
No matter how you do it, it’s time. March 30 is National Doctors’ Day, the day we set aside to give physicians a heartfelt “thank you,” honoring their passion for excellence and commitment to caring for our families and our community.

The annual celebration is a Covenant tradition. We’ll continue that time-honored celebration with this special issue of Covenant Connections, highlighting some of our extraordinary physicians.

Distinguished Physician OF THE YEAR

Dr. John B. Johnson was presented with the Distinguished Physician of the Year award during the December Active Medical Staff Annual Dinner Meeting.

Dr. Michael Slavin spoke regarding Dr. Johnson’s many years of dedication, service and contributions to the medical profession and on the Covenant board.

“I was honored to speak on behalf of Dr. Johnson,” he said. “On a personal level, he’s like a brother to me. On a professional level, I cannot think of a better family physician. No one in the last 30 years has done more for Saginaw patients. Dr. Johnson is committed to Saginaw, his patients and he has served many years on the board here at Covenant HealthCare.”

Dr. Johnson is a graduate of Wayne State University School of Medicine. He served as a resident at St. Luke’s for roughly 40 years, was a partner in practice with Dr. Slavin for 35 years and he continues to serve on the Covenant board.

During his time in active practice, Dr. Johnson shared with the audience that he treated 5,000 patients and put in 60-plus hours a week.


Other highlights from the evening included recognition of Drs. Caroline Scott and Manuel M. Perea. Both were recommended by the MEC for Emeritus staff in appreciation for their service and dedication to the Medical Staff and the hospital.

DOCTORS’ DAY Origins

March 30, 1933 is listed as the first observance of Doctors’ Day in Winder, Georgia. Dr. Charles B. Almond’s wife, Eudora Brown Almond, wanted to have a day to honor physicians. On this first day in 1933, greeting cards were mailed and flowers were placed on the graves of deceased doctors. The red carnation is commonly used as the symbolic flower for National Doctors’ Day.

The Doctors’ Day date in March is said to have been selected in honor of the first ether anesthetic for surgery, administered by Crawford W. Long, MD, on March 30, 1842.

In modern times, it took a presidential proclamation in 1991 to officially mark the day as National Doctors’ Day.

So, how do you celebrate Doctors’ Day? A simple “thank you” will do. Or, send a card or email. Post a special kudos to your favorite doctor on social media.

Each year at Covenant Physician Relations hosts a breakfast celebration inviting our medical staff members. This year the event will again take place in the CMU Education Building Lobby, 1632 Stone St. on March 30.++

Source: http://www.nationaldaycalendar.com/days-2/national-doctors-day- march-30/
Engaging Patients via Digital Anatomy Wallboards

Christin Tenbusch, Patient Experience Administrator

Digital anatomical wallboards are helping Covenant physicians enhance patient engagement in their care. They look like giant iPads with touch screens, mounted to the wall. The digital boards allow physicians to visually help patients gain a better understanding of their diagnosis.

The digital boards include detailed anatomies of body parts and organs which can be viewed layer by layer, along with educational information. Physicians can use them to replace the old human anatomy models normally found in medical facilities.

“While patient experience coaching with physicians, I noticed they were still using antiquated anatomical models, and I could sense their frustration that it wasn’t enough,” said Patient Experience Administrator, Christin Tenbusch. “This simply didn’t seem acceptable. I discovered there were several physicians already interested in digital anatomy wallboards and I began searching for a solution.”

Here’s how they work.

Using the touchscreen, physicians can select a disease process and show how it progresses. The display goes from outside of the body to an in-depth view of the various systems. A patient can see what an 80 percent blockage of an artery looks like! The visual serves as a call-to-action for the patient.

Digital anatomy boards have been installed in the GI offices in the 900 building and in the cardiology suites at Cooper, Berl, and Marlette.

“We are exploring next phases of this program which will likely include infusion tablets at our Cancer Care Infusion Center,” Tenbusch said. “We hope to continue installing the wallboards at more sites throughout the year.”

Dr. Bashar Al Jayyousi demonstrates the digital wallboards used in our cardiology practices.

Dr. Michael Slavin and Evan Paulus, Director of Operations, CMU Health.

Physicians take the time to celebrate their day.

L to R: Dr. Pauline Watson and Catherine Strongrich, Physician Relations.

L to R: Doctors Khalid Malik and Michael Schultz, VP.

L to R: Dr. Minoo Kheturpal and Karen Schafer, Director of Physician Relations and Regional Outreach.
Covenant Tapped for Governor’s Award

Covenant HealthCare was recently selected to receive the MPRO’s 2017 Governor’s Award of Excellence for outstanding achievements in improving the quality of healthcare. An award ceremony is set to take place on May 10 at Eagle Eye Golf Course in Bath Township. The award recognizes participants for their dedication to improving healthcare quality and patient safety in Michigan. To be eligible for the award, participating organizations must have achieved, maintained and continually improved in specific and rigorous milestones. Covenant will receive the following awards:

- Lowering the Risk of Infection: Hospitals
- Effective Reporting and Measurement: Hospital Value-based Purchasing (HVBP) Acute Care Hospitals
- Effective Reporting and Measurement: Hospital Value-based Purchasing (HVBP) Acute Care Hospitals (Enhanced Award)

A Meeting of the Practice Managers

In February, physician office managers and staff met for the quarterly Practice manager meeting in the Mackinaw Lower Level Conference Room. The sessions are held for both employed and independent physician practice managers and staff. They reflect our “working together,” “excellence,” “customer service,” and “accountability” values. During this meeting, Tricia Ball, pre-certification specialist, presented her annual “Precertification Update.”

On February 17, 2017, 82 attendees participated in the quarterly Practice Manager meeting held by the Office of Physician Relations and Regional Outreach.

BE PREPARED:

April 16 is National Healthcare Decisions Day

It’s a matter of life and death. The latter isn’t a favorite topic at any dinner table, but it’s crucial to have the conversation before it’s too late. That’s why, “It always seems too early, until it’s too late,” is the theme for the 2017 National Healthcare Decisions Day observance.

Do your doctor and family know what you want?

April 16 is National Healthcare Decisions Day, and Covenant is highlighting the importance of advance healthcare decision making. In many areas, the celebration will be a week-long event, from April 16-22.

“It’s a time set aside to educate families about the importance of advance care planning,” said Tracy Bargeron, Advance Care Planning Specialist. “We want to reduce the number of tragedies that can occur when a person’s wishes are unknown. That’s why Covenant is participating in the annual event and providing guidance about healthcare planning to patients and employees.”

“We are encouraging all Covenant HealthCare colleagues to complete their own advance directive so that each of us are better prepared in the case of an emergency and we may be better equipped to answer questions and assist patients in completing their advance directive.”

What is an advance directive?

It’s a legal document that guides your family, friends and healthcare professionals on the medical care you wish to receive, if you become seriously ill and unable to make those decisions. It’s also known as healthcare power of attorney or living will. There are simple, free tools available to help. Covenant employees can find advance directive information on the Covenant website under Advance Care Planning. You may also contact Bargeron at extension 3.6292.
In recognition of your dedication, commitment and expertise, please join us for a breakfast celebration on CMU Education Building Lobby 1632 Stone Street 6:30 am to 11:00 am THURSDAY, MARCH 30, 2017

DOCTORS’ DAY 2017

Old Scrubs New Scrubs

CALLING ALL SCHOOL-AGE CHILDREN

Covenant Children’s Center is now licensed for children up to age eight and ready to serve your family during snow days, spring break and summer vacation. We provide a wide variety of activities within a routine, where cooperative play is encouraged. These activities are drawn from the areas of: art, science, cooking, music and movement, social studies, dramatic play, language arts, manipulative activities and field trips. The activities are designed to meet the interest, abilities and needs of the children. Throughout the summer, we also have special events from Paintarty Pottery, Saginaw Children’s Zoo and Kim’s Fun Airbrush tattoos to name a few. For more information, check out our website: www.childrenscenteratcovenant.com.

HIPAA SNIPPETS Accessing Information

Keeping our patients safe includes safeguarding their information. Privacy matters.

Check out this HIPAA violation scenario:

February 16, 2017
$5.5 million HIPAA settlement shines light on the importance of audit controls

In Florida, Memorial Healthcare Systems (MHS) has paid the U.S. Department of Health and Human Services (HHS) $5.5 million to settle potential violations of the Health Insurance Portability and Accountability Act of 1996 (HIPAA) Privacy and Security Rules and agreed to implement a robust corrective action plan. MHS is a nonprofit corporation which operates six hospitals, an urgent care center, a nursing home, and a variety of ancillary health care facilities throughout the South Florida area.

MHS reported to the HHS Office for Civil Rights (OCR) that the protected health information (PHI) of 115,143 individuals had been impermissibly accessed by its employees and impermissibly disclosed to affiliated physician office staff.

Although it had workforce access policies and procedures in place, MHS failed to implement procedures with respect to reviewing, modifying and/or terminating users’ right of access, as required by the HIPAA rules. Further, MHS failed to regularly review records of information system activity on applications that maintain electronic protected health information by workforce users and users at affiliated physician practices, despite having identified this risk on several risk analyses conducted by MHS from 2007 to 2012.

In coming issues of Covenant Connections, we will be sharing more HIPAA tips called, “HIPAA Snippets.” It’s important that you look for these tips, commit them to memory and even share them with colleagues. HIPAA policies and procedures are also located on CovNet.

A New Look in LINEN

Cory Niederstadt, Environmental Services and Linen Coordinator

The Linen Department is excited to announce that our current line of hospital-supplied scrubs will be updated to a new fresh style and color. Our current line is a Fashion Seal brand teal-colored scrub. Beginning April 1, the Harrison campus will be provided with our new Medline Misty Green scrub tops, pants and jackets. The Cooper campus will follow once par levels can be met.

The purpose of this change is to align Covenant with the other hospitals that participate in the Michigan Premier Laundry Co-op of which, Covenant is part owner.

The change will provide cost savings opportunities to the Co-op, which in turn will protect the rate (cost per pound) we receive from the laundry.

The change was supported by and communicated to the Surgical Department Leadership and the Supply Chain COPVA committees.

Covenant’s scrubs will continue to be a different color than the surrounding area hospitals to ensure strict Infection and Prevention standards.

Our current line of scrubs will be available to be used by various support service departments until supplies are exhausted.

For more information, contact Cory Niederstadt, EVS and Linen Coordinator, at extension 3.4219.

The Office of Physician Relations and Regional Outreach staff, Director Karen Schafer, along with Executive VP John Kosanovich and VP Michael Schultz wish the Covenant Medical Staff a Happy Doctors’ Day 2017.
Employee Sponsors Special Needs Sponsors
Covenant employees care about their community. Crystal Brown, a Birth Center NCA, is working on a big event.

On May 6, she’s hosting a free, Special Needs prom for all ages at the Masonic Temple.

“This goal of planning this event is to show this special group of people that they are no different from anyone else,” Brown said. “Our mission is to make them feel special on this big day for them.”

Brown was inspired by her niece, who has Down Syndrome.

“She’s currently a student at the Saginaw Transition Center,” Brown explained. “She has never been to prom, so this is her dream.”

Covenant recently donated to the project and we wish her the best of luck on this endeavor.

We Care:
Behavior Inspirations
In each Connections issue, we’ll provide tips on improving our engagement with patients and customers by highlighting one of our Behavior Standards. This month we continue with the hallway etiquette section of the standards guide developed by the Patient Experience Team. This issue features “Cell Phone Usage in the Presence of Others.”

TIP: If you are on a break and need to use your cell phone, remember to acknowledge those who pass by you (see 10/5 Rule) – this also applies when emailing is a part of your job. It helps to create a welcoming professional and healing environment, free from distraction.

Customer Service, Respect and Accountability.
You can find a complete list of the Behavior Standards and Etiquette Guide on CoWNet under the “Our DNA” section when you click on “Mission, Vision, Values.”

Covenant Kids Telethon Airs Live from Mid-Michigan Children’s Museum
8TH YEAR RAISING FUNDS FOR PEDIATRIC SERVICES
The 8th Annual Covenant Kids Telethon will take place from noon until 6:00 pm Saturday, April 22, 2017 at the Mid-Michigan Children’s Museum in Saginaw. Throughout the telethon, stories of local Covenant Kids (past pediatric patients) and their families will be highlighted. Presenters will showcase equipment and projects made possible via previous donations to Covenant Kids. The telethon will be broadcast live on WNEM TV5.

The community can be involved with the Telethon in several ways:
1. Call. Dial 1.855.475.KIDS (1.855.475.5437) during the telethon to donate as our phone bank volunteers answer your calls.
2. Visit. Families can stop by the Mid-Michigan Children’s Museum (515 W. Genesee, Saginaw, MI) between noon and 6:00 pm on April 22.

For more information about donating to Covenant Kids or to become a telethon sponsor, contact the Covenant HealthCare Foundation at 989.583.7600. If you have an idea you’d like to discuss, call Covenant Kids Coordinator, Heather Appold, at 989.583.4166.

For continuous updates about Covenant Kids, like us on Facebook at www.facebook.com/CovenantKidsMI. For more information about Covenant Kids, visit www.CovenantKidsMI.com

PERFECT SCORE: 100% of CMU Med Students Secure Residencies
At Central Michigan University’s College of Medicine’s first ever Match Day, each of its first class of doctors-to-be—all 62 of them—obtained placements.

Nearly half of CMU’s inaugural class—47 percent—were matched to residency programs in Michigan, including five through CMU Medical Educational Partners.

March 17 is observed as Match Day by every medical school in the nation. It is the day future doctors learn if and where they will do their residency training.

This 100 percent placement is especially notable because the number of medical students far exceeds the number of U.S. residencies. In 2016 for example, more than 10,000 students went unmatched.

Match Day is the medical school version of March Madness. A computerized mathematical algorithm is used by the National Resident Matching Program to align the specialty and location preferences of medical students with the preferences of program directors to fill positions at U.S. teaching hospitals.

It’s a dramatic event, with embargoed match information released to students in sealed envelopes opened simultaneously across the nation at 11:59 am, EST.

College of Medicine Dean Dr. George E. Kikano said, “CMU is changing the face of health care in the state, in this moment. It is an exciting day for the state, because of our unique mission focused on preparing physicians to serve in rural and medically underserved regions of Michigan.”

The 62 students in CMU’s inaugural class matched in the following areas:
- emergency medicine – 19 percent;
- internal medicine – 18 percent;
- family medicine – 11 percent;
- psychiatry – 8 percent;
- pediatrics, anesthesiology, obstetrics/gynecology and general surgery – 24 percent; and
- the remaining 20 percent in various other specialties.

Covenant is proud to be a part of medical education.
YOUR COMMUNICATION SUBMISSIONS

When submitting your communication information, please use the project request form found at covenanthealthcare.com/Main/StorySubmission.aspx (to type text only use covenanthealthcare.com/StorySubmission). This form allows us to be efficient in developing an accurate and comprehensive plan for messaging and determining the most successful platform for your submission.

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<td>Week of April 10</td>
<td>March 28</td>
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<td>As Needed</td>
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Congratulations to Nancy Kwiatkowski in PM&R, Ryan Davis in TCU and Patrice Lanczak, ECC, for being the February Cool Stars and Cool Spotter winners!

To read all the Cool Star stories, recognizing your friends and co-workers for being extraordinary co-workers and caregivers, log on to www.covenant-cares.com and click on the Recognition Star in the middle of the home page.

Nancy, Ryan and Patrice all win a $25 Kroger gift card. If you would like to participate, please nominate a Cool Star and share how your nominee goes above and beyond to support the We Care Values and make Covenant a great place to work. Each month, two Cool Star Nominees and one Cool Star Spotter will be randomly drawn and awarded with a $25 Kroger gift card. If you have any questions about the Cool Stars program, please call C2 at 583.2273.

COVENANT CONNECTIONS

If you were born at St. Luke's, Saginaw General or Covenant HealthCare, you are a Covenant Kid! From now until the Covenant Kids Telethon Saturday April 22, we will be collecting photos of Covenant Kids from every generation, and Covenant Kid supporters! Use the hashtag #CovenantKidsMI or #IamCovenantKid and post images to the Covenant Kids Facebook page (Facebook.com/CovenantKidsMI), and we’ll use your photos on WNEM TV5 News during the Telethon. Employees can participate in the “I Am a Covenant Kid” photoshoot on:

- **Tuesday, March 28**
  - Cooper Café • 11:00 am to 12:15 pm
- **Friday, March 31**
  - Harrison Café • 11:00 am to 12:15 pm,
- **Tuesday, April 4**
  - Michigan Café • 11:30 am to 12:30 pm

FREE BREAST CANCER SCREENINGS NOW YEAR-ROUND

Free breast cancer screenings are now available by appointment year-round at the Covenant Breast Health Center, 5400 Mackinaw, Saginaw. The Breast Health program, in collaboration with the Michigan Breast and Cervical Cancer Control Navigation program is providing this important resource of a breast cancer screening with a digital mammogram for patients who meet the following requirements:

- Age 40 or over
- Uninsured
- A Saginaw, Bay, Huron, Sanilac, St. Claire or Tuscola County resident
- Have not had a mammogram in the past 12 months

Eligibility is based on household income. Patients must sign up in advance. For more information or to make an appointment, please call our Breast Health Nurse Navigators at ext. 3.5154 or 3.5263.

C2 “CREATE YOUR OWN GETAWAY RAFFLE” TICKETS ON SALE NOW

C2 is working with United Way to bring you the 2017 Create Your Own Getaway raffle. Purchase your raffle tickets from the Cooper or Harrison C2 desk for your chance to win three nights’ accommodations at winner’s choice of Marriott Hotel (anywhere in the 48 contiguous United States) and coach-class, round-trip airline tickets for two people to/from the airport closest to the Marriott Hotel location. Tickets are $10 each, payable by cash or check made payable to United Way of Saginaw County. Only 1,200 tickets were printed this year so act fast for your chance to win! The winner will be drawn at the Annual Meeting on May 2, 2017. Please contact C2 at 3.2273 if you would like to make a purchase from a different campus/ location.

SAVE THE DATE:
- **April 16** – National Healthcare Decisions Day

FOUNDATION EVENTS:
- **April 22** – Covenant Kids Telethon
- **April 23-29** – Volunteer Week
- **April 30** – Go the Extra Mile for Covenant Kids Race
- **August 10 & 11** – Red Carpet Events