



PORT HURON

A HOSPITAL FOR ALL TIME.

HONORING THE PAST. SECURING THE FUTURE.

(SINCE 1882)



ANNUAL REPORT 2017

OUR MISSION

McLaren Health Care, through its subsidiaries, will be the best value in health care as defined by quality outcomes and cost.

OUR VALUES

COMPASSION...Expressing genuine care and concern
EXCELLENCE...Creating exceptional experiences and results
INTEGRITY...Practicing personal honesty that creates trust

McLAREN PORT HURON BOARD OF TRUSTEES

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Jennifer Montgomery

ASSISTANT TREASURER
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David Whipple
Meredith Wirtz

DOING WHAT'S BEST IN PATIENT CARE.

I CHOOSE TO WORK AT McLAREN PORT HURON BECAUSE:

"I enjoy the patients. I like that I can put them at ease and make them feel happy they've chosen McLaren Port Huron for care."

37 YEARS
OF SERVICE

Ann Poirier, MA
BARIATRIC PROCEDURES



KEY ACCOMPLISHMENTS AND WHAT LIES AHEAD



Jennifer Montgomery MSA, RN, FACHE
PRESIDENT & CEO

In November 2017, McLaren Port Huron honored its 135th anniversary of serving the Blue Water Area. This accomplishment isn't just a milestone for the hospital; it is a benchmark for the entire community. In fact, the theme of this 2017 Annual Report is *A Hospital for All Time*, because while McLaren Port Huron honors its past, we are also securing our future.

The relationship between McLaren Port Huron and the community has grown stronger through the years -- and the Rising to New Heights campaign is the latest proof. The \$161 million project is the Blue Water Area's largest construction endeavor and has brought new jobs to our community.

The project's first phase, the Barbara Ann Karmanos Cancer Institute opened in July 2016. As a result, the residents of Sanilac and St. Clair counties have access to world-class cancer treatment. Instead of traveling outside our community, cancer patients can receive their treatment at Karmanos, including the most advanced and effective radiation therapy available.

When the patient tower opens in the fall of 2018, our community will have a new four-story facility that features the hospital's emergency center, four operating suites and 18 intensive care unit beds in addition to 72 completely private patient rooms. Once finished, the hospital will immediately begin renovating the north patient tower to mirror the new south tower.

The hospital's unprecedented expansion project is a joint effort with the community we serve. A \$5 million fundraising campaign continues, and is essential to Rising to New Heights' success.

The best community hospitals are the ones that work hand-in-hand with the public. From its birth as Port Huron Hospital and Home in 1882, to the present, McLaren Port Huron has tirelessly worked with the Blue Water Area to raise the quality of health care. Our focus, illustrated by Rising to New Heights, is to continue to keep doing what's best.

CONTINUING THE PROGRESS

This past fiscal year was a banner year for McLaren Port Huron. In addition to celebrating its 135th anniversary of serving the community, progress continued with the \$161 million construction project, Rising to New Heights. McLaren Port Huron's efforts did not, however, stop there. Leadership, physicians and staff worked diligently to provide the Blue Water Area with quality health care that surmounts bricks and mortar.

Rising to New Heights is an investment. So, too, are the hospital's additional steps to improve our quality of care:

- Adding a second da Vinci robotic surgical system. The new Xi Surgical System follows the da Vinci Si model that McLaren Port Huron has used since 2012. The new Xi augments our commitment to minimally invasive surgical technology.
- The Michigan Peer Review Organization, a national leader in health-care quality improvement and medical review, bestowed McLaren Port Huron with its 2017 Governor's Award of Excellence.
- The American College of Surgeons verified McLaren Port Huron as a Level III Trauma Center, the only verified trauma center in St. Clair County.

McLaren Port Huron made important steps in 2017 and we are poised to reach new milestones in 2018. None of this success would be possible without our community's support. I would personally like to thank our patients for allowing us to earn their trust. We understand our patients have choices for where they receive their health care, and we appreciate their loyalty.



We are truly a *Hospital for All Time*, because our community rallies around us and supports us. In return, we continue to make significant investments and improve quality so access to the best medical care is local.

Mona Armstrong
CHAIRWOMAN, BOARD OF TRUSTEES



DA VINCI ROBOTIC SURGICAL SYSTEM



BARBARA ANN KARMANOS CANCER INSTITUTE

A YEAR IN REVIEW

GROWTH

John Liston | CHIEF OPERATING OFFICER

McLaren Port Huron is changing its presence in the Blue Water Area, and the hospital's new patient tower is the latest proof. Twelve months ago, work on the new four-story patient tower had just started, and progress was barely visible. Fast forward to today, and we have 175,000 square feet of new space, spanning four stories. It is now completely enclosed and interior work has begun. It is scheduled for completion in the fall of 2018.

Some interesting facts about the project include:

- 596 helical piers, auger-cast pylons, and caissons
- 192,983 bricks
- 6.4 miles of ductwork
- 18,000 sheets of drywall
- 228,000 feet of drywall tape
- 680,500 screws

Approximately 40% of the contractors are local and workers' hours equated to 216,735. Combined, McLaren Port Huron will use 65 different companies and 700 workmen to design, build and finish both the Barbara Ann Karmanos Cancer Institute and the new south tower.

When construction of the four-story building is complete and opens in the fall of 2018, it will symbolize McLaren Port Huron's commitment to patient care and the community. The south tower will feature:

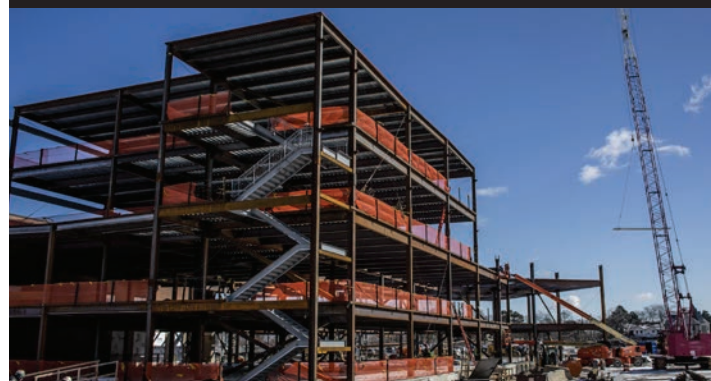
- 72 private rooms
- A new emergency center
- New and expanded intensive care unit
- Four new inpatient operating rooms that will adjoin the current ORs
- A central lobby with a new north and south tower orientation is planned that will continue to provide convenient access to outpatient services.

Once the new patient tower is occupied we will remodel the existing hospital and will eventually have 100% private rooms. McLaren Port Huron is making great strides and is pleased to be able to offer these new facilities to the community.

JANUARY 2017



MAY 2017



SEPTEMBER 2017



FINANCE

Bridget Sholtis | CHIEF FINANCIAL OFFICER

McLaren Port Huron is raising the bar, one in which our community can take great pride. Quality medical care continues to evolve with new advancements in care, and McLaren Port Huron is ensuring its patients have access to the most state-of-the-art facilities and technology. As a result, more patients are seeking care from McLaren Port Huron.

Compared to last year, we've realized increased patient volumes in almost every area of the hospital. This means we have cared for more admitted patients, those who sought treatment in our Emergency Center, performed more surgical procedures and saw more individuals in outpatient areas, such as imaging and laboratory services.

When our community has high-quality health services close to home, it means faster care, less stress, less travel costs, and fewer interruptions to their daily lives. All of that promotes healing.

The following statistics demonstrate the progress McLaren Port Huron saw in 2017:

- Adult admissions increased by 10%
- Outpatient visits grew by 7%
- Emergency visits raised slightly by about 1%
- Surgeries were up by 4%
- The hospital's market share expanded from 52.56% in 2016 to 54.25% in 2017



PHYSICIAN RECRUITMENT

Michael Tawney, DO | CHIEF MEDICAL OFFICER

Over the past two years, McLaren Medical Group (MMG) has recruited and employed 13 primary care physicians and specialists in Port Huron and surrounding communities to work directly with McLaren Port Huron.

MMG is an employed multi-specialty physician network consisting of more than 150 centers throughout the state of Michigan. MMG employs both primary care physicians and specialists within the McLaren network to ensure that your health care is covered at all stages of life and to provide a continuity of care that makes staying healthy simple.

McLaren Port Huron will continue to expand its group of medical providers in 2018 and beyond to offer convenient locations in St. Clair and Sanilac counties with access to the most advanced medical technology and health care services in the area.

Our Employed Providers

Primary Care:

- McLaren Port Huron Family Medicine – Port Huron | Jennifer Briscoe, MD
- McLaren Port Huron Family Medicine – St. Clair | Laura Lucio-Reincke, MD
- McLaren Port Huron – Capac | Philip Match, MD
- McLaren Port Huron Internal Medicine – Port Huron | Anilkumar Patel, MD
- McLaren Port Huron – Fort Gratiot Internal Medicine | Randy Plonka, MD

Specialists:

- McLaren Port Huron Pulmonary, Critical Care and Sleep Vasken Artinian, MD | Michael Basha, DO | Ali Haidar, MD
- McLaren Port Huron Psychiatry | Robert Bauer, DO
- McLaren Port Huron Outpatient Counseling | Thomas Brozovich, DO
- McLaren Port Huron Thoracic and Cardiovascular Surgery Vernon Dencklau, DO
- McLaren Port Huron Advanced Orthopedics Leonard Karadimas, DO | Timothy Lukas, MD

A YEAR IN REVIEW – CONTINUED

PEOPLE

Doris Seidl | VICE PRESIDENT OF HUMAN RESOURCES

Health care is an extremely competitive industry and health care providers must work very hard to recruit and retain top talent. Concurrent with the theme of the 2017 Annual Report, *A Hospital for All Time – Honoring the Past and Securing our Future*, Human Resources focuses its core objectives around attracting, retaining and developing top talent.

Employee Experience

It takes engaged workers who are passionate about their jobs to deliver the highest quality care. We also believe in order to be a provider of choice we must be an employer of choice. We measure employee experience and obtain feedback annually through a survey. Results allow us to identify opportunities for improvement. Our 2017 survey had a very strong participation rate among our staff -- 91.5%, which was the highest among all McLaren hospitals. Our overall experience was also the highest score among all McLaren hospitals. In addition, our staff turnover rate was 13.5%, and the RN vacancy rate was 4%. These rates are favorable across the industry.

Employee Development

Attracting and keeping top talent requires investment. In an effort to develop and retain outstanding staff, McLaren Port Huron offers tuition assistance to help employees further their career goals. In 2017, 68 employees applied for tuition assistance.

There are also many scholarships available for staff. In 2017, McLaren Port Huron and its health care partners awarded \$25,000 in scholarships to 16 students pursuing degrees in nursing, physical therapy, and professions represented within the hospital and community. The scholarships were funded by the McLaren Port Huron Auxiliary, McLaren Port Huron Employees That Care club, McLaren Port Huron Foundation and McLaren Port Huron.

McLaren Port Huron also ensures the development of all employees through ongoing education and training. Employees averaged 44 hours of on-the-job related training last year.

Securing Our Future

Satisfied employees who deliver the highest quality patient care experience is pivotal for securing our future. In 2018 and beyond, we remain committed to by being the leading provider of care and employer of choice in the Blue Water Area.

SERVICE & QUALITY

Christie Sansom, MSN, RN-CENP | CHIEF NURSING OFFICER

Like most organizations, we at McLaren Port Huron strive to achieve excellence in all that we do. What distinguishes us is that we continuously focus on elevating the level of care we provide. We raise the bar by exploring new opportunities to earn accreditations and designations that allow us to offer more advanced care and treatment to the Blue Water Area.

One example this past year was achieving a two-year national verification by the American College of Surgeons as a Level III Trauma Center. McLaren Port Huron is the only Level III Trauma Center in St. Clair and Sanilac counties. While we earned state designation as a Level III Center in 2016, the combination of the two sets McLaren Port Huron apart and allows us to care for some of the most severe injuries, meaning more patients are cared for locally.

The process of earning such designations is quite complex. In fact, it often takes health care organizations several years to validate that specific standards or levels of competence meet accreditors' requirements. Institutions are evaluated through application, self-evaluation, on-site survey and continuous maintenance.

The most exceptional clinical outcomes require a committed workforce to fulfill the needs and expectations of every patient. This is where service meets quality – the two are inseparable. Top notch service produces exceptional care. In turn, the combination leads to the best clinical outcomes.

To optimize our service excellence journey, McLaren Health Care formalized a partnership with the Studer Group – a well-known leader in creating a culture of excellence through health care coaching and cultural transformation – about 2½ years ago. During this time, we've aligned goals and have incorporated best practices for ensuring an exemplary patient experience for every patient, every time. Quality improvement teams focus on industry-wide best practices to look at top patient satisfiers, such as improving communication among nurses and physicians, responsiveness, pain control, communication about medicines, a clean and quiet environment and discharge information.

While it is challenging work, we love the end result...our commitment is to provide the best patient care experience through service and quality, because keeping our community healthy is our biggest reward.

DOING WHAT'S BEST IN CARDIAC CARE.

I CHOOSE TO WORK AT McLAREN PORT HURON BECAUSE:

"It was the friendly and caring attitude of staff that drew me to work here. And, almost four decades later, I still see this every day!"

36 YEARS
OF SERVICE

John Mackey, RT(R)CV
CARDIOVASCULAR LAB



McLAREN PORT HURON FOUNDATION



Generosity Heals

For anyone who has spent any time at the hospital, chances are it affected your life in some way. Whether it was the birth of a new child or grandchild, a trip to the emergency center after an accident, or a life-saving surgery, it touched you and your family.

McLaren Port Huron is able to meet the community's needs because of community support. Generosity is healing. Without it, McLaren Port Huron's mission would be compromised, and the quality care it provides would suffer.

Charitable gifts from our supporters achieve tangible results. Donations turn into new technology, upgraded equipment, patient education programs and financial assistance. Generosity brings support groups to those being treated for cancer, a beautiful chapel for retreat in times of stress, and, of course, the new patient tower scheduled to open in the fall of 2018.

Charitable giving is an essential part of the hospital's expansion. Our key goals -- a new Karmanos Cancer Institute and patient tower -- depend on the community's financial support.

Rising to New Heights, the hospital's \$161 million project, included a \$5 million fundraising campaign. In addition, donor support helped McLaren Port Huron bring health, wellness and safety programs to more than 5,000 people, this year, in every corner of St. Clair and Sanilac counties.

The hospital's bond with this community has never been stronger. We have seen 340 new donors, more than 1,500 gifts, more than \$1 million raised and \$3,032,792 in commitments since the start of the Rising to New Heights campaign.



Generosity touches lives.
Generosity impacts patients.
Generosity, does indeed, heal.

Lynn Griffor | EXECUTIVE DIRECTOR
Janal Mossett | CHAIRWOMAN



McLaren
PORT HURON FOUNDATION

Community-based programs funded by the Foundation:

- Helmet Safety
- Keep Your Motor Runnin' men's event
- Teen heart screening event
- Capac backpack and food giveaway
- Employees That Care (ETC)

BOARD OFFICERS:

Lynn Griffor, Executive Director

Janal Mossett, Chairwoman
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Evan Wilkins, Treasurer
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Lindsay Parslow, Secretary
Cargill

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Cynthia Nunn
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Marysville Public Schools

Mark VanderHeuvel
Consumers Energy

DOING WHAT'S BEST IN PATIENT CARE.

I CHOOSE TO WORK AT McLAREN PORT HURON BECAUSE:

*"I can do work that I love,
and I get to help people
along the way!"*

Marilyn Beals, MT(ASCP)SH
LABORATORY

35 YEARS
OF SERVICE

COMMUNITY BENEFIT BY THE NUMBERS

People reached through targeted community screenings:

Screenings

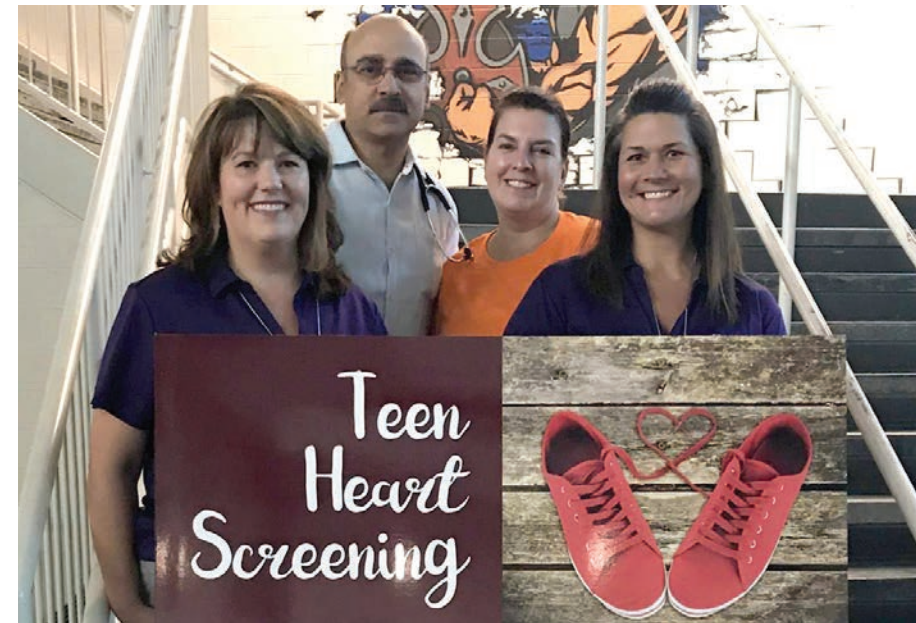
- ✧ 90 blood pressure screenings
- ✧ 68 foot screenings
- ✧ 81 hearing screenings
- ✧ 126 teens attended a heart screening
- ✧ 103 had free depression/anxiety screenings and 59 individuals were referred for follow-up care

Programs

- ✧ 67 attended Joint Connections orthopedics seminars
- ✧ 9 attended smoking cessation counseling
- ✧ 20 participated in the AARP driver's safety course
- ✧ 112 attended Lunch with the Doctor
- ✧ 252 attended Savvy Senior Series
- ✧ 12 attended Fall Risk Assessment with Marwood Nursing and Rehab
- ✧ 64 attended Medicare counseling, partnering with Michigan Medicare & Medicaid Assistance Program
- ✧ 113 attended Alzheimer's programs, partnering with Alzheimer's Association of Greater Michigan
- ✧ 5 attended Community CPR
- ✧ 20 attended skin care and aging
- ✧ 158 attended Being Mortal and Life After Diagnosis palliative care programming

OUR ROLE IN THE COMMUNITY

McLaren Port Huron is committed to caring for its patients and community members. In 2017, we provided health screenings, community education classes, programs and outreach events to hundreds of individuals.



Events

- ✧ 90 attended the Breast Cancer Survivor Celebration
- ✧ 118 attended the annual Women & Heart event

Support groups

- ✧ 103 attended the Alzheimer's Support Group
- ✧ 199 attended the Parkinson's Support Group
- ✧ 162 attended the Cancer Support Group for Women
- ✧ 96 attended the Heart to Heart Support Group
- ✧ 33 attended Look Good, Feel Better
- ✧ 21 had wig consultations
- ✧ 19 attended the Adult Diabetes Support Group

HOSPITAL VOLUME, AWARDS AND DESIGNATIONS

SUPPORTING A HEALTHY COMMUNITY | OCTOBER 2016 – SEPTEMBER 2017

McLaren Port Huron's role in the community:

- ‡ 1,579 employees
- ‡ \$95,477,983 in total payroll
- ‡ \$410,213 in payroll taxes to the City of Port Huron
- ‡ \$7,464,778 to purchases in St. Clair County
- ‡ \$72,830 (gross) provided as charity care
- ‡ \$21,698,511 (gross) for services not reimbursed by insurer or patient
- ‡ More than 2,250 volunteers
 - McLaren Port Huron Board of Trustees: 14
 - Marwood Nursing & Rehab Board of Directors: 9
 - Foundation volunteers: 2,000
 - In-hospital volunteers: 160
 - Pastoral Care volunteers: 75

Patient visits:

- ‡ 12,175 adult admissions
- ‡ 932 births
- ‡ 6,335 surgeries and surgical procedures
- ‡ 44,459 Emergency Center visits
- ‡ 185,076 outpatient visits (excluding EC)

Employees' contributions to the community:

- ‡ \$20,155 raised for United Way
- ‡ 13,412 pounds of food and \$1,418 donated to local food banks
- ‡ \$40,595 aided 45 employees in need through the Employees That Care club
- ‡ More than 153 residents from Marwood, Regency, and Medilodge nursing homes were adopted by employees to help ensure a happier holiday through the Christmas Angel program

McLaren Port Huron subsidiaries:

- ‡ Marwood Nursing and Rehab
- ‡ McLaren Port Huron Foundation
- ‡ McLaren Port Huron Community Health Centers in Capac, Lexington, Marysville, St. Clair and Yale
- ‡ McLaren Port Huron Family Medicine in Port Huron, Capac and Fort Gratiot
- ‡ McLaren Port Huron Internal Medicine
- ‡ McLaren Port Huron Pulmonology, Critical Care and Sleep Medicine
- ‡ McLaren Port Huron - Thoracic and Cardiovascular Surgery
- ‡ McLaren Port Huron Advanced Orthopedics

At McLaren Port Huron we strive to improve the quality of care we provide to our patients. We continue to be recognized for our exceptional patient experience and very good care.

Awards, Accreditations and Certifications:

- ✧ Aetna Institute of Quality - Bariatric Surgery Facility for treating individuals living with morbid or extreme obesity
- ✧ American Academy of Sleep Medicine (AASM) as a Sleep Center
- ✧ American Association of Blood Banks (AABB)
- ✧ American College of Radiology (ACR) in the following modalities: Breast Ultrasound and Ultrasound Guided Breast Biopsy, Breast MRI, CT Scanning, MRI, Mammography, Nuclear Medicine, Ultrasound and Stereotactic Breast Biopsy
- ✧ American Heart Association/American Stroke Association's Get With The Guidelines®-Stroke Silver Quality Achievement Award with Target: StrokeSM Honor Roll
- ✧ American Society for Metabolic & Bariatric Surgery Bariatric Surgery Center of Excellence (ASMBS BSCOE)
- ✧ Breast Imaging Center of Excellence as designated by the American College of Radiology (ACR)
- ✧ Blue Cross & Blue Shield Blue Distinction Center for Hip & Knee Replacement
- ✧ College of American Pathologists (CAP)
- ✧ Consumer and Industry Services for Michigan (CIS)
- ✧ Joint Commission (fully accredited)
- ✧ Joint Commission certification as an Advanced Primary Stroke Center
- ✧ Joint Commission Disease-Specific Care certification in Advanced Diabetes Inpatient Care
- ✧ Joint Commission Disease-Specific Care certification for Wound Care through Healogics
- ✧ Metabolic and Bariatric Surgery Accreditation and Quality Improvement Program (MBSAQIP) of the American College of Surgeons (ACS)
- ✧ MPRO Governor's Award of Excellence in 2017 for achievements in effective reporting and measurement for outpatient quality reporting, inpatient psychiatric facilities, improving stroke care, as well as outstanding achievement in coordination of care in an inpatient psychiatric facility
- ✧ MPRO Governor's Award of Excellence - Outstanding Achievement in Reducing Health Care-Associated Infections in the Acute Care Hospital Setting
- ✧ Occupational Health and Safety Administration (OSHA)
- ✧ State of Michigan Newborn Screening Outstanding Achievement Award
- ✧ State of Michigan Department of Public Health certified mammography inspection
- ✧ U.S. Department of Health and Human Services certified mammography facility

MARWOOD NURSING & REHAB



McLaren Port Huron's leadership in medical treatment is well-known, but the hospital also is dedicated to patients who need short-term rehabilitation care, long-term skilled nursing care, or special care for dementia or Alzheimer's.



Marwood Nursing and Rehab is a subsidiary of McLaren Port Huron. Like McLaren Port Huron, Marwood also provides quality treatment and care. The Centers for Medicare and Medicaid gave Marwood a five-star overall quality rating in 2017 and the facility's leadership staff constantly strive to further improve its standards of care.

The nursing home also enjoys community support. Men and Women Who Cook, an annual fundraiser, features community leaders who prepare meals, with proceeds going to help fund physical and environmental improvements at the facility. In nine years, nearly \$200,000 has been raised to improve the quality of life for Marwood residents.

Marwood is dedicated to serving the Blue Water Area. The facility's efforts are an important asset to McLaren Port Huron's commitment to our community's health.

Board of Directors:

Chairman | Mike Turnbull
Vice-Chairman | Richard Leveille
Secretary / Treasurer | Franklin Mortimer, II
President & CEO | Jennifer Montgomery
Medical Director | John Jarad, MD
Administrator | Brian Oberly
Assistant Secretary | Denise Dencklau
Assistant Treasurer | Nancy Kulman

Trustees:

Edmond Fitzgerald, Jr., MD
Geof Kusch, MD
Janet Turner Lomasney, OD
Hon. John Monaghan
Thomas Seppo

DOING WHAT'S BEST IN PATIENT CARE.

I CHOOSE TO WORK AT McLAREN PORT HURON BECAUSE:

*"I have always felt valued
and treated as more than
just an employee."*

33 YEARS
OF SERVICE

Sharon Shlishinsky, RHIT
INDUSTRIAL HEALTH



OUR HEALTH CARE PARTNERS

2017 Medical Staff Leadership:

Chief of Staff: Suresh Tumma, MD

Chief Elect: Vasken Artinian, MD

Secretary-Treasurer: Erina Kansakar, MD

SECTION

CHIEF

VICE CHIEF

Anesthesiology

Harpreet Singh, MD

Eric Robb, MD

Cardiothoracic Surgery

James Martin, MD

–

Emergency Medicine

Christopher Hunt, MD

Paul Jerry, MD

Family Medicine

Reid Stromberg, MD

Gary James, DO

Internal Medicine

Rajat Prakash, MD

Anup Lal, MD

Obstetrics-Gynecology

Jon Lensmeyer, MD

Jeannie Rowe, DO

Orthopedics

E.N. Pasia, DO

Todd Murphy, MD

Pathology

Lisa Geffros, MD

–

Pediatrics

D. Nandamudi, MD

S. Shrivastava, MD

Psychiatry

Robert Bauer, DO

Thomas Brozovich, DO

Radiology

David Tracy, MD

Leopold Fregoli, MD

Surgery

Karen McFarlane, MD

Anthony Boutt, MD

Committee Chairmen:

Credentials: Bashar Samman, MD

Medical Review: Beau Dowden, MD

Quality Council and Infection Prevention: John Brooks, MD

Surgical Review: Amanda Hurtubise, MD

Trauma Program: Zubin Bhesania, MD

Liaisons:

CME: Kathleen Fabian, DO

Medical Records: Ponon Kumar, MD

Transfusion: Anul Lal, MD

Utilization Review: Edmond Fitzgerald, MD

Chief Medical Information Officer:

Sara Liter-Kuester, DO

MEC Members-At-Large:

Scott Heithoff, DO

Edward Mauch, MD

DOING WHAT'S BEST IN PATIENT CARE.

I CHOOSE TO WORK AT McLAREN PORT HURON BECAUSE:

"Since I was a little girl, I've known I wanted to work in health care. Thirty-four years later, I'm still here, doing exactly what I love."

34 YEARS
OF SERVICE

Tracey Sheridan
WISMER PRE- AND POST-OP



DOING WHAT'S BEST.



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