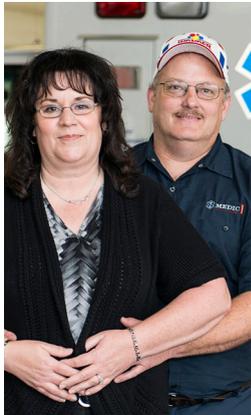


Lakeland HealthCare

# 2014 ANNUAL REPORT





*Meghan Murphy, DO, OB/GYN at Southwestern Medical Clinic  
Center for Women's Health in Niles and Tiffany Blaskie*

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### **Mission**

*To enhance health and serve our community*

### **Vision**

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

## Message from the President

Dear Friends,

As the final days of 2014 came to a close, I came across a letter to the editor of the *Herald-Palladium* written by a patient who ended up in our St. Joseph hospital with chest pain on Christmas Day. He described his experience as he was treated in our Emergency Department, and later, as he spent the night in a cardiac observation room.

“Everything was explained in language easy to understand, and each person helping us was very concerned for our comfort and our schedule,” he wrote. “It is truly wonderful to be focused on by people who clearly love their work and are committed to your care and comfort. Our community is lucky to have Lakeland, a ‘big-city’ hospital with ‘small-town’ values.”

This letter was a fitting end to a year in which we intensified our commitment to building healing relationships at Lakeland. If you have been in any of our facilities this year, you may have noticed the backers behind our team members’ identification badges. They have one or more hearts in the lower left corner—one for each time the recipient touches the heart of a patient, family member, or coworker with their kind words or actions.

When a Lakeland associate is nominated by a patient or coworker for their compassionate care, our leadership team looks them up and thanks them with a heart. Since we started this program, we have hand-delivered more than 6,000 badge backers. This symbolizes more than 6,000 people who have vivid and durable memories of just how thoughtful, just how considerate, and just how loving our caregivers were at a time when they needed it most.

You can be confident that our team will continue to work together to provide you not just with exemplary care, but with exemplary caring. It’s not just about healing. It’s about healing relationships. We are honored to serve you and your family in 2015 and beyond.

Sincerely,



Loren B. Hamel, MD  
President & CEO  
Lakeland HealthCare



## Did You Know?

### Our People

- 3,826 associates provided clinical and support services at locations throughout southwest Michigan, making Lakeland Berrien County's largest employer
- More than 889 volunteers provided nearly 115,000 hours of service
- 502 partner physicians and licensed providers covered a wide range of specialties

### Our Facilities

Nearly 100 offices at 42 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 2013

- 1,758 babies born
- 60,251 inpatient days
- 81,332 homecare visits
- 75,862 emergency department visits
- 287,247 outpatient visits (not counting emergency department or homecare visits)

37,500

individuals received free medication safety cards to help them keep track of their medical information



469



people receive free colorectal cancer screening kits

5,742

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



567



people attended physician's speakers series events on topics such as arthritis, hearing loss, and mental health

204



teens experienced the responsibilities of parenting through the "Baby Think It Over" infant simulator program



4,628

people used the online A-Z health encyclopedia at lakelandhealth.org

2,420

people attended free classes about heart health and stroke awareness



200

people attended smoking cessation classes through Lakeland

6,715

Advance directives booklets were distributed free of charge to the community

3,321

people received grief counseling at Lory's Place



706

participants prepared for childbirth through "Expectant Parent" classes at Lakeland HealthCare



644

people received a free cholesterol screening

28,926

New MyChart sign-ups

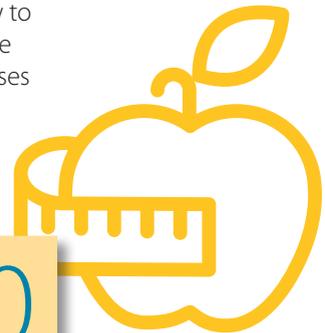


268

people learned how to prevent and manage diabetes at free classes and support groups

older adults received health screenings and talked with Lakeland medical professionals at Senior Expo

800





## Commitment to the Community

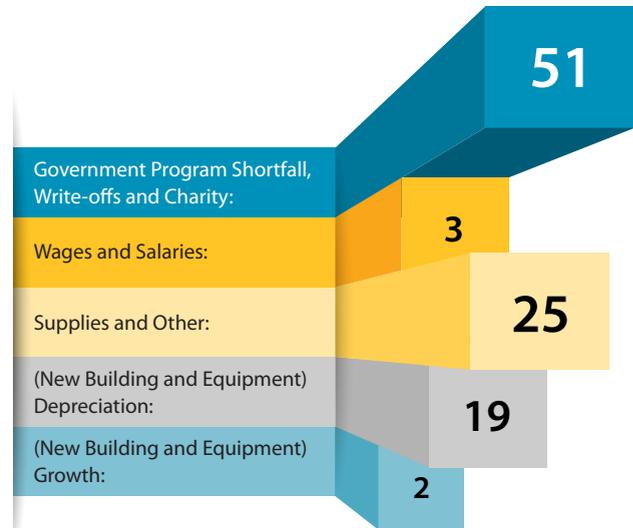
A non-profit, community-owned organization, Lakeland HealthCare is governed by a volunteer board of directors from southwest Michigan. The system reinvests a substantial portion of its net income back into the community in the form of new and upgraded facilities, subsidized care, and free or low-cost 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 HealthCare 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 geographic area to achieve. This rating demonstrates our financial strength.

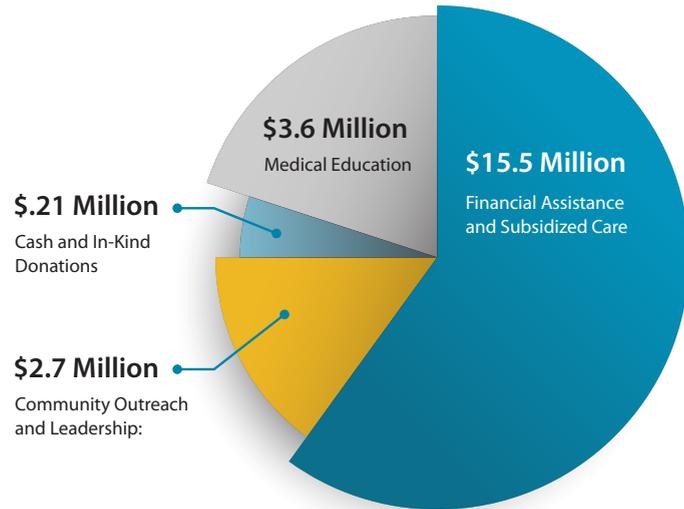
The graph below shows how Lakeland uses its funding. Out of one dollar charged for services, we collect an average of 49 cents. The remainder is mostly government program shortfall, charity care and write-offs.



## 2013 Community Benefit Inventory Uses of Funds

### Community Benefits: October 2012 – September 2013\*

In fiscal year 2013, Lakeland HealthCare provided a total of \$22.1 million in community benefits, including many that went beyond traditional patient care, to improve the quality of life in southwest Michigan.



### 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 Berrien County schools on health, safety, and teen pregnancy prevention
- 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

\*Note: Most recently available data



## Lakeland Earns Award for Electronic Health Record Implementation

In the fall of 2014, Lakeland HealthCare was selected as a recipient of the Enterprise Davies Award from the Healthcare Information Management Systems Society (HIMSS).

The Davies Awards program promotes electronic health record-enabled improvement in patient outcomes through sharing case studies and lessons learned on implementation strategies, workflow design, best practice adherence, and patient engagement. Since its inception in 1994, this elite honor has been awarded to only three (or fewer) health systems each year. **Lakeland is the first organization in Michigan to receive this honor.**

The selection process for the Davies Award required a detailed application, selection for a site visit, and a several-hours-long on-site presentation of case studies, workflow designs, clinical outcomes, patient engagement scores, financial impact data, and lessons learned. At Lakeland, more than 60 individuals worked to collect data and tell the Davies Award Survey Team how Lakeland has improved healthcare, saved lives, and lowered costs using our electronic health record.



"I am so grateful to the many nurses, physicians, programmers, process improvers and others who have ensured that Lakeland's investment in an electronic health record has measurably enhanced healthcare, improved health, and has saved lives," said Loren B. Hamel, MD, President and CEO, Lakeland HealthCare. "We are honored to receive a Davies Award for that work. We look forward to collaboration with other like-minded organizations across the country. Together, we can make healthcare safer, better, less expensive, and more compassionate."

- Lakeland is one of 38 health systems to receive the Enterprise/Organizational Davies Award from HIMSS since the program began in 1994. Each year, just three (or fewer organizations) are selected for this honor.
- Lakeland joins an elite group of award winners that includes the Mount Sinai Health System in New York, Harvard Vanguard Medical Associates in New England, and Kaiser Permanente in California.
- Learn more about the award and read Lakeland's case studies on improving healthcare quality outcomes using information technology at [www.himss.org](http://www.himss.org)

## Why an Electronic Health Record Makes a Difference

Moving to digital data isn't just about saving trees. It's about saving lives by helping organizations design and deliver better, safer, and lower cost care.

### Information Availability

When medical information is digital, rather than paper-based, it can be made accessible (securely, of course) to anyone, anytime, anywhere it is needed. Having digital information saves time and allows for better collaboration among team members, and in the event of a heart attack, this can be the difference between life and death.

### Patient Outcomes

When healthcare providers have access to complete and accurate information through electronic health records, patients receive better care. For instance, Lakeland has utilized data from the electronic health record to help clinicians identify patients who may be at risk for sepsis, a very serious disease and potentially deadly infection. By accelerating the recognition and treatment of sepsis, Lakeland has been able to dramatically improve the outcomes for those suffering from the disease.

### Improved Care Coordination

If a patient interacts with many different healthcare providers (primary care physicians, nurses, and specialists), an electronic health record allows every member of the care team to have the same accurate and up-to-date information about the patient.

At Lakeland, the electronic health record can notify a primary care provider when a patient has been in the hospital, allowing them to proactively follow up.

### Value

In keeping with Lakeland's commitment to fiscal responsibility, the electronic health record presented an opportunity to increase efficiencies and cost savings. For example, electronic health records help medical practices improve productivity by reducing time spent on paperwork. The electronic health record also has steps to prevent unnecessary tests for patients—saving time and money.



## Robotic Surgery Program Expands to Provide More Patients with Safe, Gentle Treatment

There was a time not long ago that robots assisting surgeons was sci-fi movie material. But at Lakeland HealthCare, it's become a fact of daily life. In fact, in 2014, the Lakeland HealthCare Board of Directors approved the purchase of two new da Vinci® Xi™ Surgical Systems, making Lakeland the only health system of its size with three da Vinci robots.

The new da Vinci Xi Surgical Systems are in service at Lakeland Medical Center, St. Joseph and Lakeland Hospital, Niles. An additional da Vinci Si™ Surgical System was moved to the Center for Outpatient Services, St. Joseph. That makes the St. Joseph facility the only outpatient surgery center in the Midwest with a surgical robot.

"This truly makes us a leader in rapid adoption of safe and minimally invasive healthcare," said

**Benjamin Stockton, MD**, Medical Director of Robotics at Lakeland.

Lakeland HealthCare has offered patients the option of robotically assisted surgery for years. Dr. Stockton, who is the only da Vinci fellowship-trained urologist in the area, leads a team of 10 specially trained local surgeons.

With da Vinci, each surgeon, working at a console, views the operating field and moves robotic arms and instruments via sophisticated controls. Those controls transfer the surgeon's exact hand and finger movements to precise microsurgical movements in the operative field. The surgeon is in control at all times; his or her input determines every move.

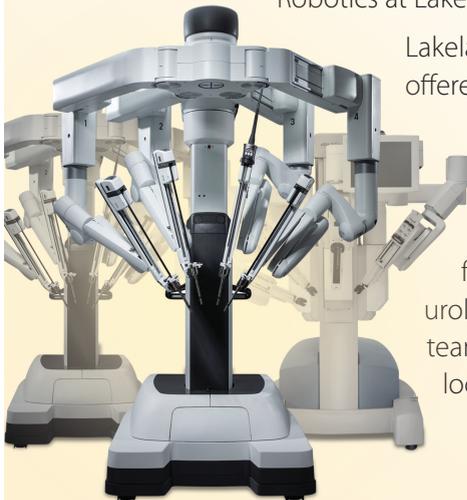
To date, Lakeland's robotics team has used da Vinci systems to perform more than 900 bariatric, cardiothoracic, general, gynecological, and urological procedures.

**Michael Schuhknecht, DO**, Medical Director of Lakeland's Comprehensive Weight Loss Center and Bariatrics Services, performed the first three surgeries using the new da Vinci Xi system at Lakeland Hospital, Niles.

"Robotic surgery offers the ultimate minimally invasive approach for patients," said Dr. Schuhknecht. "As a surgeon, performing procedures using the Xi system provides us with the best of everything including visualization, precise and gentle dissection, and even surgeon comfort."

The robotic systems may offer a range of benefits to patients, including reduced pain and blood loss. Minimally invasive techniques using the da Vinci may enable shorter hospital stays, quicker recoveries, and faster return to normal daily activities.

Patients from across the area embrace the system and the results.



Rosario Espinosa of St. Joseph, who had her gallbladder removed using a da Vinci system, said she was pleased that the procedure went so easily; with one small incision she was back at work within a week and a half, with no restrictions. "I think it's wonderful," she said. "I think everyone should go for it. This type of surgery is very safe."

Safety, in fact, is a hallmark of da Vinci. The da Vinci robot performs more than one million safety checks per second.

Howard McLaughlin, of Berrien Springs, who underwent a da Vinci procedure for cancer treatment, not only appreciated the speed of his recovery, but the fact that such an advanced medicine was available so close to home.

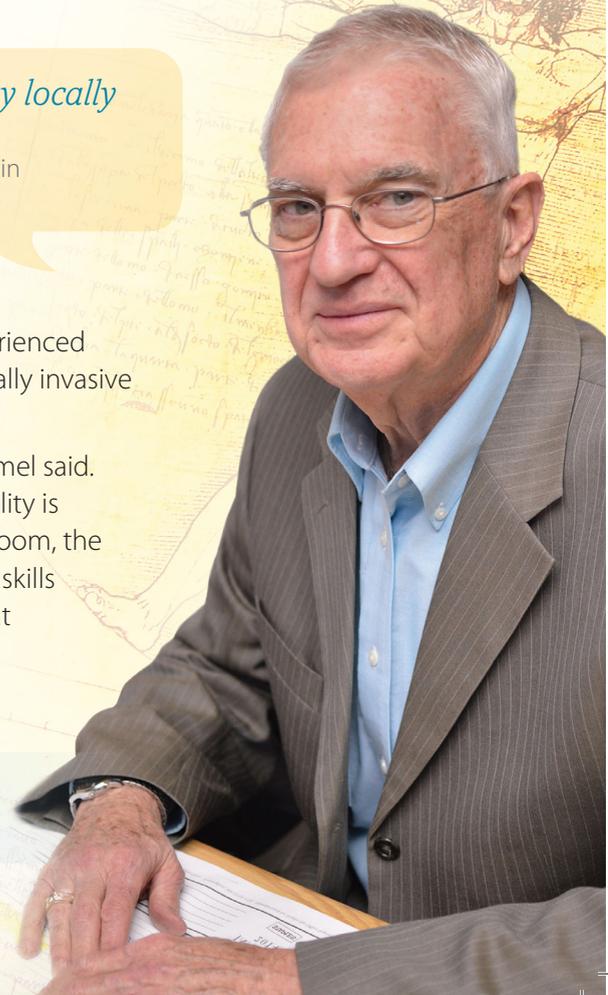
*"I was very, very pleased and very happy that I could stay locally and not have to go anywhere else."*

— Howard McLaughlin  
Berrien Springs

**Loren B. Hamel, MD**, President and CEO of Lakeland HealthCare, experienced firsthand the benefits of the da Vinci system when he opted for minimally invasive surgery at Lakeland.

"For me, deciding to come to Lakeland was a really easy choice," Dr. Hamel said. "First, it's being cared for by my friends and neighbors. Second, the quality is something that I'm very familiar with. I trust the folks in the operating room, the post-surgical unit, and I absolutely have confidence in the abilities and skills of Dr. Benjamin Stockton. So there was only one choice for me, and that was to come to Lakeland."

**To learn more about Lakeland's robotic surgery program, visit [www.lakelandhealth.org/davinci](http://www.lakelandhealth.org/davinci)**



## A New Chapter for Lakeland Specialty Hospital, Berrien Center

When the Lakeland HealthCare Board of Directors voted to discontinue operations at Lakeland Specialty Hospital, Berrien Center, effective June 1, 2014, it was with mixed emotions.

The facility has a long, rich history of service yet, in many ways, the healthcare industry and the needs of the county had passed it by. Repairing or replacing the building would have required a significant financial commitment, and its remote location was not as convenient to area residents as other options.

“The decision to close Berrien Center was a difficult and deliberate one, made after several months of very intensive analysis, with the help of two external consultants,” said Loren B. Hamel, MD, President and CEO, Lakeland HealthCare. “Our aging Berrien facility, although it has served thousands of patients for more than one hundred years, no longer represented the healing environment that Lakeland is committed to providing to those we serve.”

The closing marked the end of an incredible run for the facility.

The land on which the hospital stands was purchased by Berrien County in 1846 for the establishment of a poor farm—a place where impoverished residents could grow food and live. Over several decades, the county added buildings and renovated existing ones. In the early 1930s, in the midst of the Great Depression, the board of supervisors obtained a grant from the Federal Emergency Relief Act to demolish the then aging buildings and construct a hospital.

Completed in 1936, Berrien General Hospital was a self-sustaining operation that also included an infirmary and the farm, which provided residents and patients with vegetables, eggs, beef and pork.





By 1957, social programs were changing and there was a declining need for the goods the farm produced, so it was eliminated. Four years later, medical director Dr. Weldon Cooke led an expansion to 180 beds, which allowed the facility to retain its federal accreditation. Dr. Cooke was instrumental in helping the hospital become a more efficient, modern healthcare operation. Berrien General Hospital expanded to 250 beds in 1963.

In the decades that followed, Berrien General was a critical institution in the area it served, offering everything from emergency room services to obstetrics and long-term care. Following integration with Lakeland HealthCare in 1994, the facility's focus shifted to long-term acute care and long-term care. The facility was renamed Lakeland Specialty Hospital, Berrien Center.

While Lakeland's role in the property is ending, a new era is beginning. A memorandum of understanding between Lakeland HealthCare and Sacred Heart now allows for the establishment of facilities to treat those recovering from

addiction to drugs and alcohol. Another organization, Beacon Services, will offer adult foster care for psychiatric and developmentally delayed clients beginning in February 2015.

Grady Wilkinson, MSW, President of Sacred Heart Rehabilitation Center, said, "We have been so impressed with the Lakeland staff and the facility. We're excited about working to support the strong grassroots efforts in this area to combat drug and alcohol abuse and its related problems."

Given the facility's storied history, Sacred Heart should enjoy years of successful service ahead.



**To watch a video on the history of Lakeland Specialty Hospital, Berrien Center, visit [www.youtube.com/lakelandhealthcare](http://www.youtube.com/lakelandhealthcare)**

## Leading with Our Hearts

In 2014, Lakeland's leadership placed emphasis not just on **how well** we care, but rather, on **how much** we care, through a series of presentations called "Touching Hearts." These presentations were the next chapter in Lakeland's system-wide focus to change the organization's culture and maintain patient satisfaction scores consistently among the best in the nation.

"Although we are always striving to be in the top percentile for patient satisfaction, it is important to remember that it's not all about the scores—it's about designing the perfect patient experience," said Loren B. Hamel, MD, President and CEO, Lakeland HealthCare. "For a number of years, we tried to affect scores for the inpatient experience by following 10 or so best practice guidelines and eventually realized we only needed to do one thing—let people know how much we care, every day, everywhere, with every patient."

Touching Hearts presentations showcased the work of informal leaders throughout the organization who were asked to think about how we wanted our patients to feel, about the type of experience we wanted them to expect, and what we might do to achieve these goals. The group conducted experiments and shared their recommendations with their fellow caregivers on effective ways to communicate to patients how much they cared. They also shared how they could tell if their efforts were successful—by the smiles on their patients' faces and their own feelings of gratitude in their hearts.



**Touching  
Hearts**  
Creating Healing Relationships

Touching Hearts sessions were initially held in February for about 2,000 associates from the acute care hospitals in Niles, St. Joseph, and Watervliet, and the Center for Outpatient Services, St. Joseph. The program was later rolled out to the teams at Hospice at Home and Lakeland at Home (Lakeland's Homecare division). After seeing how the program impacted the way relationships were built and maintained between patients and associates, Lakeland began a journey to achieve those same kinds of results within the organization's medical practices.

"There is a lot of great advice to take away from those working at the frontlines of our practices," said Warren White, Jr., Vice President, Lakeland Physician Practices. "Their commitment to healing relationships is evident."

## Our Team Says It Best:

### How do you touch the hearts of those you work with and serve?

*"Letting co-workers hear the tenderness in your voice, and staying positive and comforting them if needed. Making sure that those you work with can trust and respect you as their teammate. I always try to live and show good moral values."*

**- Lori Davis, Clinic Service Associate**  
Lakeland Hospital, Watervliet

*"We recently had a patient who was in a car accident and had no way to get home after discharge and no clothes that were suitable to wear. We couldn't fix all of our patient's problems, but we could at least help with her transportation, clothes, and food, toward getting home. I loved working as part of a great team of caring healthcare professionals to help problem-solve things for our patient."*

**- Anne Carlson, Physical Therapist**  
Lakeland Medical Center, St. Joseph

*"I believe that I help touch the hearts of patients every day by the simple things I try to do with each patient, such as just holding a patient's hand in certain situations, offering to pray with a patient prior to an office procedure, even walking patients back up to the check-out desk after their appointment (it's incredibly easy to get turned around in our office!). Our patients are our #1 priority, and it's very important to make sure they feel happy, satisfied and safe each time they visit our office and staff."*

**- Samantha Knapp, Licensed Practical Nurse**  
BellaNova Women's Health, St. Joseph

*"I love working at Lakeland, and I believe in our mission, vision, values, and the culture we are creating. If I can recruit people who share that passion, it will ultimately impact engagement and the patient experience in a beneficial way. My goal every day is to inspire others to embrace that same level of commitment—both candidates and colleagues."*

**- Chad Simcox, Physician Liaison/Recruiter**  
Lakeland HealthCare

*"I try each and every day to be an inspiration for others by just doing my job to my best ability, caring for our patients and just being fully engaged in my work and the needs of our patients. It's important to always have that smile and willingness to help everyone."*

**- Denise Braziel, Patient Registrar**  
Lakeland Hospital, Niles



## Perfect Patient Care the Goal of Medical Staff Summits

Delivering **perfect** patient care might sound like a lofty goal, but that's exactly what Lakeland's medical staff is planning to achieve through quarterly Patient Care Summits. These events are an opportunity for providers to meet one another and discuss evidence-based ways they can collaborate to enhance the health of the community.

"We're bringing together primary care providers, specialists, and Lakeland's leadership to ensure that we're all focused on the same thing—perfect care for our friends, our patients, our relatives, our residents, our entire community," said Eileen Willits, RN, PhD, Vice President of Patient Care and Co-Chief of Quality, Lakeland HealthCare. "We can only do this when we provide care by the highest-performing teams in which all members are trained, confident in their abilities, and, most importantly, supportive of one another."

The first Patient Care Summit in February 2014 drew more than 100 members of Lakeland's medical staff for a session dedicated to cardiac care. A panel of nine cardiac specialists led a two-hour discussion about improving communication between medical providers, patient handoffs, new treatment options, and how to prevent patients from being readmitted into the hospital. Subsequent sessions focused on orthopedic care and minimally invasive surgery with a focus on robotics.

"This is the largest group of clinicians that we've had in the same room, at the same time...perhaps in decades," said Lowell Hamel, MD, Vice President of Medical Affairs and Chief Medical Officer, Co-Chief of Quality, Lakeland HealthCare. "We are convinced that as we design better care, perfect care, and we create high-performing teams, that our patients will know it; it will be obvious to them."



*(left to right) Scott Mihalik, PA, Brett Hoeseth, PA, J. Doug Huggett, DO, Dilip Arora, MD, Jerome Kuhnlein, MD, Thomas Pow, MD, David Chalupa, PA, and Ogubay Mesmer, MD, were among the panel of nine cardiac specialists presenting at the first Patient Care Summit in February 2014.*

## Our Providers Say It Best: Perfect Patient Care

The Patient Care Summits sparked many interesting discussions about improving patient care. Here are just a few highlights.

### February 2014 Cardiac Care

*"In terms of patient-centered care, the new guidelines for cholesterol management can encourage a meaningful discussion about risk and prevention with our patients. By engaging with patients in their care and taking into account their preferences, together we can make the best decisions for their health."*

– **Scott Mihalik, PA**  
Great Lakes Heart and Vascular Institute, St. Joseph



### May 2014 Orthopedic Care

*"The key components to success between primary care providers and specialists are familiarity and trust. These are areas in which summits like this can really help. This kind of interaction is very important for us to get to know you all better, and it's very important for our patients."*

– **Ken Edwards, MD, Orthopedic Surgeon**  
Medical Director of Surgical Services, Lakeland HealthCare  
Southwest Michigan Center for Orthopaedics  
and Sports Medicine, St. Joseph



### August 2014 Minimally Invasive Healthcare

*"Perfect care is effective, it is efficient, and it is safe. Perfect care is individualized, it is compassionate, and it is gentle. We are taking a giant leap toward that with surgery that is minimally-invasive—surgery that is gentle."*

– **Lowell Hamel, MD**  
Vice President of Medical Affairs and Chief Medical Officer, Co-Chief of Quality,  
Lakeland HealthCare



## Year in Review

### October 2013

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The Community Health Accreditation Program, Inc. (CHAP) announced that Hospice at Home, a Lakeland HealthCare Affiliate, was awarded a three-year accreditation for hospice services under the CHAP Standards of Excellence. CHAP accreditation demonstrates that Hospice at Home meets the industry's highest nationally recognized standards. Rigorous evaluation by CHAP focuses on structure and function, quality of services and products, human and financial resources, and long-term viability.

### November 2013

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Four hospitals and three ambulatory clinics at Lakeland HealthCare were the first healthcare organizations in the state of Michigan, as well as in the region, to be certified at Stage 7 by HIMSS Analytics. HIMSS Analytics is a wholly-owned, not-for-profit subsidiary of the Healthcare Information and Management Systems Society (HIMSS). This accomplishment was achieved in less than three years from the time the electronic health record was first implemented at Lakeland. The clinics are Southwestern Medical Clinic in Stevensville, Lakeland Diabetes & Endocrinology in St. Joseph, and the Lakeland Center for Wound Care & Hyperbaric Medicine in Niles.



**David Burghart**  
*Vice President of Philanthropy  
for Lakeland HealthCare*

### December 2013

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David Burghart was named Vice President of Philanthropy for Lakeland HealthCare. Since October 2009, David had served as Executive Director and President of the Lakeland Health Foundations. David is responsible for overseeing the fundraising and development activities for Lakeland HealthCare and its affiliates, including planned giving, donor relations, and capital campaigns. Additionally, he oversees the activities of the health system's volunteers and auxiliaries, which includes the operation of two cafés in St. Joseph and the gift shops in St. Joseph and Niles.



## January 2014

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Almost 2,000 associates from the acute care hospitals in Niles, St. Joseph and Watervliet; and caregivers from the St. Joseph Health Park attended “Touching Hearts,” a Forum centered on building healing relationships with our patients. This presentation showcased the work of about 100 informal leaders from Lakeland who had developed even more effective ways of communicating to their patients how much they cared.

- Residents began moving in to Pine Ridge: A Rehabilitation and Nursing Center. A state-licensed skilled-nursing and short- and long-term facility, the center offers professional nursing services, social and rehabilitative program, and residential care for individuals who can no longer live independently at home. With nearly 60,000 square feet of space, the 33 private and 39 semi-private rooms of Pine Ridge can comfortably accommodate 111 residents.



## February 2014

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Lakeland HealthCare became the first healthcare provider in southwest Michigan to bring easy-to-understand, interactive, multi-modal health information to patients in our community through a new partnership with Chicago-based Emmi Solutions, LLC. This program allows providers to connect with patients and their families at their convenience and on the devices they already own, including computers, tablets, or smart phones. Each program is prescribed by a patient’s provider and encourages patients to take a more active role in their health.

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With a goal of designing perfect patient care, Lakeland kicked off the quarterly Primary Care Summits, meetings that bring together hospital-based and practice-based providers to communicate and discuss way to make our community healthier, stronger, and better. The 2014 events focused on cardiac care, orthopedic care, and minimally invasive surgery. The meetings were among the largest gatherings of clinicians in Lakeland’s history.

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The Sexual Assault Nurse Examiner (SANE) program at Lakeland HealthCare opened a clinic for non-acute victims of sexual assault at Lakeland Medical Center, St. Joseph. The secure area provides victims of sexual assault access to a thorough and confidential exam by SANE professionals without going to the Emergency Department or physician office.

### February 2014 *(continued)*

Lakeland HealthCare was honored for participation in United Way of Southwest Michigan's record-breaking 2013 campaign. Lakeland's associates, physicians, and volunteers donated over \$200,000, earning United Way's Spark award. Megan Yore, Director of Marketing & Communications at Lakeland, received special recognition as the Employee Campaign Coordinator of the Year for a Large Business.

Lakeland received the 2013 Large Business of the Year award at the annual "Salute to Business" awards ceremony hosted by the Cornerstone Alliance and the Cornerstone Chamber of Commerce. This recognition honors Lakeland accomplishments in recent years, including the completion of several significant building projects, integration with Hospice at Home, and investment in an electronic health record system.

Hospice at Home, a Lakeland HealthCare Affiliate, received the Platinum Stake Award from the Cornerstone Alliance and the Cornerstone Chamber of Commerce in recognition of the expansion of its facilities and the completion of the new Merlin and Carolyn Hanson Hospice Center.

### March 2014

Comprehensive analysis of Lakeland Specialty Hospital, Berrien Center, performed with the assistance of external consultants, determined that we could no longer provide an exemplary resident experience at an affordable and sustainable cost. Lakeland care management team members transferred residents to other local facilities, including Pine Ridge in Lincoln Township. Lakeland and Sacred Heart Rehabilitation Center entered into an agreement in which the facility will be used to help people recover from addictions to drugs and alcohol.

### April 2014

Lakeland HealthCare was recognized in Lansing as a 2014 Governor's Fitness Award Outstanding Healthy Workplace Diamond Level Winner in the Very Large Size Organization category. The Governor's Fitness Awards is an annual event hosted by Governor's Council on Physical Fitness, Health and Sports and the Michigan Fitness Foundation to honor individuals and organizations that are making a difference in their community.



Lakeland HealthCare became one of only 500 hospitals in the United States designated as a NICHE facility systemwide. NICHE (Nurses Improving Care for Healthsystem Elders) is the only national designation indicating a hospital's commitment to elder care excellence. Adults 65 years of age and older represent nearly 40 percent of the inpatient population at Lakeland. Participation in the NICHE program—the largest geriatric nursing program available—provides Lakeland team members, physicians, and volunteers access to evidence-based, multidisciplinary approaches to patient care that will improve satisfaction among this population.

Each year, volunteers dedicate thousands of hours of service to patients and associates at Lakeland HealthCare. During National Volunteer Week, we honored their commitment and contribution of more than 80,000 hours of service to the organization in 2013—equivalent to the time worked by nearly 40 full-time associates. The volunteers' contributions are worth a total value of nearly \$1 million to Lakeland.

### May 2014

The new Cottage Path Gift Shop opened in the Center for Outpatient Services, St. Joseph, at 3900 Hollywood Road. Operated by the Lakeland HealthCare Auxiliary, the store features items for nearly any occasion, including greeting cards, jewelry, purses, decorative items, and more. As with other gift shop locations, proceeds from sales at the Cottage Path Gift Shop support annual Auxiliary donations to Lakeland HealthCare hospitals.

The Lakeland Health Foundations and LIVESTRONG at the Niles-Buchanan YMCA launched a new partnership to deliver a continuum of care to thousands of patients and families impacted by cancer. Hope Grows 2014 raised more than \$25,000 to support cancer screenings, treatment and follow-up care, and recovery for all of our community members, regardless of ability to pay.



Southwestern Medical Clinic in Stevensville, located at 5515 Cleveland Avenue, underwent remodeling to better meet the needs of patients and family members. The Walk-In Clinic was moved to a more central location within the building for easier patient access. Six exam rooms and a nurses' desk were added in the adult medicine area. The exterior of the clinic also received a facelift with new plants and shrubs. Southwestern Medical Clinic in Stevensville offers adult and pediatric medical care as well as a Walk-In Clinic for non-life threatening, urgent illnesses or injuries.

### May 2014 *(continued)*

Lakeland HealthCare served as the sole provider of medical coverage for the 75th Senior PGA Championship, presented by KitchenAid®. Christopher Trigger, MD, CAQSM, and John Proos, MD, led Lakeland's team of more than 100 physicians, nurses, paramedics, and technologists in treating golfers, PGA staff members, and spectators.

A record 1,331 people registered for the 10th annual Lory's Place Run, Walk, and Rock. The event raised over \$48,000 for Lory's Place, the grief healing and education center of Hospice at Home, a Lakeland HealthCare Affiliate. The event took place in the Edgewater area of St. Joseph.



Lakeland HealthCare received a 2014 Governor's Award of Excellence for outstanding inpatient clinical achievement in the acute care hospital setting. To receive the honor, granted jointly by MPRO and the office of Michigan Gov. Rick Snyder, Lakeland improved the quality and efficiency of the healthcare delivery system in four clinical topic areas (acute myocardial infarction, heart failure, pneumonia, and surgical care) and in eight patient experience of care measures (nurse communication, doctor communication, hospital staff responsiveness, pain management, medicine communication, hospital cleanliness and quietness, discharge information, and overall hospital rating).

### June 2014

Lakeland HealthCare was included in the 2014 edition of "100 Great Community Hospitals" by *Becker's Hospital Review*. The list is based on hospitals' accolades, quality of care, and services provided to their patient populations. The *Becker's Hospital Review* editorial team selected hospitals for inclusion based on rankings and awards from iVantage Health Analytics, Truven Health Analytics, CareChex and American Hospital Association.

BECKER'S  
**Hospital Review**  
**100** GREAT COMMUNITY  
HOSPITALS

The Be Healthy Berrien Mobile Farm Market began rolling into low-income areas where fresh produce isn't readily available. The market sells produce from the Andrews Student Gardens in Berrien Springs at just 10 percent above wholesale prices. The program is a partnership between the Berrien County Health Department and Andrews University. Lakeland supports the market by providing a nutrition educator who distributes recipes and conducts cooking demonstrations.



Lakeland's first class of medical residents graduated through a partnership with the Michigan State University College of Osteopathic Medicine. As a teaching hospital, Lakeland offers osteopathic residency programs in emergency medicine, family medicine, internal medicine, and dermatology, along with a geriatric fellowship. Because medical residents often choose to stay in the same area where they completed their residencies, this program is an important investment that will benefit Lakeland's patients for years to come.

### July 2014

A new treatment at Lakeland HealthCare was introduced to help adults struggling with asthma. Bronchial Thermoplasty (BT), delivered by the Alair™ System, is an outpatient procedure for adult patients with severe asthma. BT is performed through three procedures, once every three weeks, to reduce the amount of excess smooth-muscle tissue in the airways. With less of this tissue, the airways constrict less, reducing asthma attacks, making breathing easier and improving quality of life.



Norma Tirado, Vice President of Human Resources and Health Information Technology at Lakeland, was named one of the Top Women Powerhouses in Health IT by Healthcare IT News. The list recognizes women in charge of informatics at a health system with more than two hospitals who were responsible for spearheading a systemwide electronic health record (EHR) system rollout that, under their leadership, must have achieved HIMSS Analytics Stage 6 or Stage 7 status.

### July 2014 *(continued)*

CareChex®, a division of Comparion Medical Analytics, which specializes in rating the quality of U.S. hospital care, awarded Lakeland HealthCare a quality rating in a number of inpatient categories. In the clinical category for overall hospital care, Lakeland ranked above the 90th percentile in overall complications, inpatient quality, and patient safety. We also earned a ranking above the 90th percentile for patient safety in the clinical category of cancer care.

Lakeland welcomed 18 new medical residents for training in the areas of dermatology, emergency medicine, family medicine, and internal medicine.

### August 2014

- Lakeland Hospital, Watervliet broke ground for the construction of a \$35,000 pavilion project funded by the Lakeland Hospital, Watervliet Auxiliary. The pavilion will extend the healing environment of the hospital to include an outdoor space of interaction among patients, staff, volunteers, visitors. The inviting space will provide patients with access to the outdoors, which, according to numerous studies, can begin to reduce stress, anxiety, and even pain.

Lakeland HealthCare acquired the Varian TrueBeam™ radiotherapy system for high-precision, image-guided radiotherapy and radiosurgery. Located at Lakeland Medical Center, St. Joseph, the TrueBeam has advanced, three-dimensional imaging to “see” and target tumors with precision measured in units less than a millimeter. The system allows doctors to customize the dose of radiation delivered to a tumor, helping to minimize exposure to nearby healthy tissue.

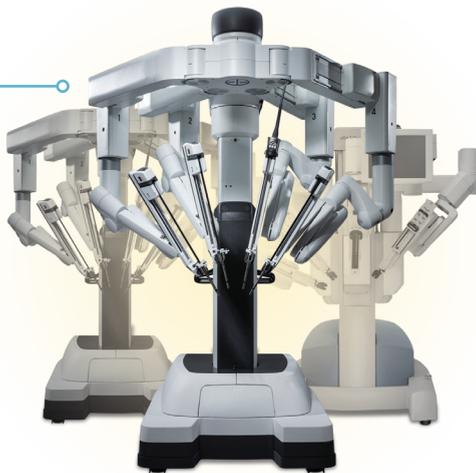
Lakeland is proud to be one of eleven hospitals and healthcare systems that have joined to form the Cancer Research Consortium of West Michigan (CRCWM) — to bring the highest level of clinical trials from the National Cancer Institute (NCI) to the men, women, and children in our community. The consortium was recently designated by the NCI as a National Cancer Institute Community Oncology Research Program (NCORP). This designation provides \$1.9 million in grant money annually for CRCWM over the next five years to provide new innovative clinical cancer trials to our community. CRCWM is one of only 46 community sites selected from applicants across the country.



Lakeland Family Medicine, Niles, and Southwestern Medical Clinic, Bridgman, joined a growing number of healthcare providers in Michigan who are improving healthcare quality by adopting the Patient-Centered Medical home (PCMH) model of care, a new approach to healthcare that provides a way to give patients more personalized team-based care.

### September 2014

The Lakeland HealthCare Board of Directors approved the purchase of two new da Vinci® Xi™ Surgical Systems, making Lakeland the first in our region and second in the state of Michigan to have a da Vinci Xi System. Lakeland is the third health system in the country to have two. The units have been placed at Lakeland Medical Center, St. Joseph and Lakeland Hospital, Niles. The current da Vinci® Si™ Surgical System moved to the Center for Outpatient Services, St. Joseph, the only outpatient surgery center in the Midwest to have a surgical robot.



Lakeland HealthCare received the Healthgrades 2014 Patient Safety Excellence Award, a distinction that places Lakeland within the top 5 percent of all hospitals for excellent performance in safeguarding patients from serious, potentially preventable complications during their hospital stays. This is the second consecutive year that Lakeland has earned this honor. The 2014 Patient Safety Excellence Award highlights those hospitals that have achieved better than expected performance for 13 of 14 patient safety indicators (PSIs) evaluated by the Agency for Healthcare Research and Quality. These indicators measure how often hospitals experience a preventable patient safety event.



## About Us

Lakeland HealthCare is a not-for-profit, community-owned health system, which includes four 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.

*care you can*  
**TRUST**

“*We never considered going out of the area. We knew that Lakeland was the place where we wanted to be.*”

– Susan and David Ratajik  
*St. Joseph*



## Our Values

*The following values are extremely important to us in our pursuit to better serve our patients and the community:*

---

### **TEAMWORK**

We value TEAMWORK. We recognize that highly effective and highly reliable teams are required to deliver exceptional patient care. We are committed to work collaboratively and to recognize daily the contributions of others. We will freely and promptly share information with those who need it from us or from our department.

### **RESPECT**

We will treat others with RESPECT. We value the opinions, beliefs, and desires of those with whom we work and those it is our privilege to serve. We are committed to appreciate and learn from the rich diversity within our workplace and among our patients and their families. We will make it safe for others to speak up, disagree, share concerns, make suggestions, question decisions, admit mistakes or try new ways to improve our care.

### **ACCOUNTABILITY**

We will ensure ACCOUNTABILITY. We will take responsibility for all that happens in our areas. We will not blame others but will work with our teams to resolve any issue that stands in the way of taking exemplary care of our patients and of each other. We will respectfully confront those who may not be living up to Lakeland's mission and core values regardless of their role or position. We will escalate any problems that we are unable to resolve to those best positioned to help.

### **INSPIRATION**

We will work to be an INSPIRATION. We understand that it is a privilege to be entrusted with the life and health of those we serve. We understand the difference between just showing up and being fully engaged. Each and every day, through our words and actions, we will strive to inspire those around us to be their best and to give their best.

### **TRUST**

We will TRUST. We will behave in a way that earns and conveys the sense that we can rely on each other with confidence. When we don't fully understand the intent or decision of those around us we will first look for a charitable, rather than a critical, explanation. We will always assume first the good intentions of others. We will behave, and ensure that others behave, in ways that are always ethical and unquestionably honest.

### **SAFETY**

We will focus on SAFETY. Each and every day we will remain focused on preventing harm to patients, visitors and associates. We will continuously watch for, and immediately intervene, when anyone may be at risk for physical or emotional harm. Safety is our job wherever we are and whatever we do. We will require all those we encounter to understand and behave in ways that are safe.



## Awards & Recognition

### Current Awards and Recognitions List

Four hospitals and three ambulatory clinics at Lakeland HealthCare were the first healthcare organizations in the state of Michigan, as well as in the region, to be certified at Stage 7 by HIMSS Analytics

Lakeland was honored with Spark Award from United Way of Southwest Michigan in recognition of associates, physicians, and volunteers donating over \$200,000 to United Way's 2013 campaign

Lakeland earned 2013 Large Business of the Year Award at the annual "Salute to Business" award ceremony hosted by the Cornerstone Alliance and the Cornerstone Chamber of Commerce

Hospice at Home, a Lakeland HealthCare Affiliate, received the Platinum Stake Award from the Cornerstone Alliance and the Cornerstone Chamber of Commerce

Lakeland was recognized with the 2014 Governor's Fitness Award Outstanding Healthy Workplace Diamond Level Winner in the Very Large Size Organization category for making a difference in the community

Lakeland HealthCare became one of only 500 hospitals in the United States designated as a NICHE facility systemwide, a national designation indicating a hospital's commitment to elder care excellence

2014 Governor's Award of Excellence for outstanding inpatient clinical achievement in the acute care hospital setting

Lakeland HealthCare was included in the 2014 edition of "100 Great Community Hospitals" by Becker's Hospital Review

CareChex®, a division of Comparion Medical Analytics, which specializes in rating the quality of U.S. hospital care, awarded Lakeland HealthCare a quality rating in a number of inpatient categories

For the second year in a row, Lakeland HealthCare received the Healthgrades Patient Safety Excellence Award, a distinction that places Lakeland within the top 5 percent of all hospitals for excellent performance in safeguarding patients from serious, potentially preventable complications during their hospital stays

Cardiac Rehabilitation Program at Lakeland Medical Center, St. Joseph certified by the American Association of Cardiovascular and Pulmonary Rehabilitation

Blue Distinction® Center+ for Cardiac Care and Knee & Hip Replacements from Blue Cross Blue Shield

Pine Ridge: A Rehabilitation and Nursing Center rated five stars by U.S. News & World Report

## Lakeland Health Foundations 2014 Highlights

### A Legacy Of Sharing...A Tradition Of Caring

This year, the Lakeland Health Foundations celebrated 30 years of supporting the people, programs, and services necessary to provide the very best healthcare for our community. Thanks to many generous donors, the Lakeland Health Foundations have received more than \$15 million just in the past five years. These donations have helped acquire the best medical equipment, facilities, and services and have supported scholarships, grants, and community benefit outreach programs.

Our system's ability to remain responsive to the healthcare needs of our community depends largely, as it always has, on the generosity of friends, benefactors, individuals, and businesses willing to invest in their community's future. Lakeland relies on this partnership of giving to meet our patients' needs.

### Campaign Benefits Robotic Surgery

In 2014, the Lakeland Health Foundation raised \$500,000 for the expansion of Lakeland's robotic surgery program capabilities in three different locations—Lakeland Medical Center and the Center for Outpatient Services in St. Joseph, and Lakeland Hospital in Niles. Gifts of all sizes toward this campaign will be used to help surgeons provide a whole new level of safer, more complex surgical treatment using the da Vinci surgical system.

### Foundation Hosts Successful Gala

Last year, the Lakeland Health Foundation's annual Gala celebrated the music and mystery of the Phantom of the Opera. More than 270 guests enjoyed musical performances by Down State Left Musicals, and the event raised \$28,000 for the Merlin and Carolyn Hanson Hospice Center.

### Nurse Raises Funds and Awareness for Hospice through Tour de Mitt

Dawn Spoon, a longtime registered nurse with Hospice at Home, a Lakeland HealthCare Affiliate, rode her bike from Mackinaw City to the Merlin and Carolyn Hanson Hospice Center in Stevensville to raise \$12,600 for hospice residents and their families. Dawn's 423-mile ride was part of the Tour de Mitt – a Bike Ride for Hospice.



### Lakeland Auxiliary Makes a Difference

In 2014, the Lakeland Auxiliary continued a long tradition of service with a \$150,000 gift in support of Lakeland's robotic surgery program. Over the years, the Auxiliary has donated millions of dollars to the health system by raising funds through income from gift shops, tree lightings, book sales, and other special events.

"In addition to sharing their time and talent as volunteers, the Lakeland Auxiliary is also the first to donate anywhere that there is a need at Lakeland," said David Burghart, Vice President of Philanthropy for Lakeland HealthCare. "Their fundraising efforts have truly helped make Lakeland a better place for our community."

### Hope Grows Event Promotes Cancer Services

The Lakeland Health Foundation of Niles/Buchanan and the Niles-Buchanan YMCA partnered for the inaugural Hope Grows fundraising luncheon. The event was created to help support individuals recovering from cancer and those at risk in southern Berrien County. More than \$25,000 was raised to support free cancer screening services at Lakeland and LIVESTRONG at the YMCA.



### Scholarships Invest in Next Generation of Healthcare Leaders

Through the Allied Health Careers Scholarship program, the Lakeland Health Foundations provided nearly \$145,000 in scholarships and grants this year. Each scholarship helps advance educational opportunities for Lakeland professionals and for students interested in pursuing careers in healthcare.

Over the past 22 years, the Lakeland Health Foundations have awarded over \$1 million in scholarships and grants to Lakeland associates departments, and volunteers.

## Lakeland Health Foundations 2014 Highlights *(continued)*

### Two New Memorial Scholarships Introduced for 2015



#### **John Proos, MD Memorial Scholarship**

An honored member of the Lakeland medical family for many years, Dr. John Proos served on the Lakeland Health Foundation Board with distinction. In keeping with

Dr. Proos' dedication to caring for generations of local families, this scholarship will be available for Lakeland resident physicians specializing in family medicine.

"Dr. Proos' loving spirit was evident in all that he did and in every interaction with patients, colleagues, and the public," said David Burghart, President of the Lakeland Health Foundations and Vice President of Philanthropy for Lakeland HealthCare. "He made an indelible impact on Lakeland and the community we serve."



#### **Deborah Lynn Griffin Memorial Scholarship**

A longtime Lakeland associate and volunteer, Deborah was in a wheelchair for the last 10 years of her life and required many hours of physical and occupational therapy to strengthen

her abilities. With the help of her physical therapists, Deborah was able to live an active life involving home, family, friends, and work, as well as advocating for the disabled in the community. To honor the impact that therapy professionals made on Deborah's life, this scholarship will provide funds for Lakeland physical therapy associates to pursue continuing education.

### Lakeland Health Foundation, Benton Harbor/St. Joseph

#### **Executive Committee**

Randy Bettich, Chair  
Richard Dyer, Vice-Chair  
Dana Wales, Secretary / Treasurer  
Bill Hanley, Past Chair  
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Tim Calhoun

#### **President**

David Burghart, CFRE

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| Wendy Edwards    | Deb Touhey*          |
| Marc Florian     | Kay Varga-Smith      |
| K.C. Gast        | Marge Wiatrowski     |
| Robert Gottlieb  |                      |
| Brittany Grasley |                      |
| Carolyn Hanson   |                      |
| Gyl Kasewurm     |                      |
| Kurt Marzke      |                      |
| Barbara Meeks    |                      |
| Randall Miller   |                      |
| Tim Passaro      |                      |
| Don Radde        |                      |
| Ebon Sanders     |                      |

#### **Emeritus Members**

Jerry Alberts  
Ed Conrad  
Marilyn McKinney  
Leo Soorus  
Carol Starks  
Stephen Upton  
Joseph Wasserman

*\*New Board member*

## Lakeland Health Foundation, Niles

### Executive Committee

Tom Grant, Chair  
Mark Weber, Vice-Chair  
Shane Shidler, Secretary/Treasurer  
Robert Habicht, Past Chair  
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### Ex-Officio

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Doug Law  
Michael Majerek  
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Lorie Owen  
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Tyanna Weller  
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### Emeritus Members

Nancy Butler\*  
Chickie Landgraf  
Joseph Wasserman

*\*New Board member*

## Community Hospital Foundation

### Executive Committee

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Yemi Akinwale, Vice-Chair  
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Bob Becker, Past Chair  
Ray Cruse, Director  
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Matther Clay  
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David Scheuer  
Karen Shymkus  
Janet Snyder  
Norma Somers  
Mary Spessard  
Heather West

## Lakeland HealthCare Administration

**Loren B. Hamel, MD**

President & CEO

**Linda Beushausen, RN**

Vice President of Life Transitions & Advance  
Healthcare Planning  
Chief Executive Officer of Hospice at Home,  
A Lakeland HealthCare Affiliate

**David Burghart**

Vice President, Philanthropy  
President, Lakeland Health Foundations

**Timothy Calhoun**

Vice President, Finance, Chief Financial Officer

**Ray Cruse**

CEO, Lakeland Community Hospital, Watervliet  
Vice President, Strategy & Business Innovation

**Laurie Fleming, RN**

Vice President, Outpatient & Diagnostic Services

**Lowell Hamel, MD**

Vice President, Medical Affairs/  
Chief Medical Officer, Co-Chief of Quality

**Mary Ann Pater, JD, RN**

Vice President, Legal Affairs/Risk Management  
Chief Compliance Officer

**Norma Tirado**

Vice President, Human Resources &  
Health Information Technology

**Warren White, Jr.**

Vice President, Lakeland Physician Practices

**Eileen Willits, RN, PhD**

Vice President, Patient Care Services,  
Chief Nursing Executive, Co-Chief of Quality

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*Lakeland's Senior Leadership Team participated in the Ice Bucket Challenge to benefit the Associate in Need fund, which provides employees with financial assistance for emergency situations.*



## 2013-2014 Boards Of Directors

### Lakeland HealthCare Board of Directors

#### Officers

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Glen Hastings, MD

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Carey Martin

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Jeffrey Schmidt, DDS

Linda Stanley, MD

Wesley Stephens

Christine Vanlandingham

Thomas Yeager

Judith Zacha

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### Hospice at Home a Lakeland HealthCare Affiliate

#### Officers

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**Kylee Barajas**

Vice Chair

**Dennis Dascenzo**

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**Anne Buckleitner**

Treasurer

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Ann Dahmer\*

Pamela Silcox\*

Deborah Berescz

Bob Gabel

Mary Gahan

Loren B. Hamel, MD

Andy Menchinger

Glenn Pietenpol

#### Ex-Officio

Don Gast

Daniel Hopp

\* Governance Committee, Member at Large

## 2013-2014 Boards Of Directors *(continued)*

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Vice Chair

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Christopher Chiu, MD

Michael Eggebrecht, DO

Loren B. Hamel, MD

Lowell Hamel, MD

Michelino Mancini, DO

Ami Shah, MD

Benjamin Stockton, MD

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Vice Chair

**Richard Warner**

Secretary/Treasurer

#### Members

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Ernest Buck, MD, Chief of Staff

Ray Cruse

Christine Daugherty, RN

Pat Hall, RN

Loren B. Hamel, MD

Lisa Kuehnle

Ronald Postelli

Alice Rasmussen, RN

Scott Smith

Norma Somers

Christine VanLandingham

### Lakeland Health Ventures, Inc

#### Officers

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Chair

**Beth Dodge**

Vice Chair

#### Members

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Tim Calhoun

Joseph Effa

Laurie Fleming, RN

Loren B. Hamel, MD

Pat Meyer

Mary Middleton

Dan Smith

Judy Zacha

#### Ex-Officio

Daniel Hopp

#### Emeritus

Dave O’Connor

## Lakeland Medical Practices

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**Deborah Habenicht, MD**

Vice President

**Michael Mayle, DO**

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### Members

Tim Calhoun

Kenneth Edwards, MD

John Froggatt, III, MD

Frederick Johansen, MD

Edmund Paloyan, MD

Troy Thompson, MD

## Southwestern Medical Clinic Physicians Board

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President

**Kenneth O’Neill, MD**

Vice President

**Christopher Harvey, MD**

Secretary

**Rick Johansen, MD**

Treasurer

### Members

Ronald Baker, MD

John Froggatt, III, MD

Stephen Hempel, MD

Richard Hines, MD

Keith Twiddy, MD

Roy Winslow, MD

## Lory’s Place Advisory Board

### Officers

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Chair

**Juli Gast**

Vice Chair

**Irene Fiskars**

Secretary

### Members

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Hilda Banyon

Linda Beushausen, RN

Dennis Bowen

Mike Damschroder

Pat Forbes

Robert Harrison, PhD

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Craig Hubble

Matt Kodis

Anne McCausland

Al Mussman

Mary Pietenpol

Steven Silcox

Elaine Stephens, PhD

Jim Taylor

Nancy Tonske

Amey Upton

Kathy Whitehead

### *Honorary Board Members*

William Marohn

Ron Schults

Thomas Starks

Frank Walsh

Ken Zimmerman

## About Our Medical Staff

Lakeland HealthCare is proud to work with physicians and providers throughout southwest Michigan. Our medical staffs include 502 dynamic and expert medical professionals. Twenty-five new providers (MDs and DOs) joined the medical staff last year, as well as 19 allied health professionals, including physician assistants, nurse practitioners, and certified nurse midwives.

### Medical Staff Officers



**Deborah Habenicht, MD**  
President



**Robert Nolan, DO**  
Vice President



**Daniel Bosis, MD**  
Secretary/Treasurer

### Medical Directors

**Kourosh Baghelai, MD**

Cardiothoracic Surgery Services

**Jason Beckrow, DO**

Hospice at Home

**Jonathan Beyer, DO**

Berrien County Medical Control Authority Project

**Kenneth Edwards, MD**

Surgical Services

**John Froggatt, III, MD**

Hospitalists and Infection Control

**Jose Gomez, MD**

Wound Center

**Lynn Gray, MD**

Diversity

**Stephen Hempel, MD**

Quality, Critical Care, Progressive Care,  
& Respiratory Care

**Craig Kline, MD**

Trauma Services

**Katherine Kwon, MD**

Dialysis Services

**Jerome Kuhnlein, MD**

Cardiology Services

**Peter Lai, MD**

Radiation Oncology Services

**Michelino Mancini, DO**

Continuing Medical Education

**Robert Nolan, DO**

Emergency Services

**Kenneth O'Neill, MD**

Lakeland Medical Practices

**Edmund Paloyan, MD**

Oncology and Cancer Program

**Christine Pareigis, MD**

Acute Inpatient Rehabilitation

**Polya Samardar, MD**

Radiology

**Michael Schuhknecht, DO**

Comprehensive Weight Loss Center/Bariatric Services

**Neil See, MD**

Homecare Services

**James Sisamis, MD**

Anesthesia

**Mark Smalley, DO**

Residency Program

**Inga Sriubiene, MD**

Sleep Lab

**Christopher Strayhorn, MD**

Palliative Care

**Benjamin Stockton, MD**

Robotics

**Dennis Thompson, MD**

Information Services

**Linh Vi, MD**

Pathology Services

**Robert Ward, III, DO**

Stroke Program

**Jerome Wilborn, MD**

Continuing Care Centers and Specialty Hospital

**Karen Zienert, MD**

Obstetrics/Gynecology

## Contact Us

### General Information:

(800) 968-0115

(269) 983-8300

### Website:

[www.lakelandhealth.org](http://www.lakelandhealth.org)

To receive a response to your question or comment, click the "Contact Us" link on the homepage

### Post a comment to Facebook:

[www.facebook.com/lakelandhealthcare](http://www.facebook.com/lakelandhealthcare)

### Lakeland HealthLine:

(800) 303-8399

Call this toll-free number for physician referrals

### Scheduling:

(800) 791-2810

You can avoid potential wait times by scheduling an appointment for laboratory tests or diagnostic imaging. Ask your physician for more information.

### Stay Connected with Lakeland HealthCare:

[www.facebook.com/lakelandhealthcare](http://www.facebook.com/lakelandhealthcare)

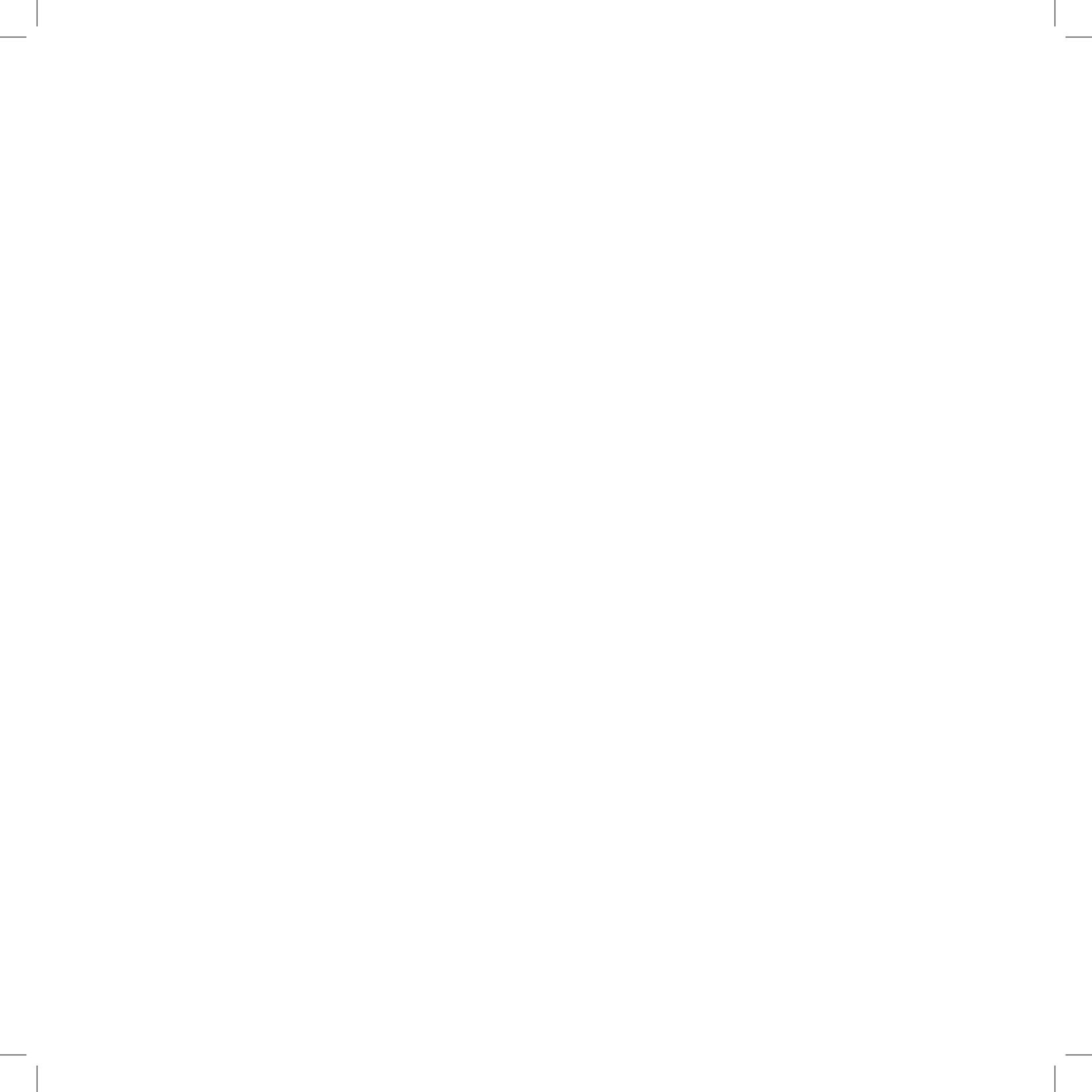
[www.healthgrades.com](http://www.healthgrades.com)

[www.linkedin.com/company/lakeland-regional-health-system](http://www.linkedin.com/company/lakeland-regional-health-system)

[www.twitter.com/lakelandhealth](http://www.twitter.com/lakelandhealth)

[www.youtube.com/lakelandhealthcare](http://www.youtube.com/lakelandhealthcare)







**Lakeland HealthCare**  
Medical Excellence. Compassionate Care.