



LAKELAND HEALTH

ANNUAL REPORT



2015



About Us

Lakeland Health is a not-for-profit, community-owned health system, which includes three hospitals, an outpatient surgery center, rehabilitation services, homecare, hospice and palliative care, long-term care, laboratory services, diagnostic imaging, and a number of primary and specialty physician practices.

The history of Lakeland dates back more than a century, when our hospitals first began meeting the needs of southwest Michigan residents. Today, we are proud to continue that tradition of service to our neighbors with excellent, compassionate care.

Mission

To enhance health and serve our community

Vision

To positively transform the health and health choices of those we serve and employ

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Message from the President

Dear Friends,

Over the past year, you might have noticed a change in the Lakeland name, as we transitioned from Lakeland HealthCare to simply Lakeland Health. I know what you might be thinking – what’s the big difference?

As it turns out, this updated name is about more than just dropping a few letters. It’s a whole new way of looking at how we meet the needs of our friends and neighbors in southwest Michigan. No longer are we only treating an illness or injury in the hospital setting. Today, we are just as focused on wellness and prevention initiatives that are designed to keep you healthy – and out of the hospital in the first place.

You can see that idea at work in this annual report. In the last fiscal year, Lakeland invested more than \$28 million in community benefits to improve quality of life in our corner of Michigan. These benefits included free classes and screenings, donations to other non-profit groups, and financial help for those who are unable to pay for their own care – all which fulfill our mission of enhancing health and serving our community.

One example is a new partnership Lakeland began this year with the Benton Harbor Housing Commission to offer key wellness services to residents of Harbor Towers, an apartment complex for the elderly and disabled in downtown Benton Harbor. Because traveling to medical facilities was difficult for Harbor Towers residents, Lakeland worked with the Benton Harbor Housing Commission to bring healthcare professionals to their own wellness center on the facility’s first floor. Services are also available to other local residents at certain times, which benefits the surrounding area.

We continue to look for ways to care for our community outside the walls of our hospitals – helping the elderly in local senior centers, advocating for victims of sexual assault, connecting therapy dogs with area youth, and so much more. Whether in the hospital, at your doctor’s office, or anywhere else in the community, we are honored to meet your family’s health needs in 2016 and beyond.

Sincerely,



Loren B. Hamel, MD
President & CEO
Lakeland Health



Did You Know?

Our People

- 3,934 associates provided clinical and support services at locations throughout southwest Michigan, making Lakeland Berrien County's largest employer
- More than 1,080 volunteers provided nearly 100,000 hours of service
- 546 partner physicians and licensed providers covered a wide range of specialties

Our Facilities

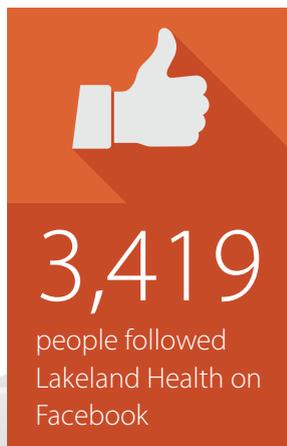
Nearly 100 offices at 43 locations throughout southwest Michigan, including

- 3 hospitals
- 2 long-term care facilities
- 1 outpatient surgical center
- 1 cancer center
- 1 hospice residence
- 34 affiliate physician practice locations

Our Patients

In fiscal year 2015

- 1,823 babies born
- 59,378 inpatient days
- 76,200 homecare visits
- 80,669 emergency department visits
- 305,766 outpatient visits (not counting emergency department or homecare visits)





83,796

people learned about important wellness topics through Lakeland's *HealthCurrents* publication



514

people received free colorectal cancer screening kits



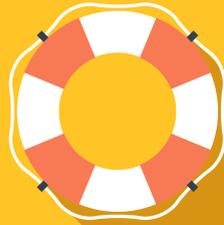
2,458

free blood pressure screenings in the community



907

people sought health information at the Buchanan Area Health Resource Library



3,699

people received grief counseling at Lory's Place



424,355

people visited the Lakeland website at least one time each



4,855

people were assisted with their health needs by parish nurses at local churches and senior centers



1,131

people attended programs on managing stress



349

people attended physician's speakers series events on topics such as cancer, urological health, and minimally invasive surgery



568

people attended programs on weight loss and nutrition

Commitment to the Community

A non-profit, community-owned organization, Lakeland Health is governed by a volunteer board of directors from southwest Michigan. The system reinvests a substantial portion of its net income back into the community in the form of new and upgraded facilities, subsidized care, and free or low-cost outreach, education, and prevention programs. In all, Lakeland returns millions of dollars back to the community through its programs and direct support of patients.

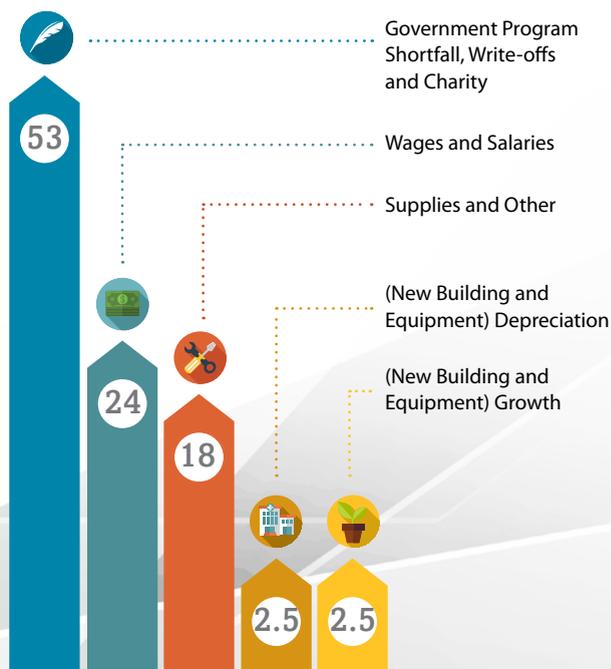
The hospitals of Lakeland have always offered essential healthcare services to everyone, regardless of their ability to pay. Lakeland continually works to create an integrated system of care that is accessible, affordable, compassionate, and responsible.



How Does Lakeland Use Its Funding?

Lakeland Health has always had a tenacious commitment to fiscal responsibility. We hold an AA- bond rating through Standard & Poor and Fitch, which is exceptional for a hospital of our size and limited geographic area to achieve. This rating demonstrates our financial strength.

The graph below shows how Lakeland uses its funding. Out of one dollar charged for services, we collect an average of 47 cents. The remainder is mostly government program shortfall, charity care and write-offs.



2014 Community Benefit Inventory Uses of Funds

Community Benefits: OCTOBER 2013 – SEPTEMBER 2014*

In fiscal year 2014, Lakeland Health provided a total of \$28.2 million in community benefits, including many that went beyond traditional patient care, to improve the quality of life in southwest Michigan.

**Note: Most recently available data*

\$4 Million

Medical Education

\$3.2 Million

Community Outreach
and Leadership

\$.3 Million

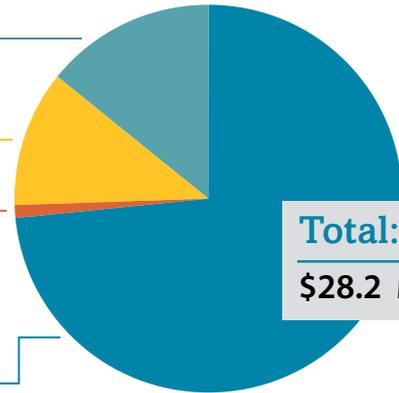
Cash and In-Kind
Donations

\$20.7 Million

Financial Assistance
and Subsidized Care

Total:

\$28.2 Million



These Community Benefits Included:

- Free classes and presentations by medical professionals on important wellness topics, including parenting, cancer, diabetes, heart disease, stroke, and smoking cessation
- Health Resource Library in Niles
- Parish and Senior Center Nurses
- Affordable or free preventive health screenings for community members
- Special programs in area schools on health information
- Hands-on educational training for tomorrow's healthcare leaders
- Community-building activities, such as mentoring, disaster preparedness, and the donation of time and resources to other local non-profit organizations
- Financial assistance or free or discounted care for people who cannot afford to pay for their own care and who are not eligible for public programs

“Bringing This Family Together Was Our Goal”

BIRTHPLACE STAFF HELPS DEPLOYED DAD WITNESS HIS SON’S BIRTH



When **Sharon Beck**, 30, a Three Oaks resident, found out she was pregnant with her third child, she couldn't imagine the thought of her husband Andrew not being present for the birth. However, the Beck family knew this was a possibility since Andrew, a Specialist and Explosive Ordnance Technician in the United States Army, was stationed overseas in Afghanistan.

"I was so excited when I found out my wife was pregnant again," said Andrew. "No one wants to miss the birth of their child, but I knew this was a sacrifice I might have to make when I joined the Army."

Sharon was determined to make it possible for Andrew to witness the birth of their first son no matter how far away he may be. That's when the Beck family had an idea.



Sharon began talking with **Brenda Schwartz, RN**, Manager of the BirthPlace at Lakeland Medical Center, St. Joseph, about her idea to Skype with Andrew overseas during the birth. Brenda enlisted the help of **Sean Anderson**, an Information Technology team member at Lakeland, to make this family's dream a reality.

"To be a part of the miracle of birth is a privilege and honor for us," said Brenda. "At the BirthPlace, we strive to provide a safe and memorable birthing experience for all of our families. Sharon's desire to have her husband be part of the birth of their son touched me deeply. Bringing this family together during this special time became our goal."

Sharon was scheduled to have a Cesarean section on July 1, but when she went into early labor, Brenda made sure Andrew wouldn't miss a thing. Although they were thousands of miles apart, the Beck family never felt closer as Andrew watched the birth of his first son Ashton, born at 9:20 p.m. on June 20, 2015.

"The fact that the staff at Lakeland made it possible for me to witness the birth of my first son means everything to me," said Andrew. "Even though I wasn't able to be there in person, I was still able to talk to my wife and hear my son cry for the first time."

"The fact that the staff at Lakeland made it possible for me to witness the birth of my first son means everything to me."

- Andrew Beck



Partnering for Our Patients

COLLABORATIVE RELATIONSHIPS HELP LAKELAND IMPROVE CARE

It's easy to look at other organizations in your industry as competitors, but Lakeland is taking a different approach by working with other health systems as partners in delivering high-quality, cost-effective healthcare.

Lakeland joined five other health systems in the state to form a clinically integrated network (CIN), a group of like-minded organizations collaborating to improve patient care, improve community health, and lower the cost of care. The network allows the health systems to share knowledge and best practices with one another, while remaining independent organizations.

"Together as a team, we can offer the size, scale and scope needed to align evidence-based best practices aimed at keeping people well," said **Loren B. Hamel, MD**, President & CEO, Lakeland Health, and vice chairman of the network's Board of Managers. "We feel strongly that we can be most efficient and most effective by working together. Every member organization has opportunities where it can learn, and where it can teach."

Lakeland physicians collaborate with member physicians to identify best practices to help standardize healthcare throughout the new network. The goals are preventing illness; lowering the risk for acquiring disease; and seamless transitions of care between primary care physicians, specialty care sites, the hospital, and post-acute outpatient services.

"The promise for our patients is that when they come and see us – every time, every place – they get the best possible care at the best value," said **Ken O'Neill, MD**, Vice President of Clinical Integration for Lakeland Health. "That means a better quality of life in southwest Michigan, and a healthier community."

Founding members of the clinically integrated network include:

- Allegiance Health (Jackson)
- Bronson Healthcare (Kalamazoo)
- Covenant HealthCare (Saginaw)
- Lakeland Health (St. Joseph)
- MidMichigan Health (Midland)
- Sparrow Health System (Lansing)



Lakeland and Mary Free Bed Align for Enhanced Rehabilitation Care

In July 2015, Lakeland Health joined the Mary Free Bed Rehabilitation Network, an innovative alliance of hospitals and clinicians providing a seamlessly integrated system of rehabilitative care for patients.

“Lakeland Health and Mary Free Bed have worked together for years to meet the needs of our rehabilitation patients, and we are pleased to formalize this relationship,” said **Loren B. Hamel, MD**, President & CEO, Lakeland Health. “For our patients, this partnership means that they can find the same high-quality, compassionate rehabilitation care they have come to expect from Lakeland, with the added benefit of access to the services and resources available through the Mary Free Bed Rehabilitation Network.”

Lakeland provides comprehensive rehabilitation services throughout southwest Michigan, including at outpatient clinics, in the homecare setting, and at hospitals. Clinicians are trained in evidence-based practices, with the goal of returning patients back to optimal health and resuming normal activities as quickly as possible.

“We are proud to welcome Lakeland to the Mary Free Bed Rehabilitation Network,” said **Kent Riddle**, CEO, Mary Free Bed. “Our goal in establishing this network was to allow strong, like-minded organizations to collaborate to provide the best rehabilitation care, no matter where they might be. We look forward to strengthening our ties with Lakeland through this new collaboration.”

Brazilian Group Learns from Lakeland

Lakeland team members had a unique opportunity to share their experiences with health information technology with a delegation of healthcare executives and government officials from Brazil. As part of a “reverse trade mission” sponsored by the U.S. Trade and Development Agency, the group selected Lakeland based on the organization’s successful implementation of an electronic health record system.



Team members from throughout the organization showed the Brazilian group how technology has helped Lakeland improve patient care and save lives. Examples included a new barcode system that matches medications to patient wristbands and an electronic monitoring system that keeps track of a patient’s exposure to radiation.

“They Saved My Husband’s Life”

TEAMWORK MAKES A DIFFERENCE IN A CARDIAC EMERGENCY

Susan Thompson was getting ready to take her husband, James, to the walk-in clinic to get checked out, when she heard a loud noise from the other room. Without warning, James had passed out.

Worried, Sue called an ambulance. At Lakeland Medical Center, St. Joseph, James had a normal EKG, and emergency medicine physician

Christopher Trigger, MD, ordered a CT scan for James’ chest. When radiologist **Polya Baghelai, MD**, read the test, she knew she had to act fast. James had an aortic dissection, a very serious condition that involves a tear in the wall of the main blood vessel to the heart.

Taking quick action, Dr. Baghelai called her husband, **Kourosh Baghelai, MD**, Medical Director of Cardiothoracic Surgery Services at Lakeland, who was on call that night. James would have to undergo immediate, eight-hour long emergency surgery to repair his aorta. While James was in surgery, Susan and their family waited.

“It was such a hard time for us while we waited,” said Susan. “But everyone was so kind and compassionate. Every staff member we saw kept asking us what they could do, even if they weren’t working with James. They truly treated us like family.”

After successful surgery, James was brought into the Critical Care Unit to recover. Susan was given a number to be able to call frequently and receive updates on her husband’s condition. When it was time for James to be discharged, Susan and James were concerned about being able to remember their instructions.

“Everyone was so kind and compassionate. They truly treated us like family.”

- Susan Thompson

“**Troy [Teagardin, PA]** gave us his personal phone number to call if we had questions,” said Susan. “And we did, many times.”

After discharge, James went through a couple months of cardiac rehabilitation to get him back to full strength.

“I thought at first that it wouldn’t do anything,” said James. “But after the first session, even I was surprised with what a huge difference it made.”

Now, James is back to work as an electrician, and enjoying time spent with his wife, Susan.

“We are so grateful to Lakeland for saving him,” said Susan. “It’s a miracle.”



Watch James and Susan Thompson
tell more of their story at
www.lakelandhealth.org/thompsons



Training the Next Generation of Doctors

LAKELAND MEDICAL EDUCATION PROGRAM CONTINUES TO GROW



Graduating medical residents included, left to right: Jessica Hamill, DO; Kristen Murphy, DO (back row); John Netten, DO; Elizabeth Schmidt, DO; Kendall Christensen, DO (back row); Courtney Chilton, DO; Asam Khan, DO (back row); Ashley Lepak, DO; Adam Mitchell, DO (back row); Kamil Krukowski, DO; Brian Taylor, DO (back row); Christopher Wills, DO; Steven Culley, DO (back row); and James Yousif, DO.

In 2015, the Lakeland medical education program graduated a class of 14 medical residents through a partnership with the Michigan State University College of Osteopathic Medicine.

"We are very happy to have trained these individuals, and it is our hope that they will continue to inspire and lead their future medical communities as they begin their careers as board-eligible attending

physicians," said **Michelino Mancini, DO**, Director of Medical Education, Lakeland Health.

As a teaching hospital, Lakeland offers osteopathic residency programs in emergency medicine, family medicine, internal medicine, and dermatology, along with a geriatric fellowship. This year marked the first class of graduating residents in family medicine, emergency medicine, and dermatology, and the second class of graduating internal medicine residents.

All of the graduates successfully completed the requirements to graduate from Lakeland Health, Michigan State University College of Osteopathic Medicine, and the American Osteopathic Association.

“Lakeland is honored to play a critical role in shaping our future doctors,” said **Loren B. Hamel, MD**, President & CEO, Lakeland Health. “As this program continues to grow, patients can expect the best talent, knowledge, and medical techniques from our enhanced physician team.”

Over the previous four years, the community welcomed 79 new resident doctors, who are in various stages of completing their residencies at Lakeland. Between the 2015 class of 14 graduates and the 2014 class of four graduates, nine of these physicians chose to continue to practice medicine in southwest Michigan after completing their residencies.

“Having grown up in a small town, I really enjoy the small-town feel of Niles, as well as the beaches in St. Joseph,” said

Adam Mitchell, DO, a 2015 graduate who is seeing patients at Lakeland Family Medicine, Niles.

“My wife (**Katherine Skurski, DO**) is also a family physician, and we got married in St. Joseph two years ago. It was a great way to start our life up here.”



New Housing Option for Medical Residents and Other Area Professionals

Have you been curious about the construction taking place at the site of the former Lakeland Continuing Care Center at Lakeshore Drive and Hawthorne Avenue in St. Joseph? It’s all part of a new project called Lookout Point, which is designed to meet the needs of Lakeland’s resident doctors and their families, with a mix of one-, two-, and three-bedroom units at price points comparable to the area market.

“Lakeland saw a great opportunity to enhance our graduate medical education program by providing housing on this property we were no longer using,” said **Loren B. Hamel, MD**, President & CEO, Lakeland Health. “The more we can do to attract and retain excellent physicians to our area, the better prepared we will be to continue to meet our community’s medical needs well into the future.”

The first phase of Lookout Point will open in summer 2016. For more information, visit www.lakelandhealth.org/lookoutpoint

Looking Ahead

PLANS FOR BUILDING EXPANSION UNDERWAY

In October, the Lakeland Board of Directors authorized Lakeland's leadership, with the help of architects from the Smith Group out of Chicago, to begin developing a building plan for the expansion of Lakeland Medical Center, St. Joseph. The decision was made in an effort to keep the Lakeland Medical Center, St. Joseph facility up-to-date and ensure that it remains a great place to receive care and a great place to provide care.

"Life is full of choices – sometimes they are simple and very easy and sometimes they are complicated and much more challenging," said **Loren B. Hamel, MD**, President & CEO, Lakeland Health. "The choices we make have a profound impact on the way we are able to deliver care for our friends and neighbors."

The proposed building project will focus on areas that are becoming too small to accommodate new equipment or ensure an exemplary patient experience. These include the operating rooms and other areas where procedures are performed – such as radiology, the Heart Center, and endoscopy. The intensive care unit is also in need of upgrades allowing more space and additional amenities to help provide the very best experience for our sickest patients and their families.

"The Lakeland Board of Directors is interested in creating a healthcare facility for the next generation," said Dr. Hamel. "The building plans will anticipate the needs of communities and team members and directly align with our desire to create exemplary value in everything we do."

In the coming months, Lakeland leadership will work closely with the Smith Group to continue developing the building plans with the goal of presenting to the Board of Directors for their review and decision in the summer of 2016.



“The Lakeland Board of Directors is interested in creating a healthcare facility for the next generation.”

- Loren B. Hamel, MD
President & CEO, Lakeland Health



Garage

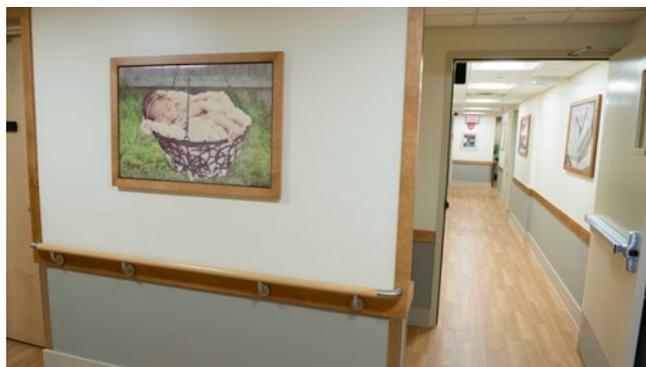


Year in Review

FIRST QUARTER (October - December 2014)

Providers from Lake Michigan Hearing Center & Sinus and Sleep Apnea Center joined the Lakeland Medical Practices team – now known as Lakeland Ear, Nose and Throat (ENT). Collectively, the practice consists of three locations in Niles, Berrien Springs, and St. Joseph.

Stephen Bovenkerk, MD; Debbie Habenicht, MD; and **Dennis Thompson, MD**, together with Audiologists **Cathy Burns** and **Craig Rigler**, provide services for all of Berrien, Cass, and Van Buren counties.



The BirthPlace at Lakeland Hospital, Niles, was remodeled to provide a warmer, more home-like atmosphere for patients and their family members. New flooring, ceiling tiles, paint, and artwork were installed throughout the entire department, including the five labor and delivery rooms, six postpartum rooms, and nursery. The post-partum nurses' station, which is the first place that patients and visitors see, was also expanded for a more open, inviting look.

Lakeland Hospital, Watervliet, opened a new pavilion for patients, staff, volunteers, and visitors. Funded by the Lakeland Hospital, Watervliet Auxiliary, this inviting space provides patients with access to the outdoors, which, according to numerous studies, can help reduce stress, anxiety, and pain.

The Hospice at Home Board of Directors appointed **Melinda Graham-Gruber** as Chief Executive Officer of Hospice at Home, a Lakeland Health Affiliate. In this role, Graham oversees hospice, palliative care, advance healthcare planning, and bereavement services (including Lory's Place) of Hospice at Home.

SECOND QUARTER (January - March 2015)

Lakeland Hospital, Watervliet, welcomed two new members to its Board of Directors: **Donald Brooks, MD**, a cardiologist at Brooks Cardiology in Watervliet, and **Seth Griffin, DDS**, a dentist with Liebenhall Dental in Hartford.

Lakeland continued to host Primary Care Summits, meetings that bring together hospital-based and practice-based providers to communicate and discuss ways to make our community healthier. This year's events focused on continuity of care from inpatient to outpatient settings and palliative care.

Niles High School received the National Athletic Trainers' Association Safe Sports School award, in recognition of the athletic training program provided at the school through Lakeland Rehabilitation Services, Niles. Lakeland has offered athletic training services at Niles High School for more than 20 years.



"Leading Toward the Future," an 18-month leadership development program at Lakeland Health designed to develop leadership skills and characteristics, graduated its first cohort of Lakeland team members.



Van's Medical Equipment of Lakeland celebrated 100 years of meeting the healthcare needs of southwest Michigan residents. Van's story began in 1915, when Lewis "Ed" Van Antwerp started his career as a pharmacist in Benton Harbor. Today, Ed's grandson, Tim Van Antwerp, runs Van's Medical Equipment of Lakeland.

Lakeland's website was redesigned with a responsive design for easy viewing on any device, including a cellphone, tablet, laptop, or desktop, and now includes robust search tools, an easy-to-search events calendar, and a health information library.

Year in Review

Third Quarter (April - June 2015)

Lakeland Health honored more than 600 volunteers who dedicated more than 74,000 hours of service to patients, residents, staff, and visitors throughout the health system last year. Honorees included

Patt Johnson of St. Joseph, who received a special award recognizing her 40 years of service (27,500 hours), and **Jann Houseman** of Niles, who accumulated over 60 years of service.



Medic 1 Ambulance received a 2015 Silver Mission Lifeline EMS Award from the American Heart Association. Lakeland's partnership with local EMS providers, the Emergency Department, and our cardiology team helps provide early and effective treatment for a heart attack before the patient even arrives at the hospital.



Loren B. Hamel, MD, President & CEO of Lakeland Health, presented ConnectIT team member **Tyson Stewart** with the organization's prestigious Leo Soorus Leadership Award to honor his exemplary leadership in key projects related to electronic health records.

In Harvard Business Review, renowned author and innovation expert **Gary Hamel** (brother of Loren B. Hamel, MD, President & CEO of Lakeland Health) discussed how Lakeland reinvented the patient experience by challenging team members to "bring their hearts to work."

Van's Medical Equipment of Lakeland donated \$1,000 to Hospice at Home, a Lakeland Health Affiliate, to help provide charity room and board for those needing end-of-life services at the Merlin and Carolyn Hanson Hospice Center. The \$1,000 award was provided through VGM Insurance Services, surety bond provider of Van's Medical Equipment of Lakeland.

FOURTH QUARTER (July - September 2015)

The Community Medical Center Walk-In Clinic, located inside Lakeland Hospital, Watervliet, expanded its hours and is now open seven days a week from 10:00 a.m. to 9:00 p.m.

To enhance rehabilitation care for patients in southwest Michigan, Lakeland Health joined the Mary Free Bed Rehabilitation Network, an innovative alliance of hospitals and providers throughout Michigan. This partnership provides Lakeland patients with the added benefit of access to the services and resources available through the Mary Free Bed Rehabilitation Network.

Six of Michigan's leading health systems came together to form a clinically integrated network designed to deliver high-quality, cost-effective healthcare and improve the health of residents across the state. The founding members of the clinically integrated network include: Allegiance Health (Jackson), Bronson Healthcare (Kalamazoo), Covenant HealthCare (Saginaw), Lakeland Health (St. Joseph), MidMichigan Health (Midland), and Sparrow Health System (Lansing). Each of these organizations will work together to enhance patient care, while remaining fully dedicated to their own communities under the governance of their own independent boards.

Lakeland Health and the Benton Harbor Housing Commission partnered to provide wellness services at Harbor Towers, a high-rise apartment complex for the elderly and disabled in Benton Harbor. Healthcare professionals offer residents wellness screenings (such as blood pressure and cholesterol checks) and one-on-one health consultations. Lakeland at Harbor Towers is also open to the general public for monthly community health education events.



The Harbor Towers Health and Wellness Steering Committee includes (seated, from left): Harbor Towers residents Lucretia Williams, Sandra Daniels, Marie Oliver, and Beatrice Johnson (not pictured is Ruddell Howlin). Lakeland team members on the committee include (standing, from left): Margaret Clayborn, Pam Williams, LPN, and Tami Goslee, RN.

Awards & Recognition

Honors from October 2014 – September 2015

Loren B. Hamel, MD, President & CEO, Lakeland Health, received the 2014 Michigan Health & Hospital Association (MHA) Healthcare Leadership Award, which recognizes individuals who provide exceptional leadership to healthcare organizations and to the health and well-being of the community.



Lakeland Health was designated a Lung Cancer Screening Center by the American College of Radiology (ACR), an accreditation recognizes facilities committed to providing quality screening care to patients at the highest risk for lung cancer.

The Berrien County Health Department (BCHD) recognized the Lakeland Health Infection Prevention Department with the 2015 Friend of Public Health Award, which honors outstanding contributions to the health of southwest Michigan residents.

The Aster Awards, an elite, national competition that recognizes excellence in healthcare marketing, honored the Lakeland Health Marketing and Communications department with the Gold Award for logo design/letterhead for a health system and the Bronze Award for internal publication for a health system.

The Lakeland Health Marketing and Communications department was awarded three Healthcare Advertising Awards – a Gold Award, Bronze Award, and Merit Award. These awards are the largest and oldest healthcare advertising awards competition.

For the second consecutive year, Becker's Hospital Review, a monthly business and legal publication covering hospitals and health systems, selected Lakeland Medical Center, St. Joseph, for its 2015 ranking of "100 Great Community Hospitals" in the United States.

Lakeland Health received the American Heart Association/American Stroke Association's Get With The Guidelines®- Stroke Gold Plus Quality Achievement Award with Target Stroke Honor Roll for ensuring that stroke patients receive the most appropriate treatment according to nationally recognized research-based guidelines.

The American Hospital Association's Health Forum and the College of Healthcare Information Management Executives (CHIME) named Lakeland to the 17th annual HealthCare's Most Wired™ survey, in recognition of using IT to improve performance for value-based healthcare in the areas of infrastructure, business and administrative management, quality and safety, and clinical integration.



The OutCenter recognized Lakeland Health with the “Communities that Care” award, an honor that is presented to organizations in southwest Michigan that create communities better positioned to understand and respond to the issues faced by LGBT+ people and their families.

Norma Tirado, Lakeland’s Vice President of Human Resources, Health Information Technology, and Organizational Transformation, received the OutCenter’s Ally of the Year Award in honor of her efforts to recognize and respond to disparities against the local LGBT+ community.

HealthImaging, an online news site with a focus on medical imaging, honored Lakeland with the 2015 Patient-Centered Imaging Award, an annual award recognizes five radiology programs across the nation that have undertaken a project to improve the overall patient experience and advance patient-centered care.

Lakeland Hospital, Niles, received full Chest Pain Center (CPC) accreditation with Percutaneous Coronary Intervention (PCI) from the Society of Cardiovascular Patient Care (SCPC). This accreditation signifies a higher level of expertise in dealing with patients who arrive with symptoms of a heart attack.

The American Academy of Sleep Medicine (AASM) awarded the sleep labs at Lakeland Medical Center, St. Joseph, and Lakeland Hospital, Niles, with the Home Sleep Apnea Testing (HSAT) accreditation.

Home sleep apnea testing allows a patient to complete a sleep study at home, rather than in the sleep lab setting.

Lakeland Health received an Outstanding Website Award from the Web Marketing Association’s annual WebAwards in recognition of the organization’s newly-designed corporate website.

Lakeland Health was designated a Lung Cancer Screening Center by the American College of Radiology (ACR), an accreditation recognizes facilities committed to providing quality screening care to patients at the highest risk for lung cancer. According to ACR, lung cancer screening with the use of low-dose computed tomography (CT), along with appropriate follow-up care, significantly reduces lung cancer deaths and is cost-effective compared to other major cancer screening programs.



The Healthcare Quality Association on Accreditation (HQAA) awarded Van’s Medical Equipment of Lakeland a new three-year accreditation in recognition of high-quality practices in their business operations and patient care techniques. Van’s Medical Equipment of Lakeland first received this accreditation in 2009.

Lakeland Health Foundations 2015 Highlights

Touching Hearts Through Philanthropy

Established in 1984, the Lakeland Health Foundations have raised millions of dollars in gifts over the years to help fund new and updated facilities, purchase state-of-the-art medical equipment, provide educational scholarships for hospital employees, and sponsor a wide array of community benefit and outreach programs.

Most recently, with the community's support, the Foundations have helped bring our area many wonderful services – things like robotic surgery, the Merlin and Carolyn Hanson Hospice Center, and the Marie Yeager Cancer Center. To meet the needs of our community, the Foundations continue to look for ways to upgrade our programs and facilities, including the Heart Center, among others.

The Foundations receive gifts from individuals, businesses, institutions, and other foundations. To learn more about the Lakeland Health Foundations, call (269) 927-5143 or visit www.lakelandhealthfoundations.org

Gala Supports Robotic Surgery

Last year, more than 300 southwest Michigan residents attended the annual Lakeland Health Foundation Gala, held at the Inn at Harbor Shores in St. Joseph. The event's theme, "A Night of da Vinci Masterpieces," was inspired by Lakeland's three da Vinci® surgical robots. Through sponsorships, ticket sales, a silent auction, and a raffle, the Gala raised \$70,000 to benefit the robotic surgery program at Lakeland.



Regina Ciaravino Joins Lakeland Health Foundations



The Lakeland Health Foundations welcomed **Regina Ciaravino** as Consultant for Grant Management and Annual Giving. In this role, Regina coordinates the annual fund operations for the Lakeland Health Foundations and oversees

fundraising activities of the annual fund, the grateful patient program, grant writing, legacy giving, and will participate in capital campaigns. Prior to joining Lakeland, Regina served for over 14 years as Director of Chamber Development for the Cornerstone Chamber of Commerce, and has been very active in the community on a number of boards and committees.

Hope Grows Helps Patients with Cancer

The Lakeland Health Foundation, Niles, and the Niles-Buchanan YMCA held the second-annual Hope Grows fundraiser luncheon. This year's event raised \$28,315 to support cancer screenings, treatment, follow-up care, and the LIVESTRONG program at the Niles-Buchanan YMCA, regardless of participants' ability to pay.

Lakeland Awarded Grant for Breast Cancer Care

The Michigan Affiliate of Susan G. Komen® awarded a \$30,300 grant to the Lakeland Health Foundations for the purpose of providing breast cancer screening services and education through Lakeland Health to underserved women in Berrien, Cass, and Van Buren counties. The grant will allow Lakeland Health to continue the Compassion Card program, which will provide 100 free breast cancer screenings or diagnostic services, along with transportation, to eligible southwest Michigan women in need. It will also help promote breast health education, including the importance of early detection and regular screenings, to low-income women throughout the area.



Run, Walk, Rock Benefits Lory's Place

More than 1,300 runners and walkers, along with many additional volunteers and supporters, participated in the 11th Annual Run, Walk, and Rock, presented by the McLoughlin Family Foundation for Lory's Place, the grief healing and education center for Hospice at Home, a Lakeland Health Affiliate. Through donations and participation, this year's event raised more than \$51,000 to support unique bereavement programs and services for all who are grieving, regardless of their financial circumstances.

Scholarships and Grants Help Next Generation of Health Leaders

Through the Allied Health Careers Scholarship program, the Lakeland Health Foundations provided a total of \$117,000 in the form of 48 scholarships and 75 department grants this year to Lakeland Health professionals and students interested in pursuing healthcare careers. Over the past 23 years, the Lakeland Health Foundations have awarded over \$1 million in scholarships and grants to Lakeland associates, departments, and volunteers. This year's ceremony included two new memorial scholarships: the John Proos, MD, Memorial Scholarship (awarded to **Katherine Skurski, DO**) and the Deborah Lynn Griffin Memorial Scholarship (awarded to physical therapist **Abby Dill**).

Lakeland Health Foundations 2014 Highlights *(continued)*

Foundation Hosts Gordon Knutson Memorial Golf Tournament

The Gordon Knutson Memorial Golf Tournament raised over \$27,000 to help support programs and services for patients at Lakeland Hospital, Watervliet – a record high for the event. The event is named after Gordon Knutson, an enthusiastic supporter of the Community Hospital Foundation and an avid golfer, and is made possible by numerous individuals, donors, community business sponsors, and volunteers.



Tour de Mitt Raises Funds and Awareness for Hospice

For the second year, the Tour de Mitt – Bike Ride for Hospice brought together community members for a week-long event to raise funds and awareness for hospice care. This year's ride totaled 471 miles with eight cyclists completing the journey, and additional riders joining along the way. The event raised \$8,500 to help provide benevolent care at the Merlin and Carolyn Hanson Hospice Center in Stevensville.

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Lakeland Health is proud to work with physicians and providers throughout southwest Michigan. Our medical staffs include 546 dynamic and expert medical professionals. Twenty-three new providers (MDs and DOs) joined the medical staff last year, as well as 25 allied health professionals, including physician assistants, nurse practitioners, and certified nurse midwives.

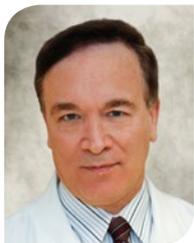
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