Speech Therapy is Fun!

Phyllis Robertson, SLP, uses games to improve Kylee’s language skills. p. 3
For Your Consideration

A message from President and CEO
David Jahn

One of our goals for WMH is to remain an independent hospital so that local healthcare decisions can be made by local people. In order to do this we need to be financially viable, provide high quality safe patient care and provide an exceptional patient experience.

First, how are we doing financially? We just received our audited financial statements for fiscal year 2016 and it was a very good year for us. Net revenue was up approximately $6.5 million because of increased growth and expenses were also up by approximately $5.2 million. The majority of the expense increase was in wages which supports more economic growth for SSM. Overall our operating margin was a positive 2.4% which is average for the healthcare industry.

Second, how are we doing at providing high quality safe patient care? We have started a process to become a high reliability organization with a goal of zero errors, zero harm. So far we have seen very good results from this process and recently we were name one of the Top 100 Community Hospitals in the nation. We also learned that we are in the Top 20 Community Hospitals in the nation and will be recognized by the National Rural Health Association at their May 2017 annual meeting.

Last, how are we doing with providing an exceptional patient experience? We just recently learned that we are in the Top 15% in the nation on the patient experience as calculated by Health Grades, an independent organization that monitors patient satisfaction based on publicly-reported data. This is the Top 15% of all hospitals in the nation, not just small rural hospitals.

As you can see, 2016 was a very good year on all fronts for WMH and results like this will allow us to continue to be an independent hospital for many years to come. None of these results would be possible without the hard work and dedication of our physicians, front line patient care staff and our support department staff. They all do a fantastic job and they deserve the credit and accolades that WMH has been receiving!

35th Annual WMH Auxiliary Flea Market

Saturday, June 3, 8AM–1:30PM Kaine’s Rink, Sault Ste. Marie

Shop the Flea Market for great prices on tons of stuff!

EXERCISE EQUIPMENT
LIVE PLANTS
HOUSEHOLD ITEMS
BOOKS & GAMES
HOLIDAY GOODS
FURNITURE
CLOTHING
TOOLS
MISCELLANEOUS TREASURES

All proceeds stay local and help buy needed hospital equipment!

Want to donate goods to the flea market?
Items may be dropped off at Kaine’s Rink beginning May 22 during these hours:
Mon/Wed/Fri: 9AM–2PM
Tues/Thurs: 9AM–6PM • Sat: 9AM–2PM
Closed Memorial Day (May 29)
For large item pick-up, call 906-635-4381.
(Please no refrigerators, freezers, artificial Christmas trees, encyclopedias, windows, computers, TVs, mattresses or box springs.)

Win Big!
Raffle Drawing
Buy your tickets today at the WMH Gift Shop or from any WMH Auxiliary member.
When Kylee Meehan was two years old, she was barely speaking and what little she did say was nearly unintelligible. The little girl was sometimes frustrated when people couldn’t understand her and her parents, Melissa and Joe, began to realize that the problem wasn’t resolving itself.

That was four years ago, before speech therapists at War Memorial Hospital and at Kylee’s school began working with her. When the kindergartner “graduated” from WMH Speech Therapy this March, her parents saw, and more importantly heard, an entirely new Kylee.

“I have watched my little girl make tremendous progress,” Melissa said in a letter to hospital CEO David Jahn, describing the bond her daughter had formed with one particular therapist – Phyllis Robertson, a Speech-Language Pathologist (SLP). “Phyllis is an amazing therapist and has been so welcoming, caring, committed and involved,” the happy mother wrote.

Melissa recently recounted in detail what Kylee’s speech was like before therapy. “She didn’t talk in sentences and was hard for family members to understand,” she recalled. “I would take her to play groups and I would notice other kids her age and younger talking fluently. As a mom, I wanted it to correct itself but knew she needed some help and now she’s doing awesome.”

Twice a week for four years, the Meehans visited the hospital’s Rehabilitation Center where Kylee worked with a few different therapists in the beginning but ultimately settled into a routine with Robertson.

“We started out with articulation therapy – just forming the words and where in the mouth you put the articulators to make a good sound,” Robertson said, explaining that Kylee’s diagnosis was articulation impairment – something very common in children.

Watching from an observation room out of Kylee’s sight, Melissa saw her daughter blossom under Robertson’s tutelage.

Flash cards, games, and even playing with a dollhouse were all used as tools to guide Kylee through the exercises that would help her improve her speech. For instance, a game of Candyland might require Kylee to say 10 words before she would take her turn. Melissa remembers watching her daughter play with a dollhouse while her therapist asked her to repeat “s” words represented in the house because she was having difficulty with those words.

“It looked like they were just playing, but it was way more than that. To Kylee, it seemed only like playing and she didn’t have any idea it was anything else,” the Dafter mother remarked.

Robertson admits that she has a great job. “I couldn’t think of a better career. We do games and incorporate some drills into the games. Kylee was fun to work with and a model patient,” the therapist said.

Robertson and the other speech-language pathologists at WMH weren’t the only people working with Kylee. Enrolled in preschool at St. Mary’s School, the girl also received speech therapy from Dan Skog, SLP, while at school.

“Dan and I coordinated nicely,” Robertson recalled. “I would tell him of our successes and he would work on those and he would tell me of his successes and so forth. It was a real team effort,” she said.

In the four-year progression, a couple of other factors most likely helped Kylee’s speech improve. Robertson said she caught on to reading quickly and that helped with her speech. Melissa said the discovery that Kylee had fluid in her ears, something Robertson had encouraged her to explore, resulted in tubes in her ears and even more progress.
It’s like an express lane for when you’re sick.

FastCare is healthcare from War Memorial Hospital, but you don’t have to be one of our patients — just someone who wants the help without the wait.

**FastCare accepts most insurances, and your office visit co-pay applies.**

Have a high deductible plan or no insurance? A FastCare visit is just $69, including basic labs.

- Monday thru Friday, 9am–7pm
- Saturday, 10am–6pm • Sunday, 10am–2pm

**Closed Major Holidays**

Located Inside

**meijer**

1138 West 3 Mile Road • Sault Ste. Marie

(906) 253-0137

warmemorialhospital.com/FastCare

---

### Services

#### Basic Lab Services
- Monospots
- Pregnancy test
- Rapid flu test
- Rapid strep
- Urinalysis

#### Treatments
- Mononucleosis
- Physicals (camp, school & sport)
- Pink eye
- Poison ivy (3 years & older)
- Ringworm
- Sinus infections (5 years & older)
- Sore throat
- Styes
- Swimmer’s ear
- Upper respiratory infections

#### More Services
- Tetanus immunization - $63
- Flu shot - $20
- Free blood pressure checks
- Screenings also available

**Patients must be 18 months or older. Some age restrictions exist for select services.**
The circumstances that ultimately brought War Memorial Hospital’s newest specialist to Sault Ste. Marie can be traced to her childhood family dinner table. That’s when Sylvie Giroux, M.D., first began thinking about cardiology.

“My Dad was a cardiologist and it was just a part of me,” she explains. “His cases were dinner table discussion and I grew up with it. It was almost second nature by the time I went to medical school.”

Raised in Quebec City, Giroux earned her medical degree at Laval University in her hometown. She went on to attend a post-graduate program in cardiovascular pharmacology at Montreal University and received an internal medicine diploma from McGill University in Montreal. She won a “Caring Star” award from Georgetown University Hospital in Washington D.C. while completing a fellowship in cardiovascular disease there.

Family ties have played a big role in the doctor’s life. Giroux’s mother was also a medical professional, working as a nurse until baby Sylvie was born. Today, the parents who influenced her career in medicine also influenced her move to the Eastern Upper Peninsula, since they now reside in the area and the doctor wanted to be closer to mom and dad.

Now, Giroux and her six-year-old daughter, Victoria, are adjusting to the move from Las Cruces, New Mexico, where the cardiologist had been practicing since 2012. She admits that the transition to a dramatically different climate, particularly in the winter, has been an adjustment but explains that her daughter is “having a blast” in the snow.

Giroux said she missed one very important natural element while living in New Mexico – water. “There is no water whatsoever and I missed being around rivers and lakes. It’s nice to be back near the water,” she added.

In April, Giroux began seeing patients in her Sault Ste. Marie office, where she works as part of the Michigan Heart and Vascular (MHV) group through a collaborating cardiology services agreement between War Memorial Hospital and McLaren Northern Michigan. Although the new physician is employed by WMH, this agreement brings Giroux, Dr. Doghmi, Dr. Miranda and other cardiologists together in a collaborative environment to care for all patients.

Getting to know each individual patient is an important part of her work, according to Giroux. Taking time and getting to know people is something she not only values, but something she is known for, as evidenced by the Georgetown University Hospital award.

Here at WMH, she will work alongside the cardiopulmonary team to provide stress testing, echocardiograms, transesophageal echocardiograms, and a variety of other tests. What cannot be accomplished at WMH will be performed in Petoskey in collaboration with her peers at MHV.

Discussion of echocardiograms brings the conversation with Giroux full circle with a return to the topic of family.

“My daughter is young so I’ve always brought her to the office on weekends. She’s been looking at echos for a while now and at six, she can tell you if the function is good,” she shared with a laugh. Perhaps that story will be the start of a biographical profile on Victoria’s medical career 25 years from now, but for now, she’s just enjoying her new life in Sault Ste. Marie.
Thank You to Our First Quarter Donors

Your contributions have been designated to a variety of areas, including:

- Behavioral Health Center
- Cancer Care Center
- Dialysis
- Greatest Need Fund
- Long Term Care Activities Fund
- Long Term Care Family Respite Room
- Obstetrics/Women’s Healthcare
- Rehab/Physical Therapy
- Road to Recovery
- Simulation and Training Center Project (with LSSU)
- WMH Healthcare Scholarship

INDIVIDUAL SUPPORT

Robert and Nancy Albon
Maxine Anderson
Dorothy Austin
Evelyn Baril
Pam Baril
Donald Bowerman
Timothy and Elizabeth Daniels
Farrell and Janet Elliot
Bill and Stacy Feltis
Patricia Gonyeau
Gary and Marianne Heinzen
Peter and Rosemary Kukec
Raymond and Marylou Lajoie
Gary Lajoie
Nancy Noah
Randy and Jan Robert
Darien and Ruth Neveu
John and Sandra Wallen
Gene and Karen Westbrook
Marshall and Rebecca Werner

CORPORATE/ORGANIZATION SPONSORSHIP

- Account Receivable Solutions
- Arfstrom Pharmacy
- Brimley Area Schools – Rivals vs. Cancer
- Capstone Leadership
- Central Savings Bank
- First United Presbyterian Church Women
- I-500 Parking Committee
- Kinross Correctional Employee Dress Down
- Kitch, Drutchas, Wagner, Valitutti & Sherbrook
- LSSU Student Athletic Trainer Association
- Precision Edge
- Riverside Medical
- Rudyard Lions Club
- Sault Athletic Booster Club
- Sault Blue Devils
- Blueline Club – Pink in the Rink
- Soo Eagles Hockey
- Soo Co-op Credit Union Employee Dress Down
- Sugar Island Lion’s Club
- Teter Orthotics and Prosthetics
- WELCA – Faith Lutheran Church
- WJW, Inc.

A special thanks to our own WMH Employee Giving Program participants who give above and beyond their everyday work to support our mission of providing excellent care to our EUP community.

We also thank these providers who participate in our WMH Development Fund Giving Program:

- Dr. A. Alshab
- Dr. B. Arango
- Dr. N. Cristof
- Dr. C. Liu
- Dr. F. Ludwig
- Dr. K. Raycraft
- Dr. P. Rechner
- Dr. C. Rivera
- Dr. J. Slade

Healthbeat is a publication of Chippewa County War Memorial Hospital, Inc.

Stories by Angela Nebel, Summit Public Relations Strategies, LLC
Design and printing by Paul Ignatowski and Sault Printing Co.
Selected graphic elements by Freepik.com
Cover photo by Picture This Photography & Design

Pursuant to the authority granted to Det Norske Veritas Healthcare, Inc. by the U.S. Department of Health and Human Services, Centers for Medicare and Medicaid Services, this organization is deemed in compliance with the Medicare Conditions of Participation for Hospitals (42 C.F.R. §482). This certificate is valid for a period of three (3) years from the Effective Date of Accreditation: October 26, 2014.

War Memorial Hospital is an equal opportunity provider and employer.
Audited financial statements for the year 2016 show War Memorial Hospital’s financial situation to be stable and slightly improved over the previous year, with the hospital’s profit margin of 2.4 percent a key factor in efforts to maintain the organization’s independence.

Receiving a clean audit with no management letters given, which are typically indicative of problem areas to be addressed, Kevin Kalchik, Chief Financial Officer, said the hospital continues to be financially stable – something that is important to the entire community.

“We all believe that the decisions made that effect our Hospital are best made by local people,” Kalchik said, referring to a national trend toward hospital consolidation and the resulting centralized decision making that often happens apart from the local communities.

CEO David Jahn agreed. “WMH is doing well from a financial perspective and this solid financial base should allow us to maintain our mission of being an independent hospital in the future.”

At the end of 2016, WMH had $74.6 million in assets, which includes property, buildings and equipment. The hospital also had liabilities to the tune of $45.4 million. Salaries and wages had grown roughly $3.5 million over the previous year, with the cost of employee benefits remaining approximately the same. The hospital currently employs more than 900 people and is one of the top employers in the region, making a big impact on the area’s economy.

Kevin Kalchik, CFO

Part of the audit process involves taking a look at how WMH stacks up against national indicators on the financial front. The 2.4 percent margin, for example, is consistent with national averages. Days cash on hand, however, was below national average. As an indicator of hospital liquidity, experts in the field say there is no magic number of days cash on hand that is perfect, but depends upon the hospital and its borrowing situation.

Kalchik provided some insight into the issue. “Our number of days was 65 and the industry standard is 159, but that is predominantly due to the consolidations of hospitals. As an independent hospital, 159 is not a realistic goal for us, but we are striving to reach 90 and continue to make improvements in recent years in this area,” he explained.

It may be of no surprise to some that the uncertainty surrounding healthcare coverage in the United States, both during the election cycle and today, also make navigating hospital financing complicated. One area that is both a positive and a negative for hospitals and patients is the increasing popularity of High Deductible Health Plans (HDHPs). These plans cover many individuals who receive employer-sponsored benefits and others who get theirs through the health insurance exchange.

Because of their high deductible, healthcare consumers find themselves covering the costs of services until that high deductible is met.

“As a result of HDHPs, our customers will become more knowledgeable and savvy as they try to spread their healthcare dollars as far as possible,” Kalchik predicted. “The HDHPs create more work and subsequent cost to the hospital’s billing and collection process, but it will likely make for more advanced healthcare consumers,” he added.

With a clean audit and financial stability, hospital leaders are confident WMH will continue to play a significant role in the area economy.

“We are not going to be able to recruit and retain employees for their respective businesses without strong healthcare services. Along with schools and others who play a role in the local economy, we are proud to do our part as a member of that team.”
Your local health care providers

WAR MEMORIAL HOSPITAL
500 Osborn Blvd.
Sault Ste. Marie, MI 49783
(906) 635-4460
www.warmemorialhospital.org

Drummond Island
Family Health Care, PC
C. Cordray, CFNP, MSN
(906) 493-6644

Drummond Island
Medical Center
*S. Aldridge, MD
*S. Daniels, PA
(906) 493-5221

ALLERGIST/ASTHMA
Great Lakes Allergy & Asthma Center, PC
P. Ranta, MD
(906) 253-0400

ANESTHESIOLOGY
*Joe Beccario, CRNA
*A. Daha, MD
*D. Marjomaki, CRNA
*N. Newhouse, CRNA
*J. Slade, MD
*F. Winkler, MD
*E. Woolever, CRNA
(906) 635-4589

BARIATRIC (WEIGHT LOSS)
Advanced Surgical Care
*J. Adair, MD
(906) 253-9770

BEHAVIORAL HEALTH SERVICES
Blue Water Behavioral Health
*P. Sorgi, MD
*A. Steele, PA
*D. Wilson, PA
(906) 495-2209

CARDIOLOGY
Michigan Heart & Vascular
W. Doghmi, MD
S. Giroux, MD
D. Girona, MD
N. Overton, MD
Jason Ricci, MD
(906) 253-0668

DERMATOLOGY
WMH Dermatology
*I. Siniakoff, MD
(906) 253-2652

EYE, NOSE & THROAT
Sault Otolaryngology
M. Wallace, DO
(906) 259-0244

EMERGENCY SERVICES
*J.M. Neri, DO
*M. Oates, MD
*B. Samuel, MD
*A. Seidner, MD
*K. Raycroft, MD

GENERAL SURGERY
K.L. Mc Cullough, MD
(906) 635-1048

Advanced Surgical Care
*J. Adair, MD
*P. Rechner, MD
(906) 253-9770

INFECTIOUS DISEASE
WMH Infectious Disease
*A. Luka, MD
(906) 253-2665

INTERNAL MEDICINE
E.J. Ranta, MD
(906) 632-6823

Lakeview Internal Medicine
T. Chandler, MD
(906) 635-9090

WMH Internal Medicine
*C. Rivera, MD
(906) 632-5824
*K. Sawruk, NP
(906) 253-2665

NEPHROLOGY
WMH Nephrology
*M. Haider, MD
(906) 632-5824

OB/GYNECOLOGY
Sault Women's Healthcare
*S. Amo, MD
*N. Cristof, MD
*A. Donnyer RN, CNM
*M. Guevara, DO
(906) 635-3002

ONCOLOGY
WMH Oncology
*J. Arango, MD
*J. Brow, NP
(906) 253-2685

OPHTHALMOLOGY
Grand Traverse Ophthalmology
M. Madion, MD

***Services provided by War Memorial Hospital***