



Thank You to the Food and Nutrition Department

On March 7, the Oncology and Infusion Center welcomed Dr. Kukreja and the Karmanos staff to MTR for a meet and greet. The event was set up prior to Dr. Kukreja's start date so that the Oncology and Infusion Center staff could meet Dr. Kukreja and the Karmanos staff, ask questions and become comfortable with everyone. The afternoon event was a success and enjoyed by everyone who attended. The Food and Nutrition department provided delicious appetizers and beverages for the gathering and created a beautiful set up and display of all the food. There were many compliments from those who attended including our own staff and Karmanos staff as well. A BIG thank you to Barb and her team for all their hard work in creating such great food and an amazing display.



The monthly newsletter for employees and friends of
McLaren Thumb Region

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VOICE

IT'S AUCTION TIME!

It's April and time to welcome spring as we celebrate warmer weather and longer illuminated evenings. April also means it is time for our annual auction fundraising event. It's hard to believe another year has gone by and we are gearing up for the 15th Annual McLaren Thumb Region Live and Silent Auction. This event is our biggest fundraising event of the year and the auction committee has been planning this event for several weeks now.

As we approach the big day, we would like to invite each one of you to attend this evening of fun and excitement. The event will be held on Friday, April 12, at the Franklin Inn in Bad Axe at 6:30 pm. The evening will include live and silent auctions, appetizers, entertainment, games, a cash bar and tons of fun. This evening is the perfect opportunity to gather with family, friends and co-workers in an effort to raise funds for the MTR Foundation which will allow the Foundation to provide funding for important projects here at the hospital. This year the funds raised at the auction will go toward updates in patient rooms and patient equipment.

Recently, the MTR Foundation was able to provide \$175,000 in funding for the purchase of the 3-D Mammography equipment. This technology has significantly improved the ability to detect breast cancer. Other ways in which funds raised by the Foundation have helped the local community include providing funding for new Birthing Center equipment, Oncology and Infusion Center renovations and chair-side televisions, provider office renovations, physical therapy equipment and much more. All funds raised by the MTR Foundation stay local and are used within our community.

Why not take this opportunity to participate in this great event by attending and joining in the fun. Without successful fundraising events like this one, our Foundation would not be able to support the many projects that have benefited our hospital and the patients we serve. If you would like to attend the event, volunteer or make a donation, please contact Rachel at extension 4342 or Yvonne at extension 4346.

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Know someone who would like to receive the Voice by email? Please send Yvonne the person's name and email address



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McLARENNOW TELEHEALTH SERVICE IS OFFERED TO ALL

Recently McLaren Health Care launched its telehealth service called McLarenNow which is now available to anyone interested in using the service. This telehealth urgent care program provides users with the ability to access “virtual” visits with a board-certified physician for the diagnosis and treatment of a defined list of non-emergent health issues. Patients can access this service anywhere and anytime they need it via a smart phone, tablet or computer with a web cam. All users accessing this service will be charged a fee of \$49 per visit. Users do not have to be a McLaren patient to utilize the service.

Recognizing that it is not always feasible to visit a physician’s office for a minor urgent care need, McLarenNow is designed to provide quick and convenient access 24/7 to episodic care for minor illness, injuries and skin conditions. The virtual examination

and subsequent treatment that patients receive is on an immediate care basis and is not intended to be a replacement for complete medical care with a regular physician provider. If a patient’s condition requires diagnostics, the patient will be referred to their primary care physician’s office. If the patient’s condition is emergent the patient will be referred to the closest emergency room.

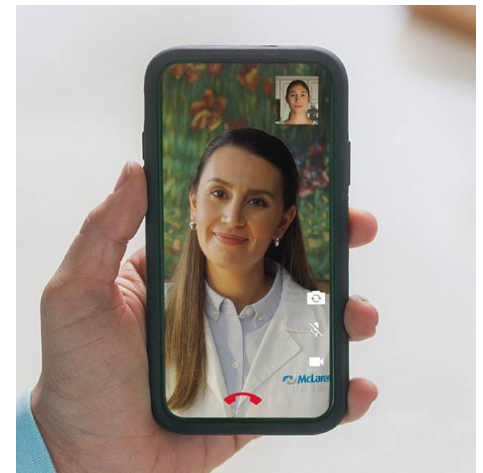
Among the conditions appropriate for McLarenNow are the following:

- Allergies
- Back Strain
- Bronchitis
- Cough/cold
- Ear Pain
- Headache
- Influenza
- Insect bites/stings
- Minor burns/Abrasions
- Pink Eye
- Rash
- Sinus Problems
- Sore Throat
- Urinary Tract Infection (UTI) – adult female
- Vomiting/Diarrhea

Accessing the McLarenNow

telehealth service is easy. Simply go to the website at mclarennow.org and complete the intake process, (demographics, condition to treat, etc.). You will be connected with a board-certified physician who will perform the virtual visit. If needed, the physician will order a prescription and send it electronically to your pharmacy. The visit is documented in the McLarenNow platform. This platform is reliable, secure and HIPAA compliant.

This exciting new telehealth service is another innovative way that McLaren is doing what’s best for our employees and the patients we serve. Be sure to spread the word.



HURON COUNTY RELAY FOR LIFE

The Huron County Relay for Life will hold its annual fundraising event on Friday, May 17, from 4:00 pm to 10:00 pm at the Bad Axe Middle School. For those not familiar with the Relay event, it is a grass roots, community-based team event where members of the community come together to raise cancer awareness, honor loved ones affected by cancer and raise money for the fight against cancer.

Participants in Relay show people with cancer that they are not alone. At Relay, individuals walk to raise needed funds for groundbreaking cancer research, vital support services for patients and families and much more. The event will have many activities including a survivor walk, food, games, displays, music and luminaries in honor of, or in memory of, those battling cancer. This event, along with thousands of other individuals participating in events across the county, are part of the huge movement to fight cancer and support those battling the disease.

If you are interested in participating in the event you can do so in many ways. You can attend the event and simply partake in the many activities. You can also join an existing team (like the MTR team) or create a team of your own and help provide activities and raise funds or you can donate to the cause. If you have any questions at all, please contact Rachel at extension 4342 or Yvonne at extension 4346.

WELCOME DR. KUKREJA

Please join us in welcoming Dr. Geetika Kukreja, MD to our McLaren Thumb Region medical team.

Dr. Kukreja recently replaced Dr. Sue Tobin in our MTR Oncology and Infusion Center and began seeing patients on March 11. Dr. Kukreja is board certified in Internal Medicine and Hematology/Oncology and has training through the Karmanos Cancer Institute, one of the leading cancer centers in the nation.

Karmanos Cancer Institute is one of two National Cancer Institute (NCI) – designated comprehensive cancer centers in Michigan and one of just 49 centers of its kind in the United States. This means patients can access

treatments exclusive to Karmanos as well as clinical trials, cancer prevention programs, and multidisciplinary teams of cancer specialists – a comprehensive approach patients cannot find at most hospital systems. Because comprehensive cancer centers are at the forefront of cancer research, more complex cases are often handled.

Dr. Kukreja received her education from Mahatma Gandhi Institute of Medical Sciences and completed her residency in Internal Medicine/Pediatrics at Wayne State University affiliated hospitals. She also completed her fellowship at Wayne State University affiliated hospitals in Hematology/Oncology. Dr. Kukreja will see patients here onsite two days a month and will continue to see patients at the Karmanos Cancer Institute at McLaren Bay Region.



When Dr. Kukreja is not working, she enjoys being with her daughter and family.

If you haven't met Dr. Kukreja, be sure to stop her when you see her, introduce yourself and welcome her aboard.

EDUCATION OPPORTUNITIES

Each day is an opportunity to learn. As professionals, we sharpen our skills and learn new things often. There are many opportunities on campus or in our community to continue our learning. Below are upcoming learning opportunities. If you have any questions, contact Yvonne at ext. 4346.

HeartCode BLS Classes

Classes will be held **April 12, May 10 and June 5** from 8:00 am to 12:00 pm in the Distance Learning Center (DLC). Class consists of a skills review, video and skills testing. Be sure to complete a Requisition to Attend Seminar form and have it signed by your Department Director and return the completed form to the Education Department.

ACLS Classes

Classes will be held **April 25 & 26, July 25 & 26 and October 10 & 11** from 8:00 am to 5:00 pm on Thursday and from 8:00 am to 12:00 pm on Friday. In order to recertify, your ACLS card cannot expire prior to the class date. If your ACLS Card has or will expire,

please register for the Full Provider Course. Recertification will take place on Thursday not Friday. To register, be sure to complete a Requisition to Attend Seminar form and have it signed by your Department Director. Return the completed form and a check for \$50.00 payable to McLaren Thumb Region to the Education Department. Checks will be returned upon completion of the course. All classes are held in the DLC.

PALS

Classes will be held **June 7 and November 22** from 8:00 am to 5:00 pm in the DLC. To register, be sure to complete a Requisition to Attend Seminar form and have it signed by your Department Director. Return the completed form and a check for \$50.00 payable to McLaren Thumb Region to the Education Department. Checks will be returned upon completion of the course.

Family and Friends CPR Classes

Classes will be held **May 23** from 9:00 am to 11:00 am in the DLC. This low-

cost CPR class is designed for staff or community members who would like to learn CPR, use of an Automated External Defibrillator (AED) and how to relieve choking, but do not need certification. Classes are located in the DLC and the cost is \$5.00 per person. To register, contact Yvonne in the Community Outreach and Education Department at extension 4346.

Smoking Cessation Classes

Classes will be held **May 22 & 29** from 2:00 pm to 4:00 pm in the DLC. This two-class series is designed to help participants stop smoking by providing essential information, skills for coping with cravings and group support. The cost of the class series is \$25 and payable at the first class. To register for the classes contact Yvonne at ext. 4346.



Food and Nutrition staff celebrating St. Patrick's Day



Food and Nutrition staff celebrating with Jaclyn Kubacki as she finishes her last day in the Take a Break Cafe before moving to the Pharmacy.

OUR VALUES

T **TRUST** - Portrays confidence in and reliance on good qualities, especially fairness, truth, honor or ability.

E **EXCELLENCE** - Performs overall job responsibilities at a very high quality or standard.

A **ACCOUNTABILITY** - Is responsible for their own actions and ensures that others are held accountable for their actions, as appropriate.

M **MOTIVATION** - Displays a feeling of interest and enthusiasm in the work that is performed. Energizes and encourages other staff.

W **WELCOMING** - Expresses a friendly or courteous greeting to all medical staff, patients, visitors and staff.

O **ORGANIZATION** - Conducts work in a systematic and efficient manner. Works cooperatively with coworkers to conduct business.

R **RESPECT** - Shows consideration and appreciation to all medical staff, patients, visitors and staff. Maintains patient confidentiality and respects the right of patients.

K **KINDNESS** - Is considerate, and demonstrates a caring and compassionate attitude when interacting with others.

OCCUPATIONAL HEALTH AND CONVENIENT CARE CLINIC

OPEN LONGER TO BETTER SERVE YOU!

Monday - Friday 8:00 am - 8:00 pm
Saturday & Sunday 9:00 am - 6:00 pm

The Occupational Health and Convenient Care Clinic offers the convenience of walk-in same day visits for non-emergent issues. Some of the services include:

- Pre-employment Physicals
- Drug Testing
- Worker's Comp
- DOT Physicals
- And more!



Charity Caverly, FNP-BC



Nick Tobianski, PA-C

COMPLIANCE CORNER

Business Email Compromise (BEC) is a Serious Matter

By George Goble, CISO

The bad guys are getting very creative, impersonating executives and asking for financial reports, or asking employees in payroll to make changes to bank accounts. According to the FBI, the attacker uses a phishing approach, “compromising legitimate business e-mail accounts through social engineering or computer intrusion techniques to conduct unauthorized transfers of funds”. Their efforts have earned them an estimated \$12 billion through Business Email Compromise, also known as CEO fraud scams.

McLaren is experiencing a BEC at least once a day. This email-borne hacking technique presents a radically more sophisticated version of the age-old scams. BEC targets businesses that regularly perform wire transfer payments. A common misconception in security is that BEC attacks most frequently target corporate leaders, specifically CEOs and CFOs. However, CEOs only make up 2.2% of business email compromise targets, a sign most victims are further down the corporate ladder.

While their techniques may be shifting, BEC attackers’ primary motivation of financial gain remains the same: 46.9% of attacks were created to facilitate a wire transfer; in comparison, less than 1% aim to steal personally identifiable information (PII). The small percentage of attacks targeting PII are focused on industries like health care and education, where organizations have vast stores of user data. Even in these incidents, the ultimate goal is financial gain: actors who steal users’ personal data can turn around and sell it on the Dark Web.

But harvesting and selling PII is a

more arduous process than getting an employee to wire funds straight into an attacker-controlled account. Cybercriminals want easy access to funds and, as researchers learned, they’re increasingly proficient at getting targets to do their bidding.

There are a few ways to go about deceiving employees into sending money. Some threat actors send “urgent” requests for specific amounts, assuming the employee will act immediately. Others try to build rapport with their targets before requesting the money transfer. Attackers are getting craftier as security technology improves and employees become more security-savvy.

The most likely targets for BEC attacks have less power than people think. CEOs, CFOs, and other high-level executives are frequently impersonated by attackers, but they are less frequently hit than the employees who report to them in IT, sales, marketing, operations, etc.

Types of BEC Emails:

Some of the sample email messages have subjects containing words such as ‘request’, ‘payment’, ‘transfer’, and ‘urgent’, among others. Based on FBI, there are 5 types of BEC scams:

The Bogus Invoice Scheme -

Companies with foreign suppliers are often targeted with this tactic, wherein attackers pretend to be the suppliers requesting fund transfers for payments to an account owned by fraudsters. CEO Fraud- Attackers pose as the company CEO or any executive and send an email to employees in finance, requesting them to transfer money to the account they control.

Account Compromise - An executive or employee’s email account is hacked and used to request invoice payments to vendors listed in their email contacts.

Payments are then sent to fraudulent bank accounts.

Attorney Impersonation - Attackers pretend to be a lawyer or someone from the law firm supposedly in charge of crucial and confidential matters. Normally, such bogus requests are done through email or phone, and during the end of the business day. Data Theft - Employees in HR and bookkeeping are targeted to obtain personally identifiable information or tax statements of employees and executives. Such data can be used for future attacks.

What you can do

Because these scams do not have any malicious links or attachments, they can evade email filter technology. Employees can help by following standard techniques to avoid Phishing emails:

- Look for misspelling and poor grammar
- Look for strange addresses. Be careful to note character substitutions, like zero for “O”.
- Always follow established processes for wire transfers.
- If it looks strange, talk to your manager or Compliance Officer.

If you have any other BEC questions. Please contact George Goble, McLaren CISO: George.goble@mclaren.org or 810.342.1306, or your subsidiary Compliance Officer.

NEWLY FORMED COMMITTEES BEGIN KICK-OFF MEETINGS



Several weeks ago, an email was sent out asking staff to sign up and participate in a number of committees that would soon be forming. Several individuals responded and volunteered to become a member of one or more of the new committees. The committees have been formed and are beginning to hold kick-off meetings. We are excited to report that we now have 15 newly-formed committees. Those committees consist of:

- Quality Assurance
- Performance Improvement Review
- Zero Harm
- Provider Collaboration
- Employee Engagement
- Surgery

- Emergency Department
- Inpatient Experience
- Outpatient Experience
- Drug Diversion
- Infection Prevention Diversity and Inclusion
- Community Relations
- Women in Leadership
- Ground, Green and Environmental

The intent of these committees is to involve members in the improvement of services, represent member opinion in decision-making and help serve member needs through interaction. The committees will also offer the opportunity for group problem-solving

and can be a forum for representing multiple points of view.

As the committees begin to meet, the team will discuss the intent, charter, schedule of meetings and objectives for each committee. We are excited to engage team members and look forward to the great outcomes that can be achieved through these committees.

If you have not signed up for a committee and have an interest to do so, please contact Candace at extension 4348.

STATE POLICE ENCOURAGE MICHIGANDERS TO PREPARE BEFORE SEVERE WEATHER STRIKES

As we head into spring and warmer weather arrives, our weather can change rapidly. The Michigan State Police issued a statement regarding severe weather on March 18, 2019 and below is a portion of that statement.

Gov. Gretchen Whitmer has proclaimed March 24-30 as Severe Weather Awareness Week and the Michigan State Police, Emergency Management and Homeland Security Division (MSP/EMHSD) is

encouraging residents to prepare before severe weather strikes this spring and summer.

“Spring and summer can bring fast-changing weather conditions that increase the potential for severe weather,” said Capt. Emmitt McGowan, deputy state director of Emergency Management and Homeland Security and commander of the MSP/EMHSD. “By taking steps to prepare before severe weather strikes, you can lessen the impacts a disaster could have on yourself, your family and your property.”

Steps you can take to be better prepared before severe weather strikes include understanding severe weather warnings and terms, preparing an emergency preparedness kit, making an emergency plan, and creating an emergency contact list.

For more information about being safe before, during and after a tornado, follow the MSP/EMHSD on Twitter at @MichEMHS or go to www.michigan.gov/miready. Be a part of the severe weather awareness conversation by using the hashtags #MIREADY and #MITORNADOREADY.



OCCUPATIONAL THERAPY AT McLAREN THUMB REGION

April is national occupational therapy month. The profession of occupational therapy is very diverse, providing skilled rehabilitative services to individuals across their lifespan; helping people return to their prior level of function through the use of everyday activities (occupations). Occupational therapists work in School Systems, Skilled Nursing Facilities (SNF's), Out-Patient Clinics, Acute Care, Inpatient Rehabilitation, etc. These areas can then be broken down to provide more specialized treatments based on a patient's needs encompassing neurological rehab, hand therapy, pediatrics (birth-26 years of age), low vision, custom orthosis, adaptive equipment training/education and return to work training/education, just to name a few.

Here at MTR there are two very skilled occupational therapists, Stacy Sievert

and Krystin Wolschleger, on staff. Between the two of them they have over 30 years of experience. Both therapists work with patients on a daily basis and agree that no two days of therapy are the same. Therapy can be challenging but extremely rewarding when helping someone achieve their recovery goals.

Stacy Sievert, OTR/L, is a lifelong resident of Bad Axe. She is married to Nathan and has 4 children. Stacy graduated from Saginaw Valley State University in 1997. She began her rehabilitation career in 1992 as an assistant. Stacy has had the honor of working in a variety of facilities in Huron County. She enjoys working with people of all ages and their families. Currently, most of Stacy's time is spent with pediatrics (birth to 26 years). When not at work, she also enjoys traveling, camping, family, friends, and humor.

Krystin Wolschleger, OTR/L, MSOT, is the Manager of Rehabilitation here at MTR. Krystin is originally from Ubyly. She graduated from Saginaw Valley State University with a Master's of Science in Occupational Therapy in 2009. Since graduation Krystin has worked as a traveling therapist, moving around the

United States. She has also worked at the Rehabilitation Institute of Chicago (Shirley Ryan Ability Lab). Krystin moved back to the Bad Axe area 5 years ago where she worked at a Skilled Nursing Facility and in-home health care. She also provided hand therapy in an out-patient setting. When not at work Krystin enjoys running, traveling, spending time with family and friends and going to the movies.



Stacy Sievert, OTR/L



Krystin Wolschleger, OTR/L, MSOT

HUMAN RESOURCES NEWS

Employee Service Recognition Awards Tea

Please join us for the Annual Employee Recognition Tea to honor our fellow co-workers for their dedication and service to McLaren

Thumb Region. This year the Tea will be held on Wednesday, May 8 at 2:00 pm in the DLC. Mark your calendar to attend this special event. See you on May 8!

COMMUNITY INVOLVEMENT

UPCOMING EVENTS

There are many opportunities within our community to participate in an event. This can be accomplished by either volunteering your time and services or by attending. The following are local events in which MTR will be sponsoring or participating. Please consider spreading the word and taking part in these upcoming events:

MTR Annual Auction

Please join us on Friday, April 12 for the 15th Annual MTR Auction at the Franklin Inn in Bad Axe. The evening is full of fun activities including 2 live auctions, 3 silent auctions, a 50/50 raffle and several fun games. Please consider participating in this evening of fun by volunteering or attending the event. This is MTR's major fundraising event and we need everyone to participate in some way.

If you cannot attend the event but are interested in helping behind the scenes, please contact Rachel Voss at extension 4342 and offer your help. Many hands make light work.

Huron County Relay for Life

Please join us on Friday, May 17, for this year's fundraising event. Please see article in this newsletter for all the details.

CASUAL DAY FOR A CAUSE

For those of you not familiar with our Casual Day Fridays, employees have the option to wear jeans if they donate a minimum of \$1. All of the

donations collected for Casual Days are then, in turn, donated to a local or national charity. All donations collected during the month of April will go to the MTR Foundation.

A total of \$166.00 was collected during the month of February and was donated to the American

Heart Association. Know that your participation in Casual for a Cause does make a difference and is appreciated by all the charities receiving our donations. Casual day donations are now being collected by Yvonne Prill. She is located on the 3rd floor in room 316.

CARDIAC REHAB PATIENTS HELPING THEMSELVES AND OTHERS

A common goal in cardiac rehab is to feel good physically and emotionally and we all know the old saying: "Laughter is the best medicine." Our patients are encouraged to laugh, exercise, taste new and different things that they may not know they like, discuss their problems, learn healthy eating habits, work on lifestyle change, have a good understanding of their health problems and medications, and also, to just have fun. If exercise is associated with a happy feeling, it is much easier to be motivated to exercise. Exercise causes chemical changes that produce a feeling of good health.



To qualify for cardiac rehab, one must have had a heart attack, heart failure, open heart procedures such as valve replacement or bypass grafts, or cardiac stents. After going through any of these situations, our rehab patients easily recognize how precious life is and need some TLC to help get them back on their feet again. The program runs for 36 sessions, or in other words, three days per week for about 3 months at least one hour per day.

Last month we celebrated Cardiac

Rehab Week. During that time rehab patients brought nonperishable foods in to learn the details in reading the nutritional labels on those foods. The food was then donated to Huron County SafePlace, a shelter for survivors of domestic abuse. Giving and volunteering is another way of making one feel good and the rehab crew did a great job at giving.

Wave and smile as you go by rehab— You are likely to get a very positive response!

EMPLOYEE BIRTHDAYS



The following employees have birthdays during the month of April: Jennifer Koroleski (04/02), Bette Pierson (04/05), JoAnn Kapa (04/05), Kenny Kapa (04/05), Nikki Glaza (04/07), Amanda Butler (04/07), Nicole Lesperance (04/10), Nicholas Tobianski (04/10), Kaylee Briolat (04/11), Carrie Eugster (04/11), Yvonne Prill (04/11), Brittany Bailey (04/12), Pamela Rivard (04/14), Sharon Fassett (04/14), Jenifer Kubacki (04/17), Ashley Guza (04/17), Alison McIntosh (04/18), Kathy Azarovitz (04/19), Laurie Thuemmel (04/20),

Mark Moeller (04/21), Kathy Beaver (04/21), Lois Talaski (04/23), Tammy Jurgess (04/24), Karysa Powell (04/25), Deborah Williams (04/25), Lynne Parker (04/27), Melissa Stanke (04/28), Christine Sweeney (04/29), Wei Ling Hu (04/29), Adam Thayer (04/29), Tabitha Eisinger (04/29) and Nicole Murawski (04/30).

Hope your special day brings each of you all that your heart desires! Here's wishing you a day full of pleasant surprises. If you happen to see any of these folks, be sure to wish them a happy birthday!

Please note, if you prefer not to have your birthday listed, please contact Kim S. at ext. 4336.

Remember if you are celebrating a birthday or a length of service work anniversary during the month of April, you will be invited to celebrate over light hors d' oeuvres and cake with our CEO, Michael Johnston. Getting together with Michael is a special time to celebrate you and/or thank you for your service to our organization. Invitations will come via employee email, and employees are asked to RSVP a week prior to the event. Attendance is voluntary.