



North Ottawa Community
Health System

in the
community

Spring 2018 Newsletter

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Comforting with Kindness

The Faithful Service of NOCHS Auxiliary Makes all the Difference



If a friend told you about a place where, “More than 300 people donate a staggering 25,000 hours per year to bring joy and comfort to their neighbors,” what would you envision?

You might think about a mission, or a soup kitchen or some other social service. However, the place your friend would be describing is North Ottawa Community Health System!

The hospital was built in 1919. And in that same year, community volunteers came together as the North Ottawa Hospital Auxiliary to help the hospital fulfill its mission.

Ninety-nine years later, the Auxiliary is still a powerhouse of community engagement. “We are members of the community who care for the community,” says Jackie Thoroughman, President of the Auxiliary. “The tradition of caring, fundraising and volunteering is nothing short of amazing.”

What kinds of things do Auxiliary members do?

- Provide gift bags to more than 350 new moms and babies each year
- Sew cozy blankets to comfort hospice patients during the holidays
- Provide smiling faces and helping hands throughout the hospital, North Ottawa Care Center and the Hospice Residence at Heartwood Lodge
- Lovingly craft 350 fuzzy bunnies each year for young patients
- Run a rather renowned Gift Shop that attracts even non-patients
- Give approximately \$6,000 in medical education scholarships each year to local students studying healthcare
- Raise money to invest back in the healthcare system — \$70,000 in 2017 alone!

If you're not sure that things like bunnies, blankets and baby welcome kits make a lasting difference, then you really need to talk to someone who has experienced this kindness and generosity. A mom recently brought her two-year-old son for a procedure, and noted with joy, "The bunnies are still here! I remember getting one when I was a kid."

A Community Providing Comfort

During the last several years, pediatric dental surgery has become more frequent. And going to the hospital for dental care can be terrifying for a child.

An Auxiliary member came up with the idea of Tooth Fairy pillows. Each fanciful little white incisor features a beaming smile and cushy stuffing. A heart-shaped pocket on the back safely secures teeth for the "Tooth Fairy," while the pillow itself holds warm feelings of safety and love. "Having a cute pillow on the bed when a child arrives helps make the hospital more friendly for our young patients," says Dr. Darren Riopelle, owner of Little Smiles – Grand Haven, whose Pediatric Dentists perform complicated pediatric

procedures at NOCHS. "It's a surprise when patients arrive, and they know it will be there when they wake up. That human touch point means a lot to our patients... and their parents."

We Need Everyone!

The North Ottawa Hospital Auxiliary has a place for everyone, and needs volunteers to keep its traditions alive. "We want to provide that extra bit of comfort and warmth that comes from knowing people in the community care about you," continues Jackie. "There are so many ways to become involved! You can work on projects at home, or while you are traveling. We provide all the supplies, and we'll even pick up or drop off at your house. But we need committed people to help us preserve these meaningful community touch points."

Kristyn Ireland is the Manager of Volunteer Services and the Gift Shop. She notes, "We try to find just the right task for each person who wants to contribute. There's always a role for people who want to give of their time or abilities."



Get Involved!

Want to learn more about volunteering for your health system? You can complete a volunteer application online at www.noch.org, or stop by the front lobby to pick up a brochure. Kristyn also welcomes prospective volunteers to chat by calling (616) 847-5215 or emailing kireland@noch.org.

"Volunteering is the ultimate exercise in democracy. You vote in elections once a year, but when you volunteer, you vote every day about the kind of community you want to live in." (Author Unknown)

Meds Made Simple

See the Pharmacist
Right in Your Doctor's Office



Pharmaceuticals are extremely useful in treating illness. However, there can also be a lot of complications. Drug interactions, insurance coverage, and regular monitoring are just a few of the challenges that come along with medications.

North Ottawa Medical Group (NOMG) Internal Medicine now offers a solution. "We achieved the Comprehensive Primary Care Plus (CPC+) designation about a year ago," says Connie Gnegy, Executive Director of Physician Practices at NOCHS. "We're accepting lower fees for visits in exchange for incentives to provide the highest quality of care and service. We're using those incentive dollars to provide the 'extras' patients need. One of our more innovative services involves having a pharmacist integrated into our physician office for patient and provider consultations."

How does it work? Dr. Matthew Schoeck of NOMG Internal Medicine explains. "As patients get older, their medical needs can become more complex. Medications such as blood thinners and insulin must be carefully regulated to ensure that they are working properly. We have a pharmacist in our office several days each week. The pharmacist can work with the patient to evaluate all medications and make recommendations about what to eliminate or change. He or she can also review lab results and recommend dosage or medication changes. This is very helpful for patients and providers alike, allowing us real-time access to the pharmacist's expertise."

This is more than a feel-good service. It's about quality care. "We can measure the effectiveness of our work," continues Dr. Schoeck. "For example, we can look at a three-month average blood sugar for a patient. If it is well-controlled, then we are achieving the best outcome."

This relationship offers pharmacists a chance to get out from behind the counter and know patients in a different, more meaningful way. NOCHS pharmacist Samantha Johnson spends



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two half days each week at the Internal Medicine practice. "It has been great to interact with patients," she notes. "Being in the doctor's office also allows me to have frequent consultations with physicians to assist with medication management."

Samantha knows how important this service is to patients and their families. "Pharmacists are trained to look specifically at drug interactions, dosing and potential treatment duplications," she says. "It can be complicated. Sometimes there's a new medication, or we need to evaluate the options for a less expensive drug. Sometimes we need to pay close attention to

dosing in order to get the result we need. Post-surgical medications, or drugs for specific conditions such as diabetes, can also require careful evaluation and monitoring. I help the physicians with the complex work of evaluating the patient and his or her medications so that we get the best result."

"We are pioneers in this effort," says Connie. "Integrating a pharmacist into the physicians' office is very innovative. We believe that it is an important part of providing team-based care to our patients. It improves communication among all the people involved in patient care, and will help patients achieve better health outcomes."



If you are looking for a health care provider,
we invite you to call

NOMG Internal Medicine at (616) 844-4701.

Happy Anniversary Heartwood Lodge

Celebrating 10 Years of Essential Community Service

Many of us go to the sand dunes to find tranquility and peace. It's no small wonder, then, that North Ottawa Health System chose to nestle Heartwood Lodge among the grasses and hills of Spring Lake.

Heartwood Lodge is a lovely, serene-looking home for people who need intense rehabilitation care, memory care, assisted living, or residential hospice care. It can welcome 84 residential care and eight hospice residents at any point in time.

April 2018 marks the 10-year anniversary of this community jewel. More than 4,300 patients have called Heartwood Lodge home during the last decade. Some come for a short stay; others complete their life's journey there.

Since the opening in 2008, community needs have changed. Fortunately, the planning and design team made some very wise decisions back then. One of their best decisions was to lay out the building in separate wings. That layout provides maximum flexibility. We have already reaped the benefits of that flexibility to expand as

we transformed one wing from offices to short-term rehabilitation, and built another wing for residential hospice care.

Everything about Heartwood Lodge is designed to soothe and welcome. From the expansive windows and generous rooms, to the healing garden and rustling dune grasses, Heartwood Lodge is a place of comfort and joy for some of our most frail neighbors. It will continue to enrich this community for decades to come.

We are so grateful for this community's generosity in fulfilling the dream of a hospice residence. Many of the rooms and spaces bear the names of donors who stepped forward with their gifts to enrich our community. "Hospice residences are few and far between," says Dr. Stuart VanderHeide, Medical Director for Hospice and Palliative Care. "We are incredibly fortunate to have legacy-minded donors who cared enough to bring this dream to life." We also deeply appreciate continued donor support to maintain this lovely facility that is the last home for so many people.

If you are looking for residential, rehab or hospice residence care, contact Heartwood Lodge at (616) 842-0770.



“Joint” Effort Provides Big Rewards

Expanding Orthopedic Expertise at NOCHS

The adult human body has 206 bones. Those bones represent a lot of potential orthopedic challenges. When one of them goes bad, you need expert help.

That’s why NOCHS has teamed up with Orthopedic Associates of Muskegon (OAM) to provide a local portal to highly qualified experts. “You need a large geographic service area to provide comprehensive orthopedic care,” says Julie Greene, CEO of OAM. “That’s because a relatively small number of people in any community needs a spine or elbow specialist, for example. By serving a larger area, you have enough demand to keep a specialist busy.”

That could mean a lot of travel for patients in northern Ottawa County. So as part of our commitment to comprehensive care, NOCHS and OAM worked together to significantly expand onsite services in Grand Haven. “It’s important to have an independent orthopedic group serving the lakeshore,” continues Julie. “The OAM physicians go to multiple locations so that it is easier for patients to get care. This increases convenience for patients, giving them local help for virtually any orthopedic need.”



The following OAM providers have regular office hours in Grand Haven:

Dr. Bakker:

hip, knee, shoulder, upper and lower extremities

Dr. Baszler:

hip, knee, shoulder, upper and lower extremities

Dr. Dabrowski:

hip, knee, shoulder, upper and lower extremities

Dr. Eyke:

spine

Dr. Kapteyn:

physical medicine and rehab

Dr. King:

lower extremities

Dr. Shields:

shoulder, upper extremities

When Grand Haven Bone and Joint merged with OAM, we were able to leverage all 18 physicians and their expertise for NOCHS patients. Why does this matter?

- NOCHS patients may get same-day appointments in Grand Haven.
- Drs. Bakker, Baszler and Dabrowski (Grand Haven-based) are now MAKO® technology certified for robotic-assisted hip and knee replacements.
- OAM has fellowship-trained orthopedic surgeons on the lakeshore...providers who have significant additional training and expertise.
- NOCHS patients now have access to far more specialties in Grand Haven—so there’s no need to travel for care.
- OAM has an office-based orthopedic and sports medicine urgent care, which is more specialized and less expensive than the Emergency Room.

“The training, breadth and depth of services we offer to NOCHS patients is astounding for a community of this size,” Julie adds. “We have a lot of surgeons who are committed to serving the community.”

Ask your doctor for a referral if you need orthopedic care.



Breastfeeding: It's Not What You See on Pinterest!

Get the Facts From the Experts
at NOCHS' Family Birthing Unit

Any time you hear or read the words, "You should..." in connection with breastfeeding, we suggest you stop reading.

Why?

"The Pinterest mom is not real," says nurse and Lactation Consultant Becky Shanahan of North Ottawa's Family Birthing Unit. "You don't need to watch a clock and follow some complicated set of rules. Breastfeeding is a natural process. Unfortunately, the online rules and myths sometimes scare new moms. We have found that most of the time, mom knows exactly what is right for her baby. She just needs encouragement and support."

Becky, working with fellow nurse and Lactation Counselor Beth Curley, spends a lot of time with new moms. They offer personal consultations, either before or after birth, as well as support groups and classes. "If a mom is scared,

MYTHS that discourage breastfeeding:

- "I'll get more sleep if I bottle feed." False. It's been studied...mom gets more sleep with breastfeeding.
- "I can't go back to work if I'm going to breastfeed." Definitely not true. There are ways to make this work, pumping being one of the most successful.
- "My mom/aunt/sister couldn't breastfeed, so I won't be able to do it either." This is a flat-out myth. Breastfeeding success is not a hereditary trait.

or uncertain, or experiencing difficulties, we want her to call us," Becky says. "It doesn't matter if she gave birth here at NOCHS or somewhere else. We're here for anyone who needs us."

Becky and Beth agree that a lot of myths scare new moms away from breastfeeding.

"Breastfeeding is a healthy, natural and rewarding way to nourish and bond with your baby," Becky notes. "It should be a blissful and happy experience for both mom and baby. Please give us a call if you are nervous, uncertain, or having difficulties. We are here to help!"

Get help 24/7 by calling the Family Birthing Unit at (616) 847-5337. Or, feel free to send an email to breastfeeding@noch.org to start a dialogue with Becky or Beth.



Find Your Fit

Ongoing Support Groups and Seminars

ONGOING MONTHLY SEMINARS

WEIGHT LOSS

NOCHS offers surgical and non-surgical weight loss options. Call (616) 847-5489 to learn more about our free monthly seminars or to determine what weight loss option is best for you. You can also download the free app by searching NOCH Bariatric Clinic in the Apple or Google Play app stores.

JOINT REPLACEMENT

Join our Orthopedic Coordinator to learn about the joint replacement process, including pre- and post-operative care. Call (616) 847-5309 for dates.

SUPPORT GROUPS

BARIATRIC SURGICAL SUPPORT GROUP

Bariatric patients are encouraged to attend preoperatively as they explore their weight loss options and prepare for surgery, and postoperatively for continued support, regardless of where surgery was performed. For questions and times, call (616) 847-5489.

BREASTFEEDING SUPPORT GROUP

This group provides continuing support for mothers and their breastfed babies. For questions and meeting times, call (616) 847-5512.

LIFE AFTER LOSS

Hospice of North Ottawa Community offers an ongoing grief support group that is open to all community members who are dealing with a death-related loss. This group is facilitated by a hospice bereavement counselor. Contact a bereavement counselor prior to attending by calling (616) 846-2015.

LUNCH BUNCH

Hospice of North Ottawa Community offers the opportunity to share a meal and conversation with others who have lost someone special. For a schedule, call (616) 846-2015. Reservations are not required.

POSTPARTUM ADJUSTMENT GROUP

You're not alone if you experience any of these things after childbirth: lack of sleep, feeling overwhelmed,

feeling isolated or alone, increased anxiety, difficulty finding a balance at home, feelings of guilt or sadness. NOCHS' Obstetric Nurses and the Pine Rest Clinic staff can help. For days and meeting times, call (616) 847-5512.

CHILDBIRTH & FAMILY CLASSES

To obtain a class schedule or to register, call (616) 847-5512.

CHILDBIRTH PREPARATION CLASSES

Our class is recommended for expectant mothers and their support persons. Content includes labor and delivery, comfort measures, relaxation and breathing, role of the support person, cesarean birth, early infant care and postpartum care. A tour of the Family Birthing Unit is also included.

CHILDBIRTH REFRESHER CLASS

This class is great for those who have already gone through the initial preparation class and would like a refresher on the course.

BREASTFEEDING PREPARATION CLASS

This class helps mother and her support person learn about the art of breastfeeding. Registration is not required, but it is encouraged.

SIBLING CLASS

This one-hour class helps children prepare for the arrival of a new sibling. It is recommended for children three years or older. This class includes a visit to the Family Birthing Unit and Newborn Nursery.

CPR CLASSES

Call (616) 847-5671 to register.

BASIC LIFE SUPPORT (BLS) CERTIFICATION

This course is designed for professional rescuers who want to earn an initial healthcare provider certification or recertification. Students will have the opportunity for hands-on practice before completing skills testing and a written exam. The certification is valid for two years.

BABYSITTING 101

This class is open to girls and boys ages 12 and up who want to learn the important "how-tos" of babysitting.



Community Engagement

We offer a variety of ways for you to learn about and get involved in your own health, as well as that of the community. All our sessions are free and open to the public. We hope to see you soon!

All seminars will be held at the NOCHS Community Room
South Beacon Plaza *unless otherwise noted*.
1061 S. Beacon Boulevard, Grand Haven
(Use Four Pointes entrance)
**RSVP is encouraged. Please call (616) 847-5348
or visit nochgetbetter.com.**



Injury Prevention / Pain Management

OH MY ACHING NECK! **Monday, May 7, 6:00pm**

Join Jamie Morris, physical therapist and board certified Orthopedic Clinical Specialist, to learn what contributes to daily and occasional neck pain. Pick up tips for treating your own neck. Rid yourself of that pain in the neck for the last time!

Specific Conditions

MEMORY LOSS AND DEMENTIA: WHAT IS THE DIFFERENCE? **Wednesday, April 25, 6:00pm**

We often begin experiencing memory lapses as we age. Susan Thorpe from the Alzheimer's Association will be on hand to discuss the differences, provide some helpful tips and answer your questions.

MAKO® ROBOTIC HIP & KNEE REPLACEMENT **Tuesday, May 8, 6:00pm** **Monday, June 4, 6:00pm**

Join Dr. Rick Baszler of Grand Haven Bone and Joint to learn about MAKO® joint replacement. See if you are a candidate for the surgery, hear the benefits of robotic assisted surgery, and also learn about how this could be a treatment option for adults living with arthritis.

WOMEN'S HEALTH: URINARY INCONTINENCE AND PELVIC PROLAPSE **Wednesday, May 16, 1:00 pm** *Mercy Health Lakes Village, 6501 Prairie St, Norton Shores*

Hear how robotic surgery is fast becoming the gold standard for permanently correcting pelvic prolapse in the least invasive way possible. Presented by NOCHS' Medical Director, Samir Hamati, MD.

WOMEN'S HEALTH: URINARY INCONTINENCE AND PELVIC PROLAPSE

Wednesday, June 20, 6:00pm

Hear how robotic surgery is fast becoming the gold standard for permanently correcting pelvic prolapse in the least invasive way possible. Presented by NOCHS' Medical Director, Samir Hamati, MD.

POST BREAST RECONSTRUCTION RECOVERY

Tuesday, June 5, 6:00pm

Tracy Lee, MSPT, ORS, CES is a physical therapist with specific training and certifications in oncology rehabilitation and edema management. Topics she will include are reconstruction choices, what to expect after surgery and how physical therapy can play an important role in returning to previous activities.

Health and Wellbeing

POSITIVE AGING

Monday, April 30, 2018, 6:00pm

Join Holly Lookabaugh-Deur, PT, DSC, GCS, board certified geriatric clinical specialist and physical therapist to learn about the top physical indicators of healthy aging. Discover how to check your own metrics and find a simple starting point towards aging gracefully with maximum function for years to come. The information in this session is geared for adults age 55 and older.

TIPS TO MANAGE ANXIETY AND STRESS

Tuesday, May 15, 6:00pm

There are many things we can do in order to reduce feelings of anxiety and stress. Sarah Lewakowski, Limited License Psychologist and Executive Director of TCM Counseling, will provide easy-to-understand and easy-to-implement tools you can begin using right away.

PICKY EATERS: HOW TO MINIMIZE MEALTIME ISSUES IN CHILDREN

Monday, May 21, 6:00pm

A picky eater can take the joy out of any meal. Lauren Geers, MOTR/L is a sensory integration-focused pediatric occupational therapist with

a passion for helping kids expand their diet tolerance. Come and learn easy but specific strategies for successful (and less stressful) mealtimes.

MOTOR DEVELOPMENT: IS MY PRE-SCHOOLER ON TRACK?

Monday, June 11, 6:00pm

Jen Bastian, DPT, and Jackie Bradley, DPT, are pediatric physical therapists. If you have ever wondered if your little one is on track as far as motor skills, this is the place to find out. Learn more about normal motor development for 3–5 year olds and possible red flags for early intervention that will prevent problems for years to come!

HELPING YOUR CHILD BE RESILIENT TO BULLYING

Tuesday, June 12, 6:00pm

We can't change the behavior of other children, but we can help our own kids develop resilience in the face of bullying. Sarah Lewakowski, Limited License Psychologist and Executive Director of TCM Counseling, will provide tips to help your children increase confidence, self-esteem, and resiliency.

BLOOD DRIVE

Friday June 8, 10:00am-6:00pm

Friday September 14, 10:00am-6:00pm

NOCHS Multipurpose Room, 1309 Sheldon Rd. Grand Haven

You can save three lives every time you donate blood. The American Red Cross is in dire need of all types of blood, but especially the universal donor, O negative. Call (616) 847-5218 to register or visit nochgetbetter.org for more information.

FARMERS MARKET EDUCATION STATION

June 20 Join North Ottawa Community Health System at this pop-up event for a little healthy fun! Stop by the Farmers Market to see us
June 21 Wednesdays in Grand Haven or
July 25 Thursdays in Spring Lake from 9:30–
July 26 11:30 AM to learn how we marry the latest in health education with
August 15 what can be found in the market.
August 16



North Ottawa Community Health System

1309 Sheldon Road
Grand Haven, MI 49417

EXTENDED HOURS!

NOCHS' Laboratory understands that life is busy, which is why we are extending our hours in two of our locations to better accommodate your schedule. Beginning April 1 our new hours will be:

NOCHS HOSPITAL - MAIN LAB

(1309 Sheldon Road, Grand Haven)

M, W, F - 6:00 AM - 5:30 PM

T, TH - 6:00 AM - 7:30 PM

SAT - 6:30 AM - 12:00 PM

LAB MILL POINT

(601 Savidge, Spring Lake)

M-F - 6:30 AM - 3:00 PM

Questions? Call 616.847.5382.



North Ottawa Community Health System

"Getting better" is not just something you do when you're sick. It's about connecting with resources and learning how to keep yourself and your loved ones healthy.

We have a fantastic network that you can tap into for your personal health.

- Want to learn about free seminars and events?
- Want to meet new physicians who are coming to the area?
- Looking for a health-related support group?
- Would you like to be more informed about preventative health?

You can do all these things, and more, at nochgetbetter.com. This is the best place to start when you're looking for wellness information. You can also sign up for our newsletter to get the latest postings. Join your local healthcare professionals and take steps to *Get Better*.