



## McLAREN BAY REGION GIVES BACK TO OUR COMMUNITY

A total of \$11,208.38 was donated to the American Cancer Society Relay for Life. A huge thank you to McLaren Bay Region employees for raising \$6,208.38 and Karmanos Cancer Institute's sponsorship of \$5,000!

The weekly newsletter for employees and friends of  
McLaren Bay Region

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# STATLINE

## TAKING A MOMENT FOR OUR CUSTOMERS



Patients and visitors who enter McLaren Bay Region face some unique challenges in finding their way through the halls and corridors of our large and complex facility. Oftentimes, they are required to visit multiple departments for testing, be exposed to unfamiliar terminology and deal with the stress caused by illness or a frightening diagnosis. Evidence suggests that if visitors cannot identify paths to desired locations, they will exhibit anxiety, confusion, frustration, and possibly panic.

McLaren Bay Region attempts to guide patients and visitors through the

use of appropriate signage. However, many times this is not enough! If you notice someone is lost or confused, do not hesitate to approach them and ask:

- "Is there something I can do for you? I'd be happy to help."
- "May I take you to where you need to be?"

Remember, the few minutes it takes to personally escort someone to their desired location can mean the difference from receiving a "good" to "very good" rating from our customers.



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For Our Community

# HCAHPS

## Hospital Wide Percentile Ranking Data (HCAHPS)

As we constantly strive to achieve McLaren Excellence for Every Patient, Every Time, HCAHPS scores are an important part of our evaluation system. These scores provide cues for areas we need to focus on to achieve great outcomes for our patients. Below are the most recent HCAHPS scores for your review – please look for opportunities throughout your day to positively impact these areas for your patients as you provide great care.

### About HCAHPS

The HCAHPS (Hospital Consumer Assessment of Healthcare Providers and Systems) Survey is the first national, standardized, publicly reported survey of patients' perspectives of hospital care. HCAHPS (pronounced "H-caps") is a data collection methodology for measuring patients' perceptions of their hospital experience. While hospitals have long collected information on patient satisfaction for their own internal use, HCAHPS provides common metrics and national standards for collecting and publicly reporting information about patient experience of care. Since 2008, HCAHPS has allowed valid comparisons to be made across hospitals locally, regionally and nationally. Public reporting of HCAHPS results creates new incentives for hospitals to improve quality of care, and public reporting enhances accountability in health care by increasing transparency of the quality of hospital care provided in return for the public investment.

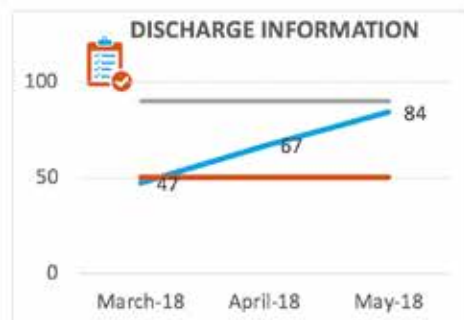
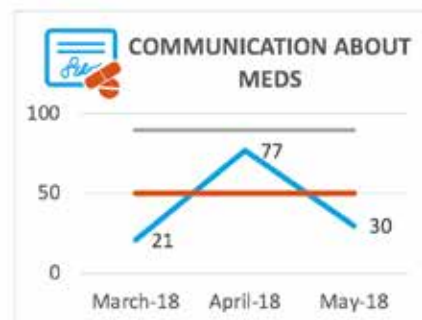
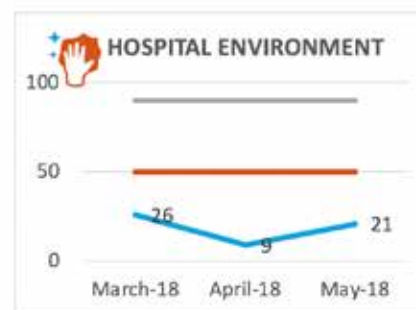
### HOSPITAL WIDE Percentile Ranking Data (HCAHPS)

July 24, 2018



BAY REGION

*McLaren Health Care, through its subsidiaries, will be the best value in healthcare as defined by quality outcomes and cost.*



March n=75 April n=96 May n=104

■ = GOAL

■ = TOP DECILE



# JOIN US FOR AN OPEN HOUSE!

**WEDNESDAY, AUGUST 22, 2018**

McLaren Bay Region Jeppesen Radiation Oncology Center  
3180 E. Midland Road • Bay City, MI 48706  
4:30 p.m. – 6:30 p.m.

McLaren Bay Region invites you to an open house celebrating a 2,000 square foot addition and 6,000 square foot renovation of the Jeppesen Radiation Oncology Center, as well as a new TrueBeam linear accelerator to provide more targeted radiation for our patients. This project totals a nearly \$5.6 million investment to fight cancer in the Great Lakes Bay Region!

The TrueBeam® system delivers many forms of radiotherapy, allowing technicians to tailor each person's treatment to their specific needs. The device delivers high doses of radiation with tremendous accuracy, narrowly targeting tumors while minimizing exposure of healthy tissue. The technology increases the speed of treatments by generating images 60% faster than previous generations of linear accelerators.

*Join us to hear directly from our physicians why this investment is important to our patients, and stay for refreshments, giveaways and tours of the newly renovated facility.*



BAY MEDICAL FOUNDATION

| FOUNDATION IN FOCUS

## 2019 EMPLOYEE FUND DRIVE

Our 2019 Employee Fund Drive is set to kick off on Wednesday August 29th and Thursday, August 30th with a complimentary PASTA BAR! We hope you join us!

We will be in the MBR cafeteria on Wednesday, from 11 a.m. – 1:30 p.m. and 11:30 p.m. – 1 a.m. and at the West Campus café on Thursday from 11:30 a.m. – 1 p.m. At the same time, you can pick up your 2019 pledge card.

Employees that turn in their pledge card and donate will be eligible to win various prizes and a PTO DAY! We invite all employees from offsite locations to join us.



# DOING WHAT'S BEST FOR OUR COMMUNITY

McLaren Bay Region employees Ami Graper, Pam Gross and Cylvia Valenzuela participated in the Frankenmudder race in Frankenmuth on July 21st. The Frankenmudder is a 3-mile boot camp-style run featuring 17 challenging obstacles.

The race serves as a fundraiser for the Michigan Military & Space Heroes Museum. The museum operates 100% on donations and honors only Michigan military, both living veterans and those killed in battle.

Thank you to this team of ladies for Doing What's Best!



DOING WHAT'S BEST.



## DOW BAY AREA FAMILY YMCA RISE 'N SHINE

McLaren Bay Region is proud to be a sponsor of the Rise 'n Shine Summer 5K Walk & Run. The event takes place on Saturday, August 11th at the Dow Bay Area Family YMCA. It is a free family fun fest for the whole community!

To sign up or for more information, please visit [ymcabaycity.org](http://ymcabaycity.org)



For physicians, employees, volunteers and retirees. To submit a listing, choose one of the following:

1. Visit [www.mclaren.org/bayregion](http://www.mclaren.org/bayregion) and click on "For Employees," then "McLaren Marketplace"
2. Fax to (989) 891-8185
3. Email [emma.miller@mclaren.org](mailto:emma.miller@mclaren.org)
4. Send by interoffice mail to Emma in marketing

### AD DEADLINE

Two weeks before publication date (StatLine is published every Tuesday). Repeated ads are on a space-available basis. Home or cell phone number must be included in ad.

### FOR SALE

- University of Michigan Football Tickets. Sept. 15th vs. Southern Methodist University 4 @ \$75 ea. Section 15 row 44. Call Teri at (989) 529-1003