



EXTRAORDINARY HEALTHCARE FOR EVERY GENERATION

ANNUAL REPORT • CALENDAR YEAR 2019


COVENANT
HealthCare



EXTRAORDINARY CARE BUILDS HEALTHIER COMMUNITIES



FROM YOUNGEST TO OLDEST, FROM HEAD TO TOE

From moms-to-be to babies to great-grandfathers, Covenant HealthCare is the one health system in the Great Lakes Bay Region delivering extraordinary care across generations and specialties. Patients can trust Covenant with health needs for their entire family. We offer a broad spectrum of services ranging from high-risk obstetrics, neonatal and pediatric intensive care, to acute care including a Level II Adult and Pediatric Trauma Center, cardiology, oncology, orthopaedics, robotic surgery, stroke care and more.

But as a non-profit, our extraordinary care goes beyond outstanding medical services. It's our compassionate and caring team that makes the difference; their support means patients have someone by their side from diagnosis to recovery. We go above and beyond for our patients every day. And that extraordinary commitment extends to the communities we serve. Because by working together for a healthier community, we can build a better tomorrow for generations to come.

Here is why more families across the region prefer Covenant HealthCare.

GREATER ACCESS TO CARE

- More than 600 caring physicians on our medical staff
- 643 licensed inpatient beds to serve the needs of communities throughout 20 counties in northeast and central Michigan
- More than 20 inpatient and outpatient facilities
- Support to critical access hospitals in Michigan's Thumb region

EXPERIENCE

- Nearly 350,000 patient interactions with our primary care and specialty providers annually
- Nearly 94,000 Trauma/Emergency Care Center visits annually
- More than 108,000 MedExpress visits annually
- Nearly 3,500 babies born annually

COMMUNITY IMPACT

- Largest healthcare employer in the Great Lakes Bay Region with more than 4,600 employees and 476 volunteers
- Representation on well over 100 community boards, committees, councils and foundations



*Members from across Covenant Patient and Family Advisory Councils.
There are currently a total of 5 councils made up of dedicated volunteers.
Right: Tammy gives back as a member of the Covenant PFAC.*

EXTRAORDINARY PATIENT CARE BEGINS WITH PATIENTS



Key projects the councils have participated in are: development of patient-centered communication boards, selecting patient furniture such as beds and chairs, and trialing innovative technology for potential use by Covenant patients.

WHAT MATTERS MOST IS WHAT MATTERS TO YOU

Driven by our dedication to providing extraordinary care, we place patients at the center of everything we do. Covenant empowers patients daily by giving them a say in decision making about care and treatment, by respecting individual patient needs, and by welcoming questions and concerns.

We also actively listen to our patients and invite them to join one of the Covenant Patient and Family Advisory Councils (PFACs).

Our vision for our PFACs is that the voice of patients and families will be heard in all decisions made about patient care. Everyone serving is a volunteer who willingly provides his or her voice to help Covenant:

- Identify opportunities for improvement
- Enhance patient and family-centered care
- Pursue clinical excellence and value of care
- See all patients as people

Tammy, a preschool teacher who volunteers on the Covenant Cancer Care PFAC, says, “My experience as a cancer patient at Covenant was amazing. Despite no family history of breast cancer and a normal mammogram, I was diagnosed with stage II invasive lobular carcinoma. After having an active voice in my care – which included the automated whole breast ultrasound that helped save my life – I am a breast cancer survivor. I saw the Cancer Care PFAC as a perfect avenue to make an impact on fellow patients and the cancer care team that gave me extraordinary care.”

The rewards of participating in a PFAC are many – from developing new friendships to making an impact on Covenant patient care. PFACs are comprised of former patients, family members and caregivers of former patients, Covenant HealthCare leadership, and staff.

Together, we can positively impact care for generations to come.

To become a member of a Covenant PFAC, please contact our Patient Experience Administrator at 989.583.7491 or pfac@chs-mi.com, or go online to www.covenanthealthcare.com/pfac.

Daniel J. Wechter, MD



CARE CLOSE UP

EXTRAORDINARY PHYSICIANS

Annually, the Covenant Medical Staff selects a provider to receive its Distinguished Physician of the Year Award. This award recognizes individuals who have characterized him/herself as making significant contributions to the medical profession, community, and Covenant HealthCare.

In addition, the Covenant Medical Staff Officers group – comprised of current medical staff officers and active past chief of staffs - choose an individual to receive the Medical Staff Officers Achievement Award. This award is given as circumstances present to those who embody and inspire extraordinary healthcare achievements at Covenant and in the Great Lakes Bay Region medical community.

The below awards were presented during the 2018 and 2019 Covenant Active Staff holiday meetings.

2018: *Distinguished Physician of the Year*: **Robert M. McNier, MD**
Medical Staff Officers Achievement Award: **Daniel J. Wechter, MD**

2019: *Distinguished Physician of the Year*: **John M. Kosanovich**
Medical Staff Officers Achievement Award: **Roger N. Kahn, MD**

Congratulations to, Dr. McNier, Dr. Wechter, Dr. Kosanovich and Dr. Kahn, for your outstanding achievements. Your patients, colleagues and staff thank you for your commitment to community and medicine.



John M. Kosanovich



Roger N. Kahn, MD



Robert M. McNier, MD



Nicholas Seliskar, RN
Caring Practice: Nursing Award



Nathan Bishop, RN
Caring Practice: Nursing Award



Melissa Duchene, RN
Nursing Leadership & Mentoring:
Nursing Award



Nicholas Greenwood, RN
Caring Practice: Nursing Award



Lauren Holsapple, RN
Caring Practice: Nursing Award



Jeanne Lupcke, RN
Nursing Leadership & Mentoring:
Nursing Award



Neema Matungwa, LPN
Caring Practice: Nursing Award

2019 NURSING EXCELLENCE AWARD WINNERS



EXTRAORDINARY NURSES

Great care relies upon a personal connection between people. While advancements in technologies allow people to more efficiently share information, we simply cannot substitute the healing power of touch and face-to-face interaction. Each of our employees has one focus — the patient. At the forefront of that focus are the clinicians at the patients' side offering a warm smile and healing touch.

Nurses make up more than one third of our staff. Each and every day, nurses at Covenant deliver extraordinary care to the patients and families we serve. They are at the bedside providing reassurance and care for patients and their loved ones. Often, they are the constant face of the entire team.

Covenant is pleased to salute the 2019 Nursing Excellence Award winners for their unwavering compassion and commitment to service. Selected by their peers out of a field of deserving nominees, these award winners consistently demonstrate Covenant values to coworkers and patients alike.

We applaud each of our nurses and thank them for their dedication to patients.



WINNING SPORTS MEDICINE CARE

- Team of 10 sports medicine physicians
- “On call” after-hours sports injury care for high school, collegiate and recreational athletes
- Expedited referral to specialists if needed
- Sports injury care including minimally invasive techniques for joint stabilization
- Rehabilitation and fitness information
- Injury prevention
- Consultation over the phone or in person (available by appointment)

EXTRAORDINARY ACCESS TO SPORTS MEDICINE CARE



**ONE CALL 24/7/365
FOR IMMEDIATE
MEDICAL ADVICE:
989.583.7778**

HOTLINE FOR INJURED ATHLETES

When an athlete has an injury at a practice or game, what are the most important next steps? If a middle-aged man or woman suffers a fall during a weekend run on the rail trail, should they go to the emergency room?

A new sports medicine hotline gives athletes of every age and ability immediate access to extraordinary sports medicine experts at Covenant. One call to 989.583.7778 allows coaches, trainers, parents and athletes to get medical advice at the time of injury along with guidance for next steps, whether that is a trip to the emergency room, urgent care, ice and rest, or an appointment to see a sports medicine expert the next day.

The hotline is just one service provided by an extraordinary team of 10 physicians.

“It’s very important to get early access to medical care,” says Dr. Michael Wolohan, a member of the Covenant Sports Medicine team. “At Covenant, we offer immediate access to care for injured athletes to diagnose and

treat their injuries and also to help with rehabilitation so they can hopefully have a speedy return to their sport of choice.” An added bonus, he explains, is the time and cost savings patients experience with fewer visits – especially unnecessary trips to the emergency room.

From elite competitors to weekend warriors – and even workers with physically demanding jobs, “athletes” want to perform at their best with minimal time away from the activities or work they love. Treating these athletes requires a strong focus on diagnosing and managing musculoskeletal conditions. The Covenant team provides comprehensive care for a wide variety of conditions including:

- Acute injuries
- Overuse injuries
- Concussion
- Exercise-induced asthma
- Heat illness

- Exercise prescription
- Injury prevention
- Return to play decisions
- Treatment of special populations, such as the elderly with arthritic conditions
- Diagnostic musculoskeletal ultrasound and ultrasound-guided procedures and injections

The majority of sport-related injuries or issues do not require surgery. Therefore, a sports medicine physician can manage most musculoskeletal issues through minor office-based procedures such as injection therapy. When needed, they will expedite the process of referring patients to an orthopaedic surgeon and/or physical therapist.

“It is such a gratifying experience to help people in this area of medicine,” says Dr. Jeffrey Osborne, another member of the sports medicine team. “Injuries prevent athletes from doing the things they love...their hobbies, their passions. We help get them back to doing what they love to do.”

OTHER AWARDS / CERTIFICATIONS / RECOGNITION:

- American College of Radiology (ACR) Breast Imaging Center of Excellence
- American Heart Association/American Stroke Association–Get with The Guidelines® - Stroke Gold Plus and Target Stroke Honor Roll Elite Plus
- Blue Cross Blue Shield – Approved Autism Evaluation Center (AAEC)
- Blue Distinction Centers+ for Bariatric Surgery by Blue Cross Blue Shield
- Blue Distinction Center+ for Cardiac Care by Blue Cross Blue Shield
- Blue Distinction Center+ for Maternity Care by Blue Cross Blue Shield
- 2019 Economic Alliance for Michigan (EAM) Hospital Patient Safety Improvement Award
- 2019 Forbes Best Mid-Size Employer; #1 in Healthcare in Michigan
- 2019 Governor’s Award of Excellence – Effective Reporting and Measurement: Outpatient Quality Reporting Acute Care Hospitals
- 2019 Governor’s Award of Excellence – Effective Reporting and Measurement: Hospital Value-Based Purchasing Acute Care Hospitals
- The Leap Frog Group “A” Grade for Safety
- The Leap Frog Group Top Teaching Hospital
- MD Anderson Cancer Network® Certified Member
- Press Ganey 2019 Team of the Year – Covenant Emergency Care Center
- United Way Lloyd J. Yeo Community Involvement Award
- US News & World Report – “Best Nursing Home” 2019-20
- US News & World Report – High Performing Hospital for CHF and COPD

* In addition, nearly all Covenant Primary Care offices are designated Patient Centered Medical Home (PCMH), seven are also designated Comprehensive Primary Care Plus (CPC+). The majority of Covenant specialty practices are designated PCMH-N.



Extraordinary care for every generation.



OUR PATIENTS



Covenant HealthCare

1447 North Harrison
Saginaw, MI 48602

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FOR MORE INFORMATION, CALL

989.583.0000

ONLINE ANYTIME

- covenanthealthcare.com
- facebook.com/CovenantHealthCare
- twitter.com/CovenantSaginaw
- youtube.com/CovenantHealthCare

FACE TO FACE

As always, we are available in person at more than 20 facilities across the Great Lakes Bay Region and beyond.

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