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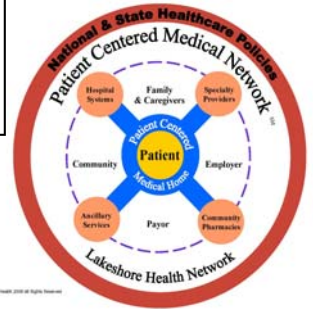
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**Creating the Patient Centered Medical Network  
Ancillary Services in the Transition of Care**

Jen Bailey, BSN, RN, Director Clinical Integration and Operations



The Patient Centered Medical Network is built on the frame work of the Patient Centered Medical Home and is inclusive of all providers within the community that contribute to the overall health of the patient.

Ancillary providers are an integral part of the Patient Centered Medical Network and often necessary to support effective transitions of care from the inpatient to the outpatient setting for patients with multiple medical needs. Ancillary providers also play a valuable role in the ambulatory management of patients healthcare needs. The creation of the Patient Centered Medical Network is dependent on our ability to design and support systems of care that provide just in time resources, education, and communication across the continuum of care. These interventions must be well planned and well coordinated to effectively deliver quality care and steward the resources entrusted to us.

In this issue of the Lakeshore Health Network Newsletter, the LHN team would like to recognize our ancillary provider members who deliver services to support meeting the needs of our patients and the overall community we serve. LHN is committed to working collaboratively with these providers to develop systems of care that further strengthen our Patient Centered Medical Network.

The following ancillary providers are some of the members of the Lakeshore Health Network:

MHP Heart Center	Michigan Pain Consultants	Harbor Hospice
MHP Orthotics & Prosthetics	MHP Pain Clinic	Mercy VNS and Hospice Services
MHP Healthcare Equipment	Homcare Inc.	MHP Sleep Disorder Center

**Directors Corner**

Linda Bailey, Executive Director

Patient Centered Medical Network is now getting play in many sectors of the state and country. Lakeshore Health Network has always believed in, supported and made every effort to model clinical integration throughout our membership. Initially, the founders of the Network discussed who should be part of the organization. Everyone agreed that the Network should be physician driven with a strong hospital partner. As discussions progressed, it became evident that our ancillary members were critical to a successful clinical integration and should be an active member of our Network assisting in building a vision and model for smooth transitions of care.

LHN holds all of our members to high standards of credentialing. Today, our Ancillary partners are held to the same accountability and outcomes monitoring as any other member of our Network. They play a critical role in our over all success.

One of the many areas that our Ancillary Providers have led the way in promotion and support is that of Palliative Care. They were instrumental in assisting the Hospital in developing its inpatient program and today are partnering to develop and deploy an ambulatory program to further enhance service to our residents. This will support patients in self-management, reduce lengths of stay and improve patient satisfaction.

Lakeshore Health Network is a leader in integration and each day we strengthen our Patient Centered Medical Network for the community we serve.



## MHP H.E.A.R.T. Center Programs

Mercy Health Partners' Mercy H.E.A.R.T. Center encompasses a broad range of programs, classes and activities to assist patients with cardiac rehab, improved breathing, healthy living, weight loss, nutrition education, and much more. Below are brief descriptions of the primary programs at the Mercy H.E.A.R.T. Center.

### **Cardiac Rehab**

- **Phase I** begins in the hospital after the patient has experienced heart problems. The patient has a one-on-one experience with a therapist who provides exercise, counseling, and education for improving cardiovascular health and stepping up recovery.
- **Phase II** begins in the weeks after a heart illness. It is a telemetry-monitored rehab program to help strengthen the heart and body, and speed recovery. Patients work with a therapist trained in cardiac disease and recovery, who counsels on risk factor and healthy lifestyle changes. All heart-related illnesses (angina, CABG, valve replacement, stenting, PTCA, MI, CAD) are eligible.
- **Phase III** is a medically supervised maintenance rehab program in which patients learn to self-manage their overall cardiovascular health. It is designed for those with known heart disease, risk factors for CAD, or who want to improve their health in a supervised program. The fee is \$5.50 per session.

### **Pulmonary Rehab**

- **Phase I** begins in the hospital after the patient has experienced a lung or breathing problem. The patient has a one-on-one experience with a therapist who provides exercise, counseling, and education for maintaining and improving pulmonary function.
- **Phase II** begins in the weeks following a pulmonary illness. It is a monitored rehab program with specially trained pulmonary therapists who provide rehab, respiratory care instruction, smoking cessation, nutritional counseling, psychosocial support, and oxygen therapy.
- **Phase III** is a medically supervised, monitored rehab and lifestyle program similar to the Phase II, but geared toward the maintenance of the disease process. The fee is \$5.50 per session.

### **Heart Failure Clinic**

- This clinic is for those with congestive heart failure. A nurse practitioner works closely with the patient to manage symptoms by managing medications, risk factor modification, education and support.

### **Medical Weight Management**

- This 26-week healthy lifestyle program focuses on changing habits. Weekly nurse practitioner visits, class sessions by the nurse practitioner, psychologist, exercise physiologist and dietician help patients achieve success. Participants have use of the Mercy H.E.A.R.T. Center equipment. For more information and fee structure, contact Kelly English, Secretarial support and Scheduler (231) 672-3604 [englishk@trinity-health.org](mailto:englishk@trinity-health.org) or Kay Beebe, FNP, Nurse Practitioner (231) 672-4972 [beebe@trintiy-health.org](mailto:beebe@trintiy-health.org).

### **Diabetic Education**

- This eight-hour program meets for two hours each week for four consecutive weeks. The certified diabetic educators provide instruction on diabetes management, medications, diet, and exercise.

### **Lipid Clinic**

- Lab draws are available every second Tuesday of the month from 7:00 a.m. to noon. Out-of-pocket costs as follows; \$6 for cholesterol, \$6 for glucose, \$15 for a lipid profile and \$21 for a lipid and glucose.

Programs that may be covered by insurance include: Phase II of Cardiac Rehab and Pulmonary Rehab, the Heart Failure Clinic, the Medical Weight Management program, and diabetes education.

Mercy H.E.A.R.T. Center's programs also include cardiac education, heart failure education, cooking classes, nutrition education, a harmonic class, pulmonary nutrition and a cancer lifestyle program. For complete information on all the programs at the Mercy H.E.A.R.T. Center, or to make a referral, call (231) 672-3080 or fax (231) 672-3838.

## MHP Orthotics & Prosthetics

Orthotics & Prosthetics (O&P) is an ancillary department of the hospital that provides both custom and non-custom devices. Patients are referred from their Primary Care Physician or Specialist and are then evaluated by a Certified Orthotist, Prosthetist or Mastectomy Fitter in an inpatient or outpatient setting.

The Orthotics service line offers bracing for upper extremity, lower extremity and/or spinal injuries, compression stockings and custom/non-custom foot orthotics (shoe inserts). Prosthetics are artificial arms, legs, hands or feet and are custom measured and fit to each patient. MHP O&P also provides mastectomy services, which include silicone and foam breast forms, a wide array of mastectomy bras as well as post-mastectomy camisoles.

We are located at 1560 E. Sherman Blvd. (Westshore Professional Building), suite 125. Office hours are 8:00-5:30 Monday-Friday. The number to contact for referrals or to schedule an appointment is **231-672-4886** and the fax number is 231-672-6906. We offer 24/7 pager coverage for after hour needs as well. Please contact our office to schedule an appointment. Patients can also be seen on a walk-in basis as the schedule permits.

For further questions, please call the Department Manager, Leslie Swanker at 231-672-3063 [swankerl@trinity-health.org](mailto:swankerl@trinity-health.org)

## **Management Services Organization (MSO) News**

2009 was a great year for the MSO. There were 15 new programs and services aligned to assist your practice or employees with discounts to help reduce your overall costs in many different areas. There are new discounts for services such as uniforms, supplies, catering and optical. In 2010, the focus will begin with health and wellness. Please contact Carrie Uthe, MSO Coordinator and Provider Relations Specialist for further details or new suggestions at: 231-672-3882

## Mercy Health Partners Healthcare Equipment

Since 1985, the dedicated respiratory therapists, trained equipment technicians, and billing specialists of Mercy Health Partners Healthcare Equipment have been providing the very best in home medical equipment needs. In addition to an extensive inventory of home healthcare products, Mercy Health Partners Healthcare Equipment provides legendary customer service, expert patient instruction and training as well as a convenient delivery service for a wide variety of home healthcare products.

### **What's Available**

- Bathroom Safety Items
- Breast Pumps
- CPAP and BiPAP Equipment
- Diabetes and Ostomy Supplies
- Enteral and IV Supplies
- Hospital Beds
- Lift Chairs and Walking Aids
- Oxygen Equipment
- Personal Emergency Response Systems
- Post-mastectomy Products
- Respiratory-related Equipment
- Wheelchairs, Scooters and Ramps



This list covers only the major products available. Please contact us for a complete listing of products.

### **Our Services**

At Mercy Health Partners Healthcare Equipment, we believe that we can provide you with the best supplies and service in the area. We offer delivery, set-up, and personalized education and training on the use of our equipment. We also provide 24-Hour Emergency Service, Insurance Billing, Discharge Coordination and In-home Patient Assessment.

### **Our Locations**

Serving Kent, Muskegon, Newaygo, Oceana, and Ottawa Counties from the following locations:

Hackley Professional Center 1675 Leahy Street, Suite 101 Muskegon, MI 49442	231-728-5711 800-290-6016
Jefferson Building 260 Jefferson Avenue SE, Suite 350 Grand Rapids, MI 49548	616-685-5335 888-200-3779
Lakes Campus 6401 Prairie Street, Suite 1100 Norton Shores, MI 49444	231-727-7966

**Michigan Pain Consultants**

Michigan Pain Consultants comprehensive interdisciplinary approach to pain care offers patients and providers renewed hope for relief from chronic pain. We believe chronic pain should be treated like other chronic medical conditions such as diabetes, asthma or congestive heart failure. Chronic pain requires chronic treatment. The goal of treatment is to optimize management of the pain and get our patients back to enjoying their life without the shackles of chronic pain. Our pain specialists diagnose and treat a broad range of chronic pain conditions.

**These conditions include:**

- Pain
- Arthritis
- Headaches
- Neuropathic Pain
- Fibromyalgia
- Complex Regional Pain Syndrome
- Shingles and Herpetic Neuralgia
- Musculoskeletal Pain

Michigan Pain Consultants understands that chronic pain can be different for everyone. Our physicians personally diagnose each patients chronic pain condition and tailor a treatment program to suit their individual needs. We employ a multitude of interventional pain procedures in conjunction with physical therapy, behavioral therapy and medical management modalities in our comprehensive approach to the treatment of chronic pain. For more information regarding Michigan Pain Consultants, please visit [www.michiganpain.com](http://www.michiganpain.com)

Michigan Pain Consultants currently has two locations along the lakeshore to serve your patients.

MPC Muskegon  
1675 E Mt. Garfield, Suite 135  
Muskegon, 49444

MPC Holland  
844 South Washington  
Suite 100 (Bldg. 1)  
Holland, MI 49444

**Referral Information:**

For new patient appointments  
1 (800) 281-3237  
Physician Online referral:  
[www.michiganpain.com/physicians.htm](http://www.michiganpain.com/physicians.htm)



**Mercy Health Partners Pain Clinic**

Mercy Health Partners' Pain Clinic located at the Hackley campus has been treating chronic pain patients since opening in 2003. Dr. Jeffrey Sears, along with Physician Assistants' Heidi Jackson and Jessica Schmehl and the clinic staff are committed to helping patients control their pain so they can get back to enjoying life. Chronic pain affects thousands of people each year and can be devastating to a patient's physical, social, economic and psychological wellbeing. The staff in the clinic understands this and is committed to restoring function and relieving pain through the latest techniques and technology. Some of the conditions treated in the pain clinic include chronic back pain, degenerative back and neck conditions, spinal fractures, scoliosis, spinal stenosis, spinal tumors, ischemic pain from vascular disease, and peripheral neuropathy, just to name a few.

Cancer or cancer therapy related pain can be especially distressing to patients and their families. For nearly all patients, cancer pain can be well managed. Our pain specialists will work directly with the patients' oncology team to determine the right pain management plan, coordinating and maintaining the management of pain medications or other pain management modalities through close communication with the physicians. The clinic is open Monday through Thursday from 7 a.m. to 5 p.m. To find out more about the services offered through the pain clinic or to schedule an appointment, please call 231-728-5692. We look forward to serving you.

**Muskegon Medication Take Back Program**

**HOLD THE DATE:**

The First Medication Take Back event will be held on  
**Saturday, February 20**  
10:00 a.m.- 2:00 p.m.

Location: Norton Shores Fire Department , Pontaluna Road

The Muskegon Medication Take Back Program is a partnership of several organizations within Muskegon County.

This program is FREE of charge and offers residence the opportunity to dispose of unused medications (over-the-counter, controlled and uncontrolled medications). Flyers for your patients will be sent to your office shortly. If you have any questions, please contact Carrie Uthe or Lori Goudie at 231-672-3882.

## Homcare Incorporated

Homcare Inc. is a locally owned, independently operated, skilled home health care agency. Homcare has been certified by Medicare since 1991 and maintains CHAP accreditation. Homcare is proud of the longevity of its staff. Several of our staff have been with us since 1991 and most have been with us more than ten years.

We provide skilled nursing, physical therapy, occupational therapy, speech therapy, home health aides and social work to home bound patients. These patients can be in their own homes or apartments, assisted living centers, living with a relative or in adult foster care. The patient's physician drives the treatment plan with recommendations from our nurses and/or therapists.

Care provided can be short or long term. Typically, post surgical care is short term. A patient receiving a new hip or knee will have a short term home health plan. Our staff works to get these patients to out-patient rehabilitation to maximize the patient's function of their new joint. However, other care can be several months as we work to heal large wounds/ulcers. Every care plan is tailored to the patient's needs.

Our wound certified nurse has been with us since 1996 and has a real passion for patient care and healing challenging wounds. Her knowledge and perseverance has led to the healing of many wounds, no one thought would ever heal.

Our staff is committed to promoting over all health and well-being in the community. As an independent, locally owned entity we hope that we have the opportunity to share our knowledge and dedication with you and your patients. Please call (231) 755-6951 for more information on services offered at Homcare Inc.



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## Harbor Hospice

Harbor Hospice has as its mission to provide quality, compassionate end-of-life care to patients and their families in northern Ottawa, Muskegon, Oceana and Mason counties. Patients are cared for in their own home and assisted living centers as well as in nursing homes where a dedicated hospice team supports the patient, family and staff. Residential and inpatient hospice care is offered at the 14-bed Poppen Residence located near the Lakes Mall in Fruitport Township.

*Patient Care* – Hospice coordinates care and all services related to the patient's hospice diagnosis including physician, nurse, social work, chaplain and home health aide visits. Hospice also covers drugs, DME, oxygen and outpatient services. Volunteers are available for respite, companionship, errands, spiritual and emotional support.

*Grief Support services* – Harbor Hospice offers individual and grief support services to families of patients served, as well as individuals and groups in the community-at-large. Counseling services are provided by master's prepared social workers who specialize in loss and grief.

*Palliative Care services* – Harbor Hospice partners with Mercy Health Partners on the inpatient palliative care consult service and is working with Lakeshore Health Network to expand outpatient palliative care programs.

Medicare, Medicaid, and commercial plans including BCBSMI and Priority Health have hospice benefits. Community funding is available for the underinsured and uninsured.

Referrals are accepted 24/7 by calling the admission department at (231) 728-3442.

More information on the services and educational programs of Harbor Hospice is available at [www.HarborHospiceMI.org](http://www.HarborHospiceMI.org).

**Mercy VNS and Hospice Services**

Denise Garman BSN, RN, Executive Director

Research shows that people recover faster, with better outcomes, when the recovery takes place in the home. Hospice patients find the home setting comforting and familiar. Mercy VNS and Hospice Services offers a continuum of services, from the beginning of life to the end of life. Patients can transition from home care to hospice, use home care or hospice with the support of our private duty services. We also offer a lovely state-of-the-art hospice residence for those patients whose care needs exceed what families can manage.

Our communities offer many Home Care/ Hospice/Private Duty agency options. There are several things that should be examined prior to selecting an agency. The agency should attain superior outcomes posted on the CMS website. Staff should have continuous education, be dedicated to their profession, and prompt (usually 24 hours from time of referral). The agency should offer its patients innovative niche programs using advanced technology. Moreover, CHAP or JCAHO should accredit the agency.

For further information regarding any of our programs or services, please call 231-672-HOME (4663) or visit us on our web site: [www.trinityhomehealth.com](http://www.trinityhomehealth.com)

**MHP Sleep Disorders Center**

Jane Otrhalek, Director

The Sleep Disorders Center was consolidated July 1,2009 into an eight bed unit located at the General Campus on the second floor. We are open six nights a week, every night except Saturday. If you think your patient has a sleep disorder you can call Central Scheduling at 672-4800 and schedule a clinic visit with one of our sleep specialists. Those include Neurologist and Board Certified in Sleep Medicine Dr. Kevin Kellogg, (Medical Director) or Pulmonologists Dr. Douglas Hoch, Dr. Mark Ivey, (Board Certified in Sleep), and Dr. Andrew Kleaveland. At the clinic, a medical and sleep history profile is created and it is then determined what type of sleep test will be ordered if indicated to accurately diagnose the sleep disorder. The referring Physician will receive a written report detailing the tests conducted, including a summary of all findings, differential diagnosis and treatment recommendation. If treatment is recommended, the center will work with a local Durable Medical Equipment provider to coordinate the in home treatment. The Sleep Disorders Center is staffed with all Registered Polysomnographic Technologists who are professional, friendly and helpful.

We can perform sleep studies on children four years old to adults and can accommodate special needs and disabilities. The Center also has started a Sleep Support Group that meets at MHP General Campus & a Caregiver Support Group that meets at Hackley professional Building. Both are free programs. For further information call 672-6186, option 2, Monday – Friday 7am-5pm.

**MISSION STATEMENT:**

Lakeshore Health Network exists to serve the residents of the Lakeshore through a partnership of the community and health care providers, dedicated to delivering value and excellence within a “Patient Centered Medical Network”.sm

**Lakeshore Health Network**

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Muskegon MI 49444

(231) 672-3882

lhnpfo.org

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