Bringing Pediatric Choice to Grand Haven
Practice emphasizes parental engagement
Parents: It’s Your Choice
New NOCHS Pediatric Practice Emphasizes Parental Engagement

We are thrilled to announce that North Ottawa Medical Group is expanding to include a new pediatric practice. Here’s the best part: not only are our new providers phenomenally qualified, they are also both passionate about listening to and collaborating with families in their healthcare decisions.

Cynthia DeMeester, MD, PhD is coming back home. She grew up in West Michigan, and recalls spending time every summer on the Grand Haven shore. “I’ve been gone for 30 years, and this is a true homecoming for me,” she says. “I don’t want to be that ‘helicopter doc’ who flies in from somewhere else and then goes home. I want to live in and contribute to a community. I’ve been trying to find a place where I can do that for a long time, and Grand Haven is perfect!”

Karly Hiser, our new nurse practitioner, is equally excited about returning to this community. “I grew up in Grand Rapids and I love it,” she says.
“My family enjoys exploring the area as we hike and play in the beautiful parks. We are thrilled to be coming back.”

Both of these providers share a firm commitment to parental choice and involvement. “It’s hard to find a provider who will listen to parents’ concerns and address them holistically,” Karly notes. Dr. DeMeester is quick to agree. “My philosophy is very simple. I want to help parents raise healthy, happy children. There are a lot of ways to do that, and parents should be free to make their own choices for their children.”

They also both share a holistic approach to medicine. In order for children to thrive, you have to look at the whole person, not just their physical health. Dr. DeMeester realized early on that most pediatricians don’t receive formal education in parenting or pediatric mental health. She spent years studying and analyzing these areas of interest in order to provide more information to parents. Karly has also spent time studying developmental milestones of children from birth to adolescence. She loves working with families and children to use that knowledge in navigating challenges. Dr. DeMeester also encourages parents to consider the full breadth of treatments that may be available for a particular condition. “I practice holistic medicine,” she says. “Western medicine plays a significant role in how I care for children, but sometimes it’s not enough. For example, I think nutrition is critically important. I have also found that chiropractors and osteopaths can help fix problems that I was not able to fully solve. My strength is diagnosis and presenting options to parents in a judgment-free environment. Then we help implement their decisions.”

The new pediatric practice opened in March, and will continue to grow in order to meet the needs of our community. We also look forward to meeting new parents as our pediatric staff starts working in the NOCHS Family Birthing Unit to welcome newborns. This exciting step is the first of many that we are taking to ensure children on the lakeshore have the best possible pediatric care.
You’ve tried a weight loss program and/or exercise without the success you were hoping to have. You’re not a candidate for bariatric surgery. Now there is a new option!

Introducing the ORBERA® balloon from NOCHS Bariatric Clinic. We are pleased to offer this non-surgical weight loss option that has been growing in popularity during the past two decades. It is FDA approved, and more than 220,000 of them have been placed in the United States.

How does it work? The balloon is inserted into the stomach while the patient is under light sedation. Then the balloon is filled with saline. Since the stomach feels full, patients are not as hungry and they eat less. After six months, the balloon is removed.

As with any weight loss program, diet and exercise are critical elements of success. “We highly recommend that our patients take advantage of our medical weight loss program as well,” says Stacy Suarez, Medical Weight Loss Coordinator of the NOCHS Bariatric Clinic. “Our dietitians and exercise physiologists can provide patients with the support and education they need to start making better choices. Once the balloon is removed, the goal is to have changed old behavior patterns to ensure the weight stays off.”

Who is a candidate for this procedure? ORBERA® is right for people who have struggled to lose weight with diet and exercise alone, but who are not candidates for bariatric surgery. “If you’re looking to lose 40–50 pounds this might be a good option for you,” says Stacy. “We are offering the ORBERA® balloon because it provides patients another choice in addition to medical and surgical weight loss. This option is designed to help patients lose enough weight to relieve joint pain, re-energize their efforts around diet and exercise, and improve their overall health.”

If you have questions about weight loss options, contact the NOCHS Bariatric Clinic at 616.847.5489.
There’s a role for pharmaceuticals in managing complex diseases. But that’s not the only way to impact diabetes, high blood pressure, high cholesterol, and more. We know that diet and exercise are critical components of a healthy lifestyle. We also know that fresh, healthy food can be expensive. That’s why NOCHS has teamed up with the Ottawa County Health Department and the local Chamber to help people access fresh produce through Prescription for Health.

“Diet and exercise are the most important elements of controlling medical issues like diabetes or heart disease,” says Dr. Kyle Kramer, of North Ottawa Medical Group’s Family Medicine office. “I have seen patients control these diseases using only diet and exercise. Conversely, I have seen people on five medications whose disease is out of control because they don’t change their eating habits. However, the expense of changing their habits can deter some people from truly getting better.”

Prescription for Health is a way to help people with lower income get fresh produce from the Spring Lake and Grand Haven Farmers Markets, which are run by the Chamber of Commerce. “We refer patients to the program, and so does Love in Action,” continues Dr. Kramer. “People who sign up receive vouchers for fresh produce throughout the farmers market season. The best part is that NOCHS has staff at the markets who can answer questions, provide recipes, and help patients make the most of their dollars.”

NOCHS also provides education and follow up to patients in the program, as well as to the general public. Look for NOCHS’ Farmers Market Education Station in both Grand Haven and Spring Lake this summer. “This summer we will once again welcome Chef Ellen Vonesh to show us How to Hide Your Veggies,” says Mishelle Bakewell, Community Outreach Liaison. “We also hand out recipes, and talk with people about how to incorporate more fruits and vegetables into their diets.”

Visit the Farmers Market this summer. You’ll find great local produce, friendly farmers, and lots of helpful information. “Any small change is worthwhile,” says Dr. Kramer. “Set small goals for yourself, and then keep achieving them. Everyone benefits from better diet and more exercise.”

Visit our Farmers Market Education Station from 9:30–11:30 am on the following dates:

- **June 21 (Grand Haven) & 22 (Spring Lake): “Juicing!”**
  Is it really healthy and can you get the same benefits as you would from the fruit or vegetable? Juicing can be a great way to get vitamins and anti-oxidants, in moderation. Join us for a shot and try it for yourself!

- **July 13 (Spring Lake): “All the Ways to Prepare Your Veggies”**
  Spiralized or cubed, roasted or raw, find a new way to prepare your favorites!

- **July 27 (Spring Lake): “Kids Day Fun!”**
  The Spring Lake market is hosting a morning filled with fun and we are excited to be a part of it!

- **August 16 (Grand Haven) & 17 (Spring Lake): “Hiding Your Veggies”**
  Are you a picky eater, or do you have one in your house? Discover ways to hide veggies in some of your favorite dishes for extra health benefits.
Speaker Series

We offer a variety of interesting seminars on relevant, practical topics. All of these sessions are free and open to the community. We hope to see you soon!

All seminars will be held at the NOCHS Community Room
South Beacon Plaza
1061 S. Beacon Boulevard
(Use Four Pointes entrance)
Questions? Call us at 616.847.5348.

PAIN SCIENCE SERIES: NON-OPIOID TREATMENT, PART 1
Monday, June 12, 6:00 pm

Overuse of opioids in the United States is well known. In fact, it is at an epidemic level. Come to this two-part series to learn new information about shutting off the alarm center that creates our sensation of pain. Part 1, featuring Ben Wiersma, DPT and Tyler Finch, DPT, focuses on understanding the science of pain.

PAIN SCIENCE SERIES: NON-OPIOID TREATMENT, PART II
Monday, June 19, 6:00 pm

The second of the two-part series presented by Ben Wiersma, DPT, and Tyler Finch, DPT, focuses on non-pharmacological treatment strategies using cutting-edge pain science information. Guaranteed to surprise and encourage those with chronic pain to explore new options.

TREAT YOUR OWN BACK
Monday, July 24, 6:00 pm

Tired of a chronic aching back? There are many theories about what works best, and no two spines are exactly the same. Come and listen to Drs. Tom Trumbull and Eric Bastian from Generation Care talk about the McKenzie approach to managing your own back pain. You will learn proven strategies for successful, non-surgical management.

RUNSTRONG: STRATEGIES FOR SUCCESSFUL LONG RUNS
Tuesday, May 2, 6:00 pm

An avid and accomplished runner, Scott McKeel, PT, DPT, will discuss training and cumulative trauma prevention strategies for long distance running. He will share secrets of his very successful “RunSTRONG” program, and has tips for any level of runner to improve performance and fun while running.

COMMON HAND INJURIES
Tuesday, May 9, 6:00 pm

The hand is an intricate part of the anatomy. It has many bones, joints, muscles and tendons that we use every day without thinking about it. If you are experiencing problems with your hands, join us as Dr. Baszler of GHB&J will discuss common hand injuries such as trigger finger, arthritis, cyst removal, carpal tunnel, and more. He will discuss ways to avoid injuries, and various treatment options for common problems.
ERGONOMICS IN YOUR DAILY LIFE: PROTECT YOURSELF  
Monday, September 18, 6:00 pm

We move within our environments every day. Come and learn about little changes for home and work that will make a BIG difference in the cumulative strain and stress on your joints. Stephanie Osborn, DPT, OCS, CEAS is a certified ergonomic assessment specialist and physical therapist.

HEMNAS, THE DAVINCI® ROBOT & A HERNIA SCREEN!  
Tuesday, April 18, 6:00 pm

If you have a hernia, or think you may have one, this event is for you. Hernia repairs used to involve an open surgery and weeks of downtime. Now, thanks to robotic surgery, hospital stays are shorter, there is less scarring and you are back on your feet with less downtime. North Ottawa Medical Group’s Dr. Zachary Horton will discuss hernias and the methods of treating them. He will also offer a private hernia screening immediately after his presentation.

OH, MY ACHING KNEE!  
Monday, April 24, 6:00 pm

If nagging knee pain is slowing you down, you will get some answers from Dr. Dirk Bakker from Grand Haven Bone & Joint on treatment options. He will be discussing both surgical and non-surgical options, as well as partial knee replacement and total knee replacements. Find out what your next steps might be through this informative session.

SUCCESSFUL STROKE SURVIVORSHIP: THE LONG TERM PLAN  
Monday, May 15, 6:00 pm

Dr. Warsinske, PT, DPT, is a neuro-developmental specialist and physical therapist. He will discuss the long road to recovery, as well as the maintenance phases of neurological return to function and when to seek additional effective interventions.

GENDER HEALTH SERIES: POST-PARTUM PHYSICAL RECOVERY  
Tuesday, July 11, 6:00 pm

Now that the new baby is home, all you want is to feel normal again. Learn about the most effective ways to restore your energy and fitness level, recover bladder control, and much more! Dr. Katie Garcia, PT, DPT, PRPC is a certified pelvic floor physical therapist with clinical experience to share.

Health and Wellbeing

WOMEN’S HEALTH – FAMILY PLANNING IN 2017  
Tuesday, April 25, 6:00 pm

You have many options and considerations for planning a family. North Ottawa Medical Group’s Melissa Kushlak, DO, will be discussing the many available options for birth control on the market. She will also share helpful tips for how stop your birth control and plan for pregnancy.

LET’S GET ORGANIZED, PART 1  
Monday, May 1, 6:00 pm

Do you have all of your important legal documents and information organized for your loved ones? It’s a tough thing to think about, but this is such an important step to take. Join us as Anna Urick Duggins, Attorney and Elder Law Specialist, leads this workshop on how and what to organize for you and your loved ones. She will provide step-by-step information and a checklist for your “homework.” This class concludes on May 22, where you will put it all together in an organized binder.

LET’S GET ORGANIZED, PART 2  
Monday, May 22, 6:00 pm

Now that you have had a couple of weeks to find all of your important life documents, tonight we will put it all together in an organized binder with Anna Urick Duggins and her experienced team of Elder Law Specialists. You have no idea how beneficial this will be to you and your loved ones when a life event happens and you have to make quick decisions while grieving the loss of a loved one. Be ready ahead of time, and spare yourself and your family legal costs and confusion.

MAINTAIN YOUR BRAIN – COGNITIVE HEALTH  
Tuesday, May 30, 6:00 pm

Michelle Davis, MA, CCC-SLP, is a cognitive care expert and speech pathologist. She will explore and discuss normal memory and executive function, red flags for dementia, and strategies to keep your brain sharp.
It’s easy for patients to get annoyed in a doctor’s office. You wait weeks to get in, and then you get ten minutes with a doctor. If there’s follow up, you’re on your own. Good luck…see you next year!

That model of assembly-line medicine reflects how insurers pay: by the visit, and by the task. That model makes patients crazy, and frustrates health care providers, too. No one wants to work this way. Yet everyone has been forced into this model because it’s the only way to be reimbursed by insurance companies.

That’s why North Ottawa Medical Group chose to apply for a new type of reimbursement program, called Comprehensive Primary Care Plus (or CPC+). It is the outgrowth of a Medicare (government program for the aging population) pilot program, but benefits all patients within the medical group—not just the aging.

What does that mean? Let’s say you’ve got some rather complicated medical conditions, like diabetes and high blood pressure. Your doctor says you need regular glucose tests and blood pressure checks. You’ve also been advised to change your diet and work in a little exercise.

In a traditional care setting, you would get a piece of paper telling you what to do. But in our practice, thanks to CPC+, we have redesigned our care system. Now you’ll have a care manager, who can help make sure you follow up on your to-do list and help you get any other appointments or information you need. That care
manager might call in a pharmacist to help answer questions about your medications, and maybe even set up an appointment with a dietician.

In other words, you have a team of people helping you manage your health. You’re no longer responsible to “go it alone.”

“When we applied for CPC+, we knew we would have to change everything about our infrastructure,” says Connie Gnegy, Executive Director of Physician Practices at NOCHS. “We’re accepting lower fees for visits in exchange for incentives for providing the highest quality of care and service. We’re using those incentive dollars to provide the ‘extras’ patients need. Our physicians are thrilled about it, because this new system will allow them to practice medicine the way they want to do it… with their focus squarely on patient outcomes.”

CPC+ is not an automatic designation. Physician practices must apply, and be chosen by the Center for Medicaid/Medicare Services. North Ottawa Medical Group is the only practice in Grand Haven or Spring Lake to have successfully made this switch and one of less than 3,000 practices across the country to have done so.

“We are transforming medicine,” Connie states emphatically. “Our patients and our doctors are going to have a radically different and better experience. It will benefit the community for years to come.”

So what are the benefits of CPC+ to our lakeshore community?

- **We want Medicare patients!**
  Most physician practices will only accept a limited number of Medicare patients because the reimbursements do not cover costs. Now that we’ve redesigned our infrastructure, we are able to see more Medicare patients.

- **We’re attracting doctors.**
  Doctors prefer to practice medicine this way, and they are excited to join a group that is structured to achieve better patient outcomes. That means we can serve more patients right here, the right way, close to home.

- **Better outcomes for all patients.**
  We designed this system in response to Medicare, but all of our family and internal medicine patients will benefit.

Welcome Our New Providers.

Stanley Haegert, MD
Family Medicine

Marcela Novakosky, MD
Internal Medicine

North Ottawa Medical Group

If you are looking for a primary care physician, call us to get patient-centered, comprehensive care.

Internal Medicine: 616.844.4701
Family Medicine: 616.846.2640
You can probably remember the first recorded music you ever bought, or your favorite song from a high school dance. Maybe your wedding music holds a special place in your heart, or you hum along to your favorite show tunes whenever you hear them.

Music plays a big role in our lives. Now Hospice of North Ottawa Community is pleased to bring music to the end of life through a new hospice music therapy program.

“Music helps relieve distress,” says Lisa Ziemelis, music therapist. “When patients are experiencing pain, anxiety, breathing difficulties or emotional struggles, music can have a calming effect. I see people’s moods change, and they visibly relax. I also love how music brings families together as they share memories. Music brings joy, even if only for the moment.”

Music is a wonderfully flexible medium for expressing thoughts and emotions, regardless of whether a person has any personal musical experience or not. “Sometimes I play songs and we discuss the lyrics,” continues Lisa. “Sometimes I just play something calming on my guitar or a keyboard, so the patient can relax. At other times, the patient will help create a legacy recording of their favorite music and/or poetry readings. This is an especially treasured memory for families after their loved one is gone.” The therapy is flexible, based on the patient’s life and desires.

Research has shown that music therapy is an effective treatment for pain and anxiety management. In some cases, patients can even reduce their reliance on some medications because music provides equal relief.

This pilot program was made possible through the generous support of Hospice donors. We sincerely thank the people who gave to make the music therapy program a reality for our hospice patients.

Hospice care is about comfort and reassurance at the end of life. If you are interested in what music therapy could do for your loved one, please call 616.846.2015.

“When patients are experiencing pain, anxiety, breathing difficulties or emotional struggles, music can have a calming effect. Music brings joy, even if only for the moment.”
Helpful Tips for Parents
to teach their kids about emergencies

NOCHS EMS has four ambulances with 25 full- and part-time paramedics to serve this community 24/7. Between them and our new ER, you are well-covered!

Adults know that ambulance lights and sirens usually mean an emergency of some sort. However, we also understand that the ambulance is on its way to help.

For kids, emergency vehicles can be much more scary. From a child’s perspective, they’re huge, and loud, and they have lots of frightening lights. While we hope an emergency situation never happens, they do. So it’s important for kids to get past their fear, and understand how to interact with ambulances and EMS staff.

“It’s very common for us to get 911 calls from kids, or to find kids at home when we respond to a call,” says Tom Stanley, director of NOCHS EMS in Grand Haven. “Parents can help their kids feel less afraid and more confident by teaching them some basic facts about emergency medical services.”

Here’s what NOCHS EMS recommends.

**Emphasize help.** Any time you see or hear an ambulance, remind your kids “someone is on the way to help.”

**Explain the scary stuff.** The bright yellow coats, horns, and flashing lights intimidate kids. Explain that those are safety precautions so that other people see and hear paramedics (especially in the dark) and can get out of the way.

**Teach them about 911.** Explain that calling this number will bring immediate help if someone is unconscious, or bleeding badly, or unable to communicate. (And make sure they understand it’s only for emergencies!) Kids should also understand that an ambulance, fire truck or police car will come to the house quickly when they call 911, and they need to let people in to help.

**Discuss road etiquette.** When you pull over for a fire truck or ambulance, explain what you are doing and why. Help kids understand that they should always get out of the way, even if they are on bikes or walking, so that the responders can get where they are going quickly and safely.
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Convenient Service Locations

North Ottawa Community Hospital
- Inpatient and outpatient services
- Medical imaging
- Lab services
- North Ottawa Medical Group

Heartwood Lodge
- Skilled nursing
- Rehab
- Hospice residence

Mill Point Health Center
- Primary care
- X-Ray
- Lab services
- Physical therapy

South Beacon Plaza
- Urgent Care
- Physical Therapy
- North Ottawa Home Care
- Hospice of North Ottawa Community
- Diabetes & Community Education

Stanton Crossings
- Lab services

North Ottawa Community Hospital
1309 Sheldon Road
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