

# SOUTH HAVEN HEALTH SYSTEM



It's what's inside that matters...

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On the cover:

**DR. UDORO UWEDJOJEVWE**  
**(a.k.a. "Dr. U"), Pediatrics**

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A MESSAGE FROM

**Joanne Urbanski**  
*President & CEO*

## Dear Neighbor,

Over the years, we have flourished and expanded our services. Our new name is **South Haven Health System** to better reflect who we are. We are much more than a hospital. We provide health care through eleven clinics located in South Haven, Bangor and Covert. Services include Orthopedics, Rehabilitation, Home Care, Surgical Care, Women's Services, Occupational Medicine and other ancillary services that are integrated within a continuum of care. Our relationships for your continuum of care include Bronson, Lakeland and Spectrum, along with area specialists.

**It's what's inside that matters.** Over the past two years, we have been able to recruit and employ eight additional highly skilled physicians. We continue to invest in state-of-the-art technology such as digital mammography and we are investing heavily in a new Health Information System that will include Electronic Medical Records. As mentioned, as part of a network of providers we can ensure that you receive the quality of care that you expect from the best health care systems.

The health care environment is difficult, reimbursements from Medicaid and Medicare will continue to be reduced through 2019 and those reductions will continue to put tremendous pressure on our ability to continue to invest in our community. The good news for our community is that while half of the hospitals in Michigan are losing money, South Haven Health System continues to remain financially strong. Our viability is dependent on our ability to re-engineer our systems and processes, as well as growing our market share.

We recognize that area residents have a choice of what providers they will choose; it is our desire to be your first choice. We have a number of customer service enhancements in place to ensure your experience with us always exceeds your expectations. Our patient satisfaction score for this past fiscal year was 95%, of which we are proud, but our commitment to you is to continually improve and challenge ourselves to become your first choice for health and wellness.

# SOUTH HAVEN HEALTH SYSTEM

Your primary care provider has the power of the South Haven Health System at their finger tips, a full complement of health and wellness needs. State of the art imaging, lab, surgery, rehabilitation, orthopedics, oncology, cardiology. Services within and outside of our facility make up our system. If we cannot provide it in house, arrangements will be made to seamlessly refer you to a specialist that can provide the continuum of care needed.

**South Haven Community Hospital is now South Haven Health System. See why....**



DR. JEANNE CHESHIER-ALVARADO,  
Obstetrics and Gynecology

## OUR MISSION:

To improve the health and wellness of the people we serve by providing superior quality and responsive care from skilled and compassionate professionals.

We will provide the depth and breadth of services, continually provide training to maintain the skills of our staff and ensure we attract talent that fulfills the South Haven Health System promise of providing superior patient centered care.

## OUR VISION:

As a trusted leader in health and wellness, South Haven Health System will be your first choice.

It is our goal to earn your trust, with the ultimate goal being to optimize your health and wellness. Our physicians and staff will care for you when you are sick or injured and empower you to choose healthy lifestyle habits. Our Wellness Center will help you manage your life through nutrition and exercise.

## OUR VALUES: Our approach to your care, everyday.

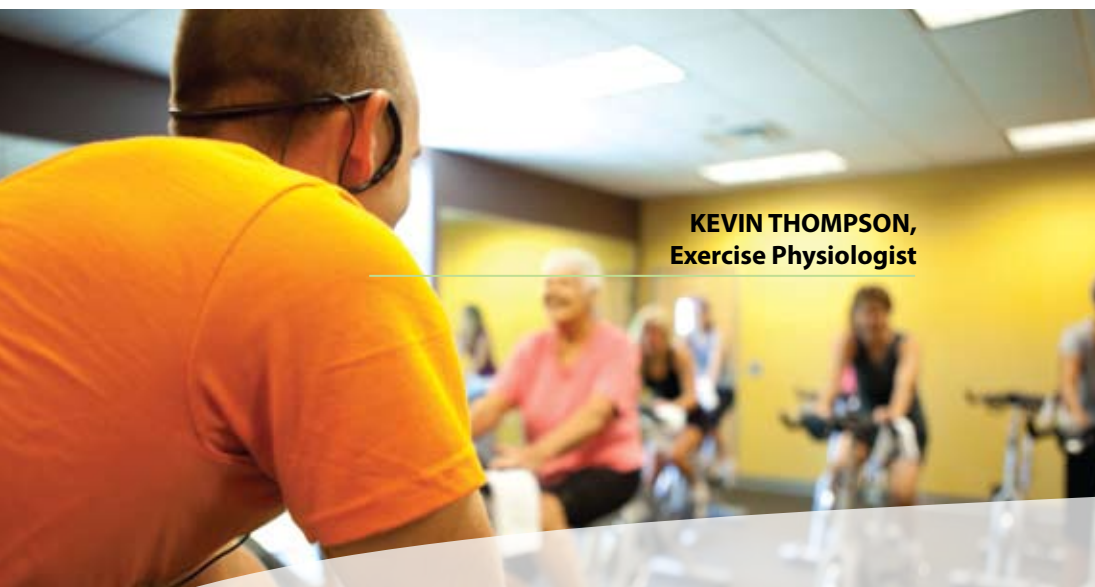
- Responsible... Take ownership
- Excellence... In everything we do
- Safety... Commitment to patient safety and security
- Positive... Smile, polite, responsive
- Engaged... Take initiative to exceed patient expectations
- Caring... Listen with compassion
- Teamwork... Cross functional patient focus

## SERVICES

In a recent community survey, we discovered that many may be unaware of the full extent of health and wellness services that are offered by South Haven Health System. You may not know that we offer more than the services of a "community hospital." With medical clinics in South Haven, Bangor and Covert, the Shoreline Wellness and Rehabilitation Center, as well as the hospital, we offer a complete continuum of care. We also have relationships with nearby hospitals to ensure that patient's benefit from a seamless transition to those services.

Offering general health and wellness care from birth and on, is just the beginning. Get to know us and discover some of the other specialty services offered:

- Physical, Occupational and Speech Therapy
- Corporate Wellness Program
- Cardiac & Pulmonary Rehabilitation
- Water birth
- Home Health Care
- Massage Therapy
- Infusion & Treatment Center
- Personal Training
- Adult Psychiatric Out-patient Care
- Integrative Medicine
- Warm Water Therapy
- Nutrition & Healthy Cooking Classes
- Metabolic Profile VO2 Testing
- Sleep Center for sleeping disorders
- Smoking Cessation Classes



**KEVIN THOMPSON,**  
**Exercise Physiologist**

It's what's inside that matters...

## TECHNOLOGY

Society has experienced many breakthroughs in technology over the past decade and the medical field has not gone without its share of changes. Generally speaking, medical technology can be used to refer to the procedures, equipment, supplies and processes by which health care is delivered. Many of the developments provide smoother processes and improved diagnostics for continued quality healthcare as well as the potential to prolong or improve life.


Some of the changes in medical technology include improved joint replacements, medications, more sensitive diagnostic equipment, and new support systems to improve communication and processes, such as electronic health records. There is very little in the field of medicine that has not been affected by new technology.

Examples of our recent improved technology include:

- Bone Density Machine for improved diagnosis of Osteopenia or Osteoporosis
- 3D / 4D Ultrasound for improved images and diagnosis
- Digital Mammography for less radiation and improved images for diagnosis of breast cancer
- Ankle-Brachial Index (ABI) / Peripheral Artery Disease Diagnostic Equipment
- Improved Blood Culture Diagnostic Equipment
- Body Plethysmography Chamber for improved diagnosis of lung diseases
- Portable/ finger prick Hgb A1C machine for ease of access to testing
- Biodex Balance System for assisting patients with improved balance

**TANI KENNON,  
RT(R) (M),  
Mammography**





**FERN BURNETTE, RN**  
Surgery

**PHILIP DURDEN, CRNA**  
Chief of Anesthesia

## PROVIDERS

South Haven Health System is proud of our well educated and highly skilled healthcare providers. You will find them in all areas of the health system, from the Shoreline Wellness and Rehabilitation Center, to the clinics and the hospital.

Medical School, Residencies, Fellowships, Board Certifications, etc... Years of training back our Medical Staff. As talented surgeons and skilled diagnosticians, they are dedicated to improve the health and wellness of our community. From your birth throughout your life, our providers can care for you.

Support to the physicians is provided by compassionate nurses, medical assistants, technicians, therapists, exercise physiologists and clerical personnel. Many have specialized certifications in their field, beyond their degree. All are dedicated to providing you quality and responsive care for your healthcare needs.

## EMPLOYEES

South Haven Health System is dedicated to be an Employer of Choice for health care workers in our area. Last year we had a retention rate of 95.5% while the national average is approximately 88%. We are proud of the fact that we provide so many well-paying jobs that help support our communities. Most of our employees live in our service area, pay taxes and shop at our community businesses. We know to continue to be a viable organization we must recruit and retain the best possible talent.

We have a third party that surveys our employees and providers to determine their satisfaction with South Haven Health System. Our employees scored 89% satisfaction while our providers scored 93% satisfaction. Compared to other Michigan Hospitals that conduct Employee Satisfaction surveys, South Haven Health System is the benchmark for many of the areas surveyed.

Our approach to Employee Satisfaction is not much different than our approach for patient satisfaction. Hallmarks to our approach include valuing people, communication, respect, competency training and common courtesies.

## FACILITIES

From the early 1900's through the years, South Haven Health System (South Haven Community Hospital) has kept in mind what our customers needs are and what they will be in the future.

The current hospital building has been on that site since built in 1942. Several additions and renovations have been completed, including physician offices. South Haven Health System also has physician offices in Bangor and Covert. The 60,000 sq. ft. Shoreline Wellness and Rehabilitation Center houses physician offices, as well as the Rehabilitation Department, Cardiopulmonary Rehabilitation and the Wellness Center.

Many of the changes were made possible by generous donations from people in the communities we serve.

We look to the future for what our facility needs will be to continue to offer excellent service with current technology and comfortable patient care.

Main entrance/Gift Shop renovation  
Emergency department renovation  
Surgical department renovation

Covert Medical Clinic opened in Bangor  
Shoreline Women's Center opened  
Radiology department renovation  
Cooper Clinic renovation  
Shoreline Wellness & Rehabilitation Center opened

Birthing Center renovation  
SCU/patient room renovation



1990-1999

2000-2008

2009-present

## PATIENT SATISFACTION

In our quest to be your first choice, we know that you need to feel safe and receive great care. You also have to feel valued and be treated with respect and need to be heard.

We have a third party interview 100 patients each month and we consistently score a 95% satisfaction rate. Not only do we strive to continually improve our systems, processes and technology, but we strive to enhance the total patient experience. We continue to be committed to ensure your experience with South Haven Health System exceeds your expectations.

*Our promise to you:*

**We will treat you with respect and dignity.**

**We will communicate open and honestly.**

**We will ensure your privacy.**

**We will provide competent staff.**

**We will offer safe, quality care.**

**JEFFREY POSTMA, D.O.**  
Orthopedics



It's what's **inside** that matters...

## FOUNDATION

The newly formed **South Haven Health System Foundation** had a great start raising funds to in order to provide free health screenings to residents in our service area. We know that by identifying risk factors early we can avoid higher cost claims such as heart disease, cancer, diabetes and other diseases and conditions. We have used similar screenings with our own employees and have had good success in reducing the number of high cost claims. Many of our employees have lost weight, lowered blood pressure and cholesterol and are eating right and exercising. Those activities have resulted in more productive employees, lower absenteeism and improved self image.

During 2010 and 2011, we have planned over 20 events and hope to screen and educate over 8,000 people to identify risk factors and help empower those individuals to choose health lifestyles. There will be special emphasis on combating obesity, breast cancer, prostate cancer and diabetes. Obviously, these efforts will require charitable giving by those who have the means to help.

To date, we have raised over \$50,000, with plans to raise another \$80,000 in the coming year through grants, charitable giving and events. Events planned this year include a Gala and a Golf Outing. If you would like to help this cause to improve the health and wellness of the community, please call or e-mail Bill Wood at 269-639-2801, [bwood@sh-hs.org](mailto:bwood@sh-hs.org) or Charlene Wilson at 269-639-2803, [cwilson@sh-hs.org](mailto:cwilson@sh-hs.org).



**KAREN JANSON, M.D.**  
Pediatrics

## COMMUNITY HEALTH & WELLNESS

As a major employer, a not-for-profit organization, an educator and a community advocate, our commitment to health and wellness extends beyond our hospital walls and into the communities we serve. South Haven Health System reaches out in many ways to help people in our communities to lead healthier lives.

Over \$4,270,000 was given back to the community in programs and charity care during Fiscal Year 2009 (July 2008 – June 2009).

Our dedicated physicians, staff and volunteers assume a leadership role in encouraging and enabling wellness through a variety of programs. We had over 42,000 encounters last year as we shared information through our health, wellness, prevention and support programs. As a community benefit, many of the programs are free or offered at a nominal fee.

**We continue to focus on the overall health status of our community by identifying unmet existing health needs and anticipate future health needs.**

Some of the programs that were offered by South Haven Health System this past year include:

- Flu Vaccine Clinics
- Health Fairs
- Education Sessions
- Exercise Programs
- Nutrition Classes
- Health Screenings
- Healthy Cooking Classes
- Diabetes Awareness Education Day
- Multiple Sclerosis Support Group
- Smoking Cessation
- Celiac Support Group
- Weight Loss Programs

**SOUTH HAVEN HEALTH SYSTEM is proud to sponsor the annual Blueberry Festival Health Fair**



It's what's *inside* that matters...

A **Rural Health Clinic** is intended to increase primary care services for Medicaid and Medicare patients in rural communities. They must be located in rural, underserved areas and must use one or more physician assistants or nurse practitioners.

## 2010 AT-A-GLANCE

South Haven Health System's success is about more than numbers: It's what's inside that matters. It's one healthy patient at a time. It's updated and expanding facilities. New technology. Talented providers. Community involvement. The numbers, however, do offer an objective measure of our progress and impact on the community we serve. This year's growth represented by the table below is exciting, and we are eager to continue our pattern of increasing both the quality and the quantity of our care.

	June 30, 2009	June 30, 2010
<b>In-patient Admissions</b>	1,179	1,304
<b>Total Rural Health Clinic Visits (4 clinics)</b>	23,250	26,484
<b>Emergency Visits</b>	13,484	14,334
<b>Total Out-patient Visits</b>	120,109	128,426
<b>Total Employees (full &amp; part-time)</b>	416	430
<b>Providers (active &amp; consulting staff)</b>	109	139
<b>Auxiliary Volunteer Hours</b>	Approximately 16,000 hrs	Approximately 16,000 hrs



**ANNE SLACHTA, PA-C,  
Family Care**

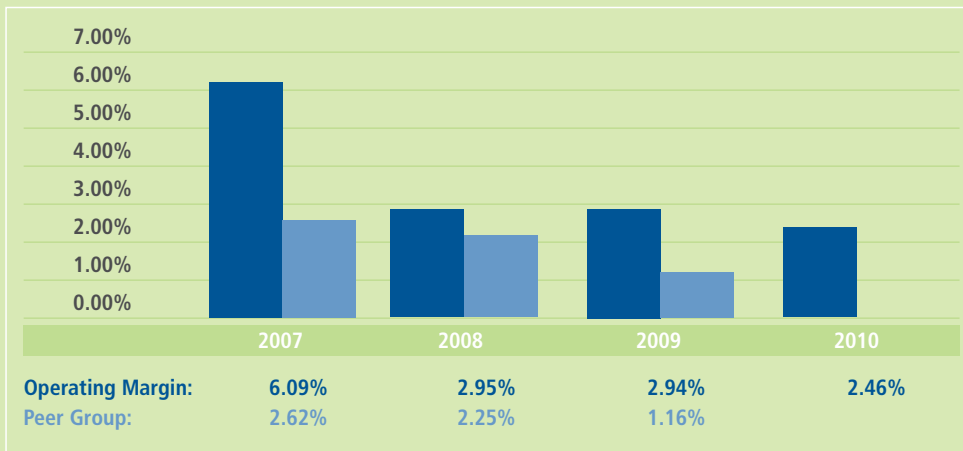
## FINANCIAL HEALTH

South Haven Health System values and invests in patient quality, convenience and comfort. And while half of the hospitals in Michigan are losing money, we continue to have a positive margin (see Table 1). In the current economy, this is more of a challenge than ever:

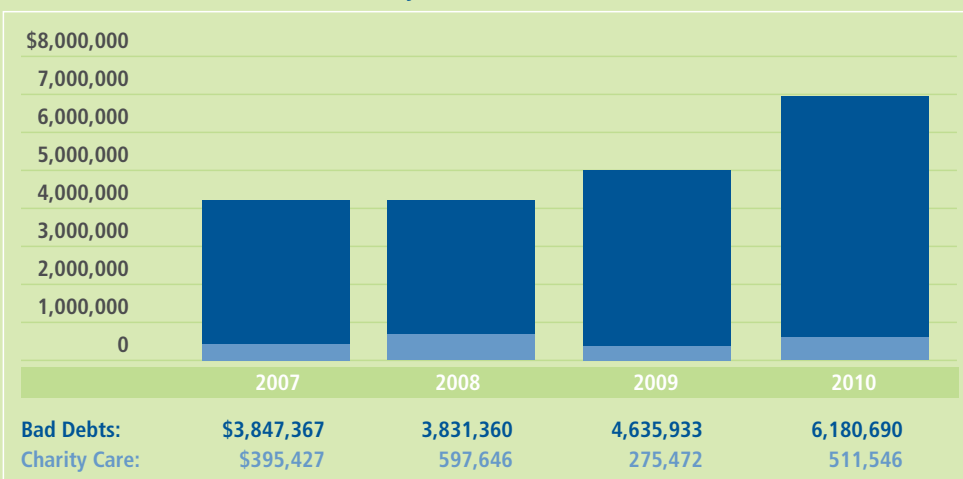
- We collect an average of \$0.52 for every one dollar charged for services. The remaining amount that is not collected is considered a contractual write-off or charity care (see Table2).
- We were one of only a few hospitals that did not increase rates in 2010.
- This year, South Haven Health System absorbed \$2,600,000 in unpaid costs of care for Medicare and Medicaid patients (see Table3).

As we look to the future, we remain committed to being financially responsible, which will allow us to grow in our ability to provide quality and affordable care for the community we serve.

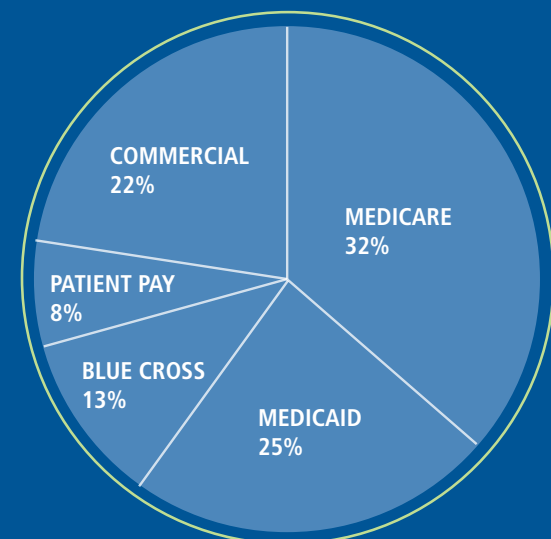
**Table 1: Operating Margin**



**Table 2: Bad Debt and Charity Care**



**Table 3:  
Payor Mix 2010**



DANIEL BARNAS, M.D.  
General Surgery



## BOARD OF TRUSTEES

On January 1, 1962, the City of South Haven turned the hospital over to the newly-formed South Haven Community Hospital Authority. Governmental units participating in the Authority included the Cities of Bangor and South Haven, and the Townships of Arlington, Bangor, Columbia, Covert, Geneva, and South Haven in Van Buren County, and the Township of Casco in Allegan County. The hospital is governed by a Board of Trustees representing these areas. One member of the Board is appointed from each of these governmental units, and they in turn elect seven members at large to comprise the sixteen-member Hospital Board.

## CURRENT BOARD MEMBERS (pictured at right)

- Mona Hale, CHAIR . . . . . Member-at-large
- Alfred Hawkins, 1ST VICE CHAIR . . . . . South Haven Township
- Dennis Palgen Sr., 2ND VICE CHAIR . . . . . Covert Township
- Richard Allen, M.D. . . . . City of South Haven
- Richard Barden . . . . . Casco Township
- Kelly Cedarquest . . . . . Bangor township
- Stanford Compton . . . . . Member at-large
- Ron Hartgerink . . . . . Member at-large
- Don Hixson . . . . . Member at-large
- Sue Manning . . . . . Member at-large
- Clare Olney . . . . . Geneva Township
- Georgette Peterson . . . . . Arlington Township
- Nadine Stacks . . . . . Columbia Township
- Paul Wahby, D.O. . . . . Member at-large
- Steve Wawro . . . . . City of Bangor



MONA HALE  
CHAIR



ALFRED HAWKINS  
1ST VICE CHAIR



DENNIS PALGEN SR.  
2ND VICE CHAIR



RICHARD ALLEN, M.D.



RICHARD BARDEN



KELLY CEDARQUEST



STANFORD COMPTON



DON HIXSON



SUE MANNING



CLARE OLNEY



GEORGETTE PETERSON



NADINE STACKS



PAUL WAHBY, D.O.



STEVE WAWRO

NOT PICTURED:  
RON HARTGERINK

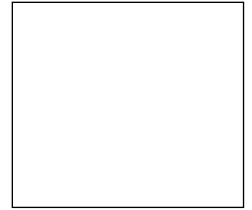
It's what's inside that matters...

# SOUTH HAVEN HEALTH SYSTEM



955 South Bailey Avenue  
South Haven, MI 49090

[www.sh-hs.org](http://www.sh-hs.org)



## Contact Us

**Main Hospital Line: (269) 637-5271**

**Shoreline Family Care: 639-2772**

**Shoreline Integrative Medicine: 639-2777**

**Shoreline Internal Medicine: 639-2777**

**Shoreline Occupational Medicine: 639-2787**

**Shoreline Psychiatric Services: 639-2976**

**Shoreline Surgical Services: 639-2893**

**Shoreline Women's Center: 639-2720**

**South Haven Orthopedics: 639-2866**

**Cooper Clinic: 427-5811**

**Covert Medical Center: 764-0005**

**Visit our website: [www.sh-hs.org](http://www.sh-hs.org)**