

To Your Health

Special Edition: Annual Report Review

Winter 2021

Reflections of 2020: A Look Back

While 2020 was a year filled with great challenge, it also was a catalyst for great change. In health care, our teams responded quickly and adapted at every turn with the demands of the pandemic - all in the name of you - our patients, your families, your neighbors - the communities we serve.

During such a time of uncertainty, our energy to persevere through this pandemic has truly come from you - our community. We can't thank you enough for the generous gifts of personal protective equipment, hand-crafted masks, monetary donations, handmade signs of gratitude on our campuses, and food deliveries for our staff throughout this past year. Our staff across the health system is touched by these random acts of kindness and goodwill. It is this support that has helped us through the storm.



At MidMichigan Health, we live each day with our purpose in mind, to build healthy communities - together. And, no matter the trials that are set out before us, we do what it takes to safely care for each individual that comes through our doors. In our latest Reflections, we have selected just a few of the stories that best profile our milestones from throughout the year. We do hope you enjoy taking a few moments to look back at those moments with us.

On behalf of our Board of Directors and all of us at MidMichigan Health, we appreciate the trust you have in us to care for you and your family. With the commitment of our governance leadership, donors, employees, health care providers and volunteers, your comfort and care are our most important priorities. 2021 will be no different. We look forward to providing you excellence in health care and service for many years to come.

Diane Postler Slattey

Diane Postler-Slattey, Ph.D., FACHE
President and CEO
MidMichigan Health

Keeping Our Communities Safe in an Unprecedented Time

Michigan Health has a long-standing commitment to the health care needs of our communities. During this global [COVID-19 pandemic](#), our commitment to giving our community a safe, reliable place to receive care did not waver.

Expediting plans at the outset

From the start of the pandemic, we have collaborated with national, state and local agencies and were able to draw upon years of experience in infection control, contingency planning and training to quickly respond to this new crisis. We immediately set-up testing tents to ensure we could [care for all patients safely](#). We incorporated temporary changes to limit the [number of visitors](#), implemented universal masking for all, added symptom screening for those entering our facilities and changes in entry ways and waiting rooms to ensure social distancing. We established a [COVID Relief Fund](#) and also opened up applications for potential need to hire temporary positions.



Putting investments, partnerships to work

During the height of the pandemic in Michigan, some of our clinics temporarily paused services, or scaled back in-person appointments. We took our earlier investments in virtual care and ramped them up to meet the needs of our patients so they could be safely seen at home. This resulted in triple the number of virtual visits in just 2020 alone. We creatively worked with local, national and global business partners to secure personal protective equipment items to supplement the allocations. We received numerous donations that helped with our efforts to care for our patients. In addition, our ability to test for COVID-19 was significantly enhanced through partnerships with local companies, universities and national business partners. These partnerships enabled us to secure the supplies necessary to offer testing to a broader patient population ensuring a safer environment in MidMichigan facilities.



Fighting the disease here at home

We've taken steps to help fight the virus. MidMichigan joined a Mayo Clinic research program that will use convalescent plasma donations by recovered COVID-19 patients to treat hospitalized patients fighting the virus. The [plasma study](#) is offered at more than 100 hospitals nationwide including MidMichigan Medical Centers in Gratiot and Midland. We rapidly opened multiple Ambulatory Testing Centers throughout our health system, enabling safe and timely COVID testing for proper diagnosis and treatment. We have been on the forefront of offering innovative

new COVID treatments, such as remdesivir and bamlanivimab monoclonal antibody therapies. In the fall of 2020, in anticipation that the first set of COVID vaccines would soon receive emergency use authorization, our command center teams moved quickly to secure the necessary equipment and design and test robust



processes in order to begin vaccinations. As a result, we were selected as one of the first five health systems in Michigan to receive a pre-position of the [COVID vaccines](#) and were among the first to start vaccinating high-priority workers. This included [delivering the vaccine](#) to our most rural Medical Centers which garnered national media attention. And, most recently, thanks to collaboration with local health departments, and in following CDC guidelines, we were ahead of schedule and able to move into the next group of vaccine recipients much earlier than first anticipated. With several teams working around the clock to ensure proper plans were in place, we were able to begin calling our eligible patients in an orderly fashion to schedule their vaccine.

Educating the public at every turn

All the while, we have continued to communicate and provide [COVID-19 education](#) to our patients and the public throughout the ever changing pandemic. This came in the form of news releases, public service video and radio announcements, widely shared infographics, community e-newsletter articles, participation in virtual community town halls and civic service organization presentations, notifications on social media, the establishment of a community hotline to help answer the public's questions, and the development of a robust COVID-19 education page on the MidMichigan Health [website](#) with regular updates.

7 Ways to Show You Care During the Pandemic

These simple acts of kindness will help reduce community spread of COVID-19 and ensure businesses and hospitals can remain open to serve you!

- Wear A Mask**
Protect yourself and others by properly wearing a mask that covers your nose and mouth at all times when in public. Learn more at [MaskUpMichigan.com](#).
- Stay Home**
Right now, staying home unless you absolutely need to go out is one of the best ways to help flatten the curve. When you do go out for work, groceries or exercise, stay 6 feet apart, wear a mask and wash your hands.
- Celebrate Safely**
Public health officials cite private gatherings such as weddings, funerals and parties among the most common causes of new outbreaks. Avoid gatherings and [find safer ways to celebrate](#) such as virtual events or dropping off food and gifts.
- Donate Blood**
With state- and nation-wide blood shortages, this is one thing you can do to directly save lives. If you are healthy with no COVID symptoms, it is still safe for you to donate blood. [Check blood.donors.com](#).
- Call Ahead for Health Care**
Don't neglect your health, but do call ahead to your doctor's office or Urgent Care so they can prepare for your visit and safety care for you. Or call your primary care provider to schedule a video visit.
- Thank Essential Workers**
It seems simple, but a colorful sign in your yard or window, or a note of encouragement and gratitude on social media can go a long way to remind essential workers of your support.
- Make a Donation**
Your gift to the MidMichigan Health Foundation COVID-19 Relief Fund is an easy way to help out. These donations directly help support our health system with the purchase of needed supplies. Gifts can be made directly to the [COVID-19 Relief Fund](#) or mailed to MidMichigan Health Foundation, 4000 Westwood Drive, Midland, MI 49870.

MidMichigan Ushers in a New Era of Heart Care

After three years of construction, the new Heart and Vascular Center on the campus of MidMichigan Medical Center - Midland is now complete. With the support of generous donors and local foundations, more than \$15 million was raised for the facility that now consolidates all of the Medical Center in Midland's [heart and vascular](#) physician offices and specialty



clinics. It also houses cardiopulmonary rehabilitation services and streamlines access to cardiovascular testing, interventional and surgical heart and vascular services. The Center was designed to provide coordinated holistic care in a calm, healing environment with indoor healing gardens, areas for quiet reflection, and an atrium-style lobby.

[Take a tour](#) of the new the Heart and Vascular Center

New Alpena Patient Tower Well Underway

The sun shined bright on Wednesday, June 3, 2020, when our family at [MidMichigan Medical Center - Alpena](#) celebrated the health system's first virtual event - a groundbreaking for the new patient tower! Since, the project is well underway with steel near completion. The \$63.5 million expansion and renovation project features a



three-story patient tower. The tower will house 60 new private patient rooms, including eight intensive care unit beds, eight labor and delivery rooms, and 44 medical/surgical/telemetry beds. The new tower will also include 18 prep and recovery rooms, flex rooms, as well as five new operating rooms. The 99,000 square-foot project is slated to be opened in spring 2022. Once complete, many areas in the existing Medical Center will be renovated.

The MidMichigan Health Foundation has approved a [fundraising campaign](#) to provide a portion of the financial support for the building project. They rely heavily on the Foundation's Development Council in Alpena which has historically advanced philanthropy gifts for the Medical Center over the years. We thank all those who have and continue to show their support.



[Watch](#) the Alpena groundbreaking event

E-Visits and E-Consults Save Patients Time and Travel

In 2020, MidMichigan introduced e-visits and e-consults as two new options in the growing repertoire of virtual care alternatives for patients. Both options help those needing care to avoid travel and in some cases to get care in the safety and comfort of home.



A symptom-specific [e-visit](#) enables patients to get personalized medical advice for certain non-emergency conditions without the need for a real-time appointment, while an [e-consult](#) is a secure electronic communication between a primary care provider and a specialist conducted within the patient's chart.

[See more](#) about these new options

New Bay Emergency Department to Address to Growing Need for Access

Ground was broken in December 2020 in Bay City for a new Emergency Department to be built on the site of [MidMichigan Health Park - Bay](#) at 3051 Kiesel Road. Designed with input from nurses, providers and other experts, the new 24/7 Emergency Department will open in approximately one year with all the capabilities of a hospital-based Emergency Department.



"Emergency department use rates in Bay County are on the rise and are higher than state and national averages, creating a need for additional access points," said Greg Rogers, president, MidMichigan Medical Center - Midland, and executive vice president and chief operating officer, MidMichigan Health. "The majority of Bay County residents live west of the Saginaw River and many have expressed a need for timely access to emergency care on this side of the river." Rogers continued, "Emergency visits related to mental health concerns and substance use have increased even more significantly, demonstrating a need for more local access to behavioral health services. One of our goals for this project is to integrate behavioral health and telemedicine into emergency and primary care, helping to address that need."

[Get more details](#) about the Bay Emergency Department project

Latest in MRI Delivers Exceptional Patient Experience

Patients in central Michigan now have access to the latest patient-friendly innovation in cutting-edge Magnetic

Resonance Imaging (MRI) technology. In 2020, MidMichigan Medical Center - Gratiot installed the area's only Philips Ingenia Ambition 1.5T MR system, only the second type of this system in the state. The new MRI delivers an exceptional patient experience, the highest quality imaging and can perform a MRI up to 50 percent faster. In addition, the MRI suite offers the Ambient system which is an inviting audio-visual experience to calm patients and guide them through the exam.



"MRI provides exceptional diagnostic and therapy guidance capabilities," said Jeffery Morrill, D.O., a radiologist at MidMichigan Medical Centers in [Gratiot](#) and [Mt. Pleasant](#). "We are excited about the new diagnostic capabilities of the system that are now available to our patients. With the availability of Compressed SENSE we can offer leaner examination protocols that are not only faster but also deliver better images."

[Learn more](#) about the new MRI system

New Technologies Advance Fight Against Cancer

MidMichigan is continuing to advance its [cancer](#) fighting technology with the addition of a new option for patients preparing for breast cancer surgery. [Magseed®](#), offered at MidMichigan Medical Centers in Alpena and Midland, is a simpler, more effective alternative to the traditional wire localization methods that have been used for more than 30 years.



Magseed is smaller than a grain of rice and can be placed into the tumor any time prior to surgery. Once implanted, the seed produces no discomfort, stays in place and patients are not restricted in their movement or activity. During surgery, the seed is detected with a probe which guides accurate removal of the tumor and allows the surgeon to select the best surgical approach. This new technology provides more accurate removal of cancerous tissue, ensuring that healthier tissue can be left behind for a better cosmetic result.

Also added this year, patients in [West Branch](#) now have access to new technology that improves breast cancer detection while reducing false positives with [3D mammography](#), also known as Digital Breast Tomosynthesis. Helping improve results in cancer detection rates, this technology

is also available at our Medical Centers in Alpena, Clare, Gratiot, Midland and Mt. Pleasant.

[Learn more about 3D mammography](#)



Medical Center Certified as Primary Stroke Center

Patients experiencing warning signs of a [stroke](#) have one more reason to make MidMichigan Medical Center - Midland their go-



to place for treatment. The Medical Center was awarded [Primary Stroke Center Certification](#) by HFAP, the nation's original independent, accreditation program. This certification confirms that the program is providing high quality care as determined by an independent, external process of evaluation.

"We're proud to achieve this prestigious certification that recognizes our commitment to excellent patient outcomes," said Faith Fuentes, M.D., neurohospitalist and medical director for the stroke program at MidMichigan Health. "We've built a comprehensive program based on the latest clinical protocols and our team of experts includes emergency medicine physicians, neurohospitalists, neurologists, neurosurgeons, critical care specialists and rehabilitation specialists. Through the Telestroke program, all of MidMichigan's ERs have 24/7 access to collaborate with highly specialized stroke experts from Michigan Medicine. Together we provide rapid diagnosis and treatment planning that can save lives and preserve vital functionality."

[Learn more](#) about MidMichigan's stroke program

Patients Benefit from Generous Donor Support

Not all patients' needs are the same. Some may need transportation to an appointment, assistance with lodging, emotional support for disease diagnosis, medication refills, or even care and comfort after a traumatic experience. All of these are examples of how individuals through our geographies have been helped by charitable contributions made to the [MidMichigan](#)

[Health Foundation](#). Established in fiscal year 2017, the MidMichigan Health Foundation joins together those who are generous in spirit and who financially want to ease the burden of others. What's more, the MidMichigan Health Foundation allows [donors](#) to support MidMichigan Health to improve the quality of life of those in our communities through the purchase of advanced technology and patient enhancements. Thanks to our generous donors, patients have benefited greatly from the support of the MidMichigan Health Foundation.



[Donate today to make a difference in your community](#)

[MidMichigan Health](#) a non-profit health system headquartered in Midland, Michigan, is a leader in providing [award-winning, high-quality care](#) to the 23-county region it serves. With Medical Centers in Alpena, Clare, Gladwin, Gratiot, Midland, Mt. Pleasant and West Branch, MidMichigan Health provides a full continuum of care across a wide array of settings, including urgent care centers, home health, virtual care, as well as medical offices in more than 30 specialties and subspecialties including cardiology, hematology/oncology, orthopedics, vascular surgery, family medicine and more. MidMichigan Health demonstrates its commitment to the future of medicine by partnering with leading institutions to offer medical education programs that train medical students, physicians, nurse practitioner and physician assistant students, nursing students and other clinical experts for our region. Its more than 8,800 employees, volunteers, health care providers and other personnel work together to create healthy communities through solutions designed to meet the ever-changing needs of the 938,000 residents in the health system's 23-county service area. In fiscal year 2020, MidMichigan Health provided more than \$91 million in community benefits, as well as supported its patients and families with new equipment, services and programs with funds raised by the MidMichigan Health Foundation.

As your community health care provider, we do hope you find the information useful and welcome your comments and questions. Please respond to this e-mail with your suggestions.



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2/22/2021

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