm. Be sure to support the gift shop and all its efforts by stopping by. If you happen to see something you like, payroll deduction is always an option.

# MANDATORY EDUCATION MODULE COMPLETION

The annual employee education modules are now open for all staff to complete. From this point forward, the education module assignments will be provided through McLaren University and will be done annually near the beginning of each fiscal year. The McLaren University training will include the following modules: Rapid Regulatory Compliance 1 and 2, HIPAA Privacy and Security, CMS Compliance training. BPT/LONC/MTR will complete their LMS's Compliance/Safety Training, McLaren's HIPAA Privacy and Security module and the CMS Compliance Training. These modules include review of the MHC Standards of Conduct, key policies and compliance and Access and Confidentiality acknowledgements.

**The education module assignments are due to be completed by December 16, 2018.** Please complete the modules as soon as you can. If you have not already completed the education assignments, the following information will help clarify common concerns and provide direction when logging into the system.

Let your supervisor or administrative staff know if you need additional support in completing the education modules.

## KEY ANNUAL TRAINING INFORMATION

### WHO MUST COMPLETE TRAINING?

All employees, including leaders, executives, employed physicians and employed resident physicians are required to complete this annual training. Designated contract workers may also receive assignments.

### WHEN MUST TRAINING BE COMPLETED?

All annual education assignments must be completed by December 16, 2018. Only employees on approved leave of absence during the training period will be exempted. Employees returning from

leave must complete the annual training within 14 days of return to work.

### WHAT ACTIONS WILL BE TAKEN IF TRAINING IS NOT COMPLETED?

In accordance with policy, HR-0144, employees not completing the annual education assignments by December 16, 2018 will be furloughed until the assignment is completed. Employees on furlough who don't complete the assignments within 14 business days will be considered to have voluntarily resigned.

### HOW WILL I KNOW WHO HAS COMPLETED TRAINING?

- Your local compliance department (or local education coordinators at BTP/LONC) will provide managers with regular updates on assignment completion at the beginning of next week and at least weekly thereafter.
- HealthStream email notices: Students received notice of assignment via email earlier this week. Students will receive an email notice one week prior to training deadline, and daily email messages after the due date. Managers will receive daily email messages for each student who has a past due assignment.
- Managers - Be sure to check your junk and clutter email folders to be sure you do not miss these important notices (they should only end up in these folders if you manually set rules for transfer of McLaren University notices).

### HOW DO I ACCESS THE TRAINING?

- How to Access McLaren University: Students completing training on McLaren University may access their assignments in one of the following ways:
  - Web Browser (preferred Google Chrome or IE 11) – type [mu.mclaren.org](http://mu.mclaren.org)
  - If logged into "My McLaren" – click McLaren University under "Other Links"
- Managers must work with staff to provide access to workstations to

complete this training during work time. If required per bargaining unit agreements, you may need to schedule computer time for designated staff.

- Login Instructions: Your McLaren University user ID and initial password is your employee number. (This will be your 5 digit number for employees. Contract employees and students use your 6 digit number.) You will be required to reset your password and complete your password reminder the first time you login.
- Password Resets: Students can reset their own passwords using the following steps:
  - If the student has a valid email address in their profile, they can request a password reset themselves
  - On the login screen under the Login Icon, click "forgot your password"
  - It will ask for them to enter their "User Id" or "Email Address" – click submit
  - Check your email for the link to reset your password
- Completing Assignments: It's Not Over Until You Get Your Certificate! To ensure that you have completed each module, continue until you have the option to print or save your certificate for each of the 3 modules.

**The McLaren University assignment will not be marked COMPLETE until ALL THREE (3) MODULES ARE COMPLETED.**

### OTHER REMINDERS -

- STUDENTS ON APPROVED LEAVE OF ABSENCE: Leadership Development will only accept McLaren University LOA exemption requests from the local HR departments. If you have a staff member on an approved LOA during the training period, check with HR to ensure that they are on the exemption list.
- If you know a member of your staff will be going on leave after the assignment has been made, please have them complete it before the leave begins.

## PAMPER YOURSELF PINK DAY

**Was a success in more way than one**

In observance of Breast Cancer Awareness Month, MTR partnered with the students from the cosmetology program at the Huron Area Tech Center (HATC) to provide a 'Pamper Yourself Pink' day for staff and visitors. Pink hair extensions, nail art and pink manicures were available for a small fee and all proceeds went to the Oncology department here at MTR.

The event was set up in the west lobby, just outside the Oncology Department where 8 students participated in the event and provided manicures and put in the pink hair extensions. There was also socks and headbands for sale as well.

At one point during the day, a lady exited the Oncology Department and

shared with the young ladies from the tech center that she was celebrating because she completed her last day of chemotherapy and was cancer free. In an effort to help her celebrate, the young ladies from the HATC pooled their own money and "pampered" this lady pink with a manicure, hair extension and nail art to celebrate her milestone.

A short time later, a married man and woman also came out of the Oncology Department. While the woman was in the restroom the gentleman shared with the students that he and his wife, Mary, were both battling cancer and his wife was not expected to make it through the month of October. Again, the young ladies and our staff members offered a complimentary manicure for Mary in hopes it would make her feel better and bring a smile to her face. That in fact did happen. Mary and her husband were grateful for the kind gesture and Mary left with a smile on

her face. There were few dry eyes in the room as everyone watched Mary and her husband leave. It was later learned that Mary passed away a few days later.

What an amazing day that Monday turned out to be. In volunteering their time and doing something good for our community, the young ladies who provided the Pamper Yourself Pink services also left with something very special from the event. Many of the girls were personally touched with the stories they heard from our Oncology patients and will never forget their stories or the happiness they were able to give. It surely is amazing just how much of an impact a simple act of kindness can have on a person receiving as well as a person giving. We can all make a difference in our own special way if we just try.



# EDUCATION OPPORTUNITIES

Each day is an opportunity to learn. As professionals, we sharpen our skills and learn new things often. There are many opportunities on campus or in our community to continue our learning. Below are upcoming learning opportunities. If you have any questions, contact Yvonne at ext. 4346.

### **BLS Skills Class/Testing**

December 5 from 8:00 am to 10:00 am in the Distance Learning Center

(DLC). Class consists of a skills review, video and skills testing. Prior to class you have to complete online coursework and print off a certificate that certifies you completed the online work.

### **PALS**

December 7 from 8:00 am to 5:00 pm in the Distance Learning Center.

### **STOP the Bleed Training**

STOP the Bleed education is an ongoing offering. If you know of any group/organization that is interested in this very important and free offering please contact Annette Walleman at extension 4491 with their contact information. Annette will contact them and set up a training date and time that will work with their schedule.

## WALGREENS AND MCLAREN HEALTH CARE ANNOUNCE HEALTH SERVICES AND PHARMACY COLLABORATION

- McLaren planning to open a combination of retail health clinics, primary care and urgent care centers at Michigan area Walgreens
- Walgreens to purchase McLaren's pharmacy files

DEERFIELD, Ill. & GRAND BLANC, Mich. – Oct. 17, 2018 – Walgreens and McLaren Health Care, a fully integrated health network committed to quality, evidence-based patient care and cost efficiency, today announced that they have entered into a strategic collaboration focused on health service and pharmacy offerings.

McLaren plans to open a combination of several different types of health service offerings in Walgreens retail locations throughout Michigan, including retail health care clinics, urgent care centers and primary care sites.

“As the cost of healthcare continues to rise, patients’ expectations are evolving around better value, convenience and simplicity, and a desire for instant, high-quality care,” said Pat Carroll, M.D., Walgreens chief medical officer and group vice president, healthcare services and clinical programs. “Our collaboration with McLaren, demonstrates our ongoing commitment to create neighborhood

health destinations that provide retail health services and patient care across the communities we serve.”

In addition to these planned new McLaren health service offerings at Walgreens, Walgreens will operate select onsite pharmacies with the purchase of the prescription files and pharmacy inventory assets of McLaren pharmacies located in Michigan.

As part of this transaction, McLaren pharmacy patients as well as McLaren Health Plan members, including McLaren employees, will be able to access Walgreens prescription services at any of the Walgreens owned pharmacies at McLaren locations or any neighborhood Walgreens stores.

“Consumers increasingly seek value and convenience when choosing a health care setting, and fewer – particularly younger adults – have a relationship with a primary care physician,” said Philip Incarnati, president and chief executive officer of McLaren Health Care. “Walgreens has a reputation for delivering outstanding service and customer experience, and we are proud to work with them to create these new clinics and give Michigan residents more options for quality, affordable care when and where they need it.”

### About McLaren Health Care

McLaren Health Care, headquartered in Grand Blanc, Michigan, is a fully integrated health network committed to quality, evidence-based patient care and cost efficiency. The McLaren system includes 14 hospitals, ambulatory surgery centers, imaging centers, a

490-member employed primary and specialty care physician network, commercial and Medicaid HMOs covering more than 620,000 lives in Michigan and Indiana, home health and hospice providers, retail medical equipment showrooms, pharmacy services, and a wholly owned medical malpractice insurance company. McLaren operates Michigan's largest network of cancer centers and providers, anchored by the Barbara Ann Karmanos Cancer Institute, one of only 49 National Cancer Institute-designated comprehensive cancer centers in the U.S. McLaren has 26,000 employees and more than 85,500 network providers. Its operations are housed in more than 350 facilities serving Michigan and Indiana.

### About Walgreens

Walgreens (walgreens.com), one of the nation's largest drugstore chains, is included in the Retail Pharmacy USA Division of Walgreens Boots Alliance, Inc. (NASDAQ: WBA), the first global pharmacy-led, health and wellbeing enterprise. Approximately 8 million customers interact with Walgreens in stores and online each day, using the most convenient, multichannel access to consumer goods and services and trusted, cost-effective pharmacy, health and wellness services and advice. As of August 31, 2018, Walgreens operates 9,560 drugstores with a presence in all 50 states, the District of Columbia, Puerto Rico and the U.S. Virgin Islands, along with its omnichannel business, Walgreens.com. Approximately 400 Walgreens stores offer Healthcare Clinic or other provider retail clinic services.

# TRAUMA/EP NEWS

There is a tentative full scale drill (Medical Surge event) set for December 4, 2018 with Scheurer, Courtney Manor, and MTR. In preparation for this event, a discussion focusing on specifics will be done at a Table Top Exercise at Courtney Manor on November 20. Be on the lookout for additional information regarding this training/review as it becomes available via email.

Reminder: If you are in a position which requires Incident Management Training (ED, Leadership) you must take the required FEMA courses: IS - 100.HCd, IS - 200.HCa and IS - 700.a. Before you can take any of these courses you must register for a FEMA ID number first. Please contact your department manager or Annette Walleman for assistance in accessing the courses and/or getting a FEMA ID. There is also a

binder in the Emergency Department with all of this information. After taking each course you must print 2 certificates; one for yourself and one to be given to Annette. This is the only mechanism we have to keep track of those individuals who are trained. If you have already taken these courses, please make sure that Annette has a copy of your certificates.

Feel free to email or call Annette at ext. 4491 with any questions you may have.

## PUMPKIN DECORATING CONTEST

In the spirit of Halloween, the 3rd annual prestigious pumpkin decorating contest was held. Several employees got together within their departments and came up with a decorated pumpkin to be entered into the contest. Employees and visitors were then asked to vote for the scariest, most original and funniest pumpkin. As you can tell, all the pumpkin entries should've won for

their creative ideas. Unfortunately, everyone cannot be a winner all of the time. The following are this year's winners: The scariest pumpkin went to the Mason Team, the most original pumpkin went to the Food and Nutrition Team and the funniest pumpkin went to the Central Registration Team. Kuddos to those who participated in the contest. It was awesome to see the creative and unique ideas everyone came up with and congratulations to the winners. Thank you for participating in this fun event.



## PROVIDING THE BEST CARE

Our top priority here at MTR is to provide our patients with the best care possible. Each and every time a staff member interacts with a patient, on any level, it can be very impactful. The care that our patients receive can even be life changing. From time to time we receive patient testimonials regarding the care they personally received or testimonials from family members regarding the care their family member received. Recently our very own Registered Dietician, Kris, underwent surgery here at our facility and here is her personal testimony.

"I want to take this time to say 'Thank you' to Dr. Shisler, Dr. Stoutenburg and the OR staff for the EXCELLENT care that they provided me during my outpatient procedure. A special Thank You to Melissa S, Tracy S. and Melissa H. for the EXCELLENT care during pre and post op." Kris, RD, McLaren Thumb Region

## DID YOU KNOW

Did you know that our Pulmonary Rehabilitation program is up and running in our hospital two days a week? Our Pulmonary Rehab services patients in the Cardiac Rehab department on Tuesdays and Thursdays each week. This exercise training and education program is tailored to each patient and works to increase an individual's activity level and independence. If you or someone you know suffers from COPD, Chronic Bronchitis, Emphysema, Asthma, Bronchiectasis, Cystic Fibrosis or Sarcoidosis and may be experiencing shortness of breath or is too exhausted to do activities he/she loves, our Pulmonary Rehabilitation program is just the program to help improve their quality of life and increase their sense of well-being.

For additional information regarding the program please contact Kevin Richardson or Alison McIntosh at (989) 269-1611.

## SPECIAL FRIENDS GATHERING

Mark your calendars for Monday, November 26 as you and a guest are invited to attend MTR's Special Friends Gathering. This gathering will be held at Verona Hills Golf Club with social time, hors d'oeuvres and

desserts for all who attend.

Join the MTR board, medical staff, management team, auxiliary, volunteers, coworkers and special friends as we come together to celebrate the accomplishments of our organization over the past year and prepare ourselves to meet the challenges of the coming year. Be

sure to watch for an invitation as they will be distributed the first week in November.

Be sure to reserve your seat by contacting Gerri Schenk at ext. 4332 or Candace Potestivo at ext. 4348.

## CHRISTMAS PARADE

One last reminder that the annual Bad Axe Christmas parade will be held on Saturday, November 24 at 6 pm. As work begins on the MTR float, we welcome any volunteers wanting to help with this project. If you are interested in working on the float or representing MTR



in the parade, please contact Rachel or Yvonne in Marketing/Community Outreach to let them know of your interest. They will be happy to give you the details on the

project. Remember, many hands make light work; and with YOUR help our float will be better than ever!

## PARKING REMINDER

A quick reminder that all employees should be cognizant of where they are parking. If you prefer to park in the front of the hospital, employees can utilize the last two rows closest to the road. Parking closest to the building is reserved for patients and visitors. This includes both sides of

the parking lot. Patients and visitors utilize both the main lobby and west lobby to access services. If you prefer parking on the side or in back of the hospital feel free to do so just leave the emergency department parking area and reserved spots clear for patients and doctors. Also, as you travel throughout the parking

areas on campus, be on the lookout for stop signs that have been placed around the campus. Be sure to obey those stop signs as they have been strategically placed to slow down traffic for everyone's safety. Your cooperation with this is greatly appreciated.

## EMPLOYEE BIRTHDAYS



The following employees have birthdays during the month of November: Nicole Bambach (11/9), Nathan Bergh (11/16), Sheila Bobbio (11/08), Becky Braun (11/19), Lisa Brown (11/03), Janet Bumhoffer (11/12), Shannon Cournaya (11/15), Julie Craig (11/15), Sarah Darling (11/25), Kristen Henry (11/26), Deborah House (11/10), Kaitlyn Kenamer (11/30), Amber Kleekamp (11/18), Tammara Langley (11/16), Lisa Leese (11/13), Ashley Loss (11/15),

Kelly Mogielski (11/23), Tisha Oglesby (11/14), Katie Protzman (11/10), Mitchel Smith (11/07), Chandra Susalla (11/19), Kayla Toner (11/27) and Rachel Voss (11/08).

Hope your special day brings each of you all that your heart desires! Here's wishing you a day full of pleasant surprises. If you happen to see any of these folks, be sure to wish them a happy birthday!

Please note, if you prefer not to have

your birthday listed, please contact Kim A. at ext. 4336.

Remember if you are celebrating a birthday or a length of service work anniversary during the month of September, you will be invited to celebrate over light hors d'oeuvres and cake with our CEO, Michael Johnston. Getting together with Michael is a special time to celebrate you and/or thank you for your service to our organization. Invitations will come via employee email, and employees are asked to RSVP a week prior to the event. Attendance is voluntary.