



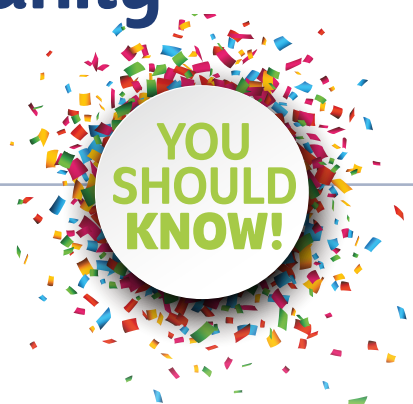
From the Community

Note: Our staff often receives notes of appreciation from patients and their families. We are grateful for every message. We want to share some of the messages we have recently received. Patient identifying information has been removed to respect confidentiality.

“Our sincere appreciation to all of you that cared for my family member. Each and every time, there was nothing but the most kind, caring, genuine top notch care. It eased our minds knowing she was getting quality care and we are thankful for that!”

“Words can't express how grateful both of us are to the entire staff for their professional, efficient and caring treatment during her stay. Everyone, from the doctors, surgeons and nurses to the housekeeping and kitchen staff and visiting nurses were very pleasant, helpful and caring. You can be proud to have such people on your staff. I will not have any hesitation in recommending DCH to my family and friends.”

“It is very comforting to know that when we drive by DCH that there are very caring, compassionate and skilled personnel working there. We feel very blessed to have this first-class hospital in our reach and one that our family and friends can visit us at. Our family member has used this hospital five times and two were very, very serious. We give credit to the doctors and nursing staff for saving their life.”



Delivered 346 babies in 2019!

One of two hospitals in the U.P. to be named a TOP RURAL HOSPITAL in the United States by Leapfrog Group Healthcare Analytics.

Only local healthcare provider bringing critical 24/7/365 Emergency and Trauma services to our community

DCH Named Top Rural Hospital

Adding to its nationally recognized achievements in patient safety and quality, Dickinson County Healthcare has been named a **2019 Top Rural Hospital**. Widely acknowledged as the most prestigious distinction a rural hospital can receive, the Top Rural Hospital award recognizes a hospital's commitment to excellence in patient safety and quality.

The Top Rural Hospital designation is awarded by The Leapfrog Group, an independent hospital watchdog organization.



“We are deeply honored to be recognized nationally as one of the nations' best rural hospitals. The Top Rural Hospital designation underscores the collective commitment of our staff, physicians, and hospital leadership to the highest standards of care,” said Chuck Nelson, DCH Chief Executive Officer.

“We leverage ratings as a tool to continually improve. This recognition, together with our

October “A” recognition (also from The Leapfrog Group), is evidence of our success in continually providing the highest quality of care to the residents and visitors of Dickinson County. The Leapfrog recognition is an excellent confirmation that our system of care is stronger than ever,” Nelson said.

DCH is one of only 18 hospitals in the United States to be named to the list.

“A hospital isn't buildings and specialized equipment — a hospital is people,” said Nelson. “Earning even one Leapfrog award is the result of exceptional teamwork and dedication from all of our employees. Earning this recognition year after year is proof positive that our team has some of the hardest working and committed healthcare professionals in the United States.”

Performance across many areas of hospital care is considered in establishing the qualifications for the award. According to Leapfrog Group, “Top Hospitals have better systems in place to prevent medication errors, higher quality on maternity care and lower infection rates, among other laudable qualities.”

A letter from our CEO

Focus Forward Healthcare for the Future of Dickinson County

Dear patients, families and the community we serve,

It is my honor to be in a position to guide excellent healthcare in the Iron Mountain region and share with you important information about the future of healthcare in our communities.

Dickinson County Healthcare is diagnosing health challenges earlier than ever and developing personalized care plans to keep people healthier longer. Our outstanding team of family healthcare providers is supported by highly skilled, locally-based specialists including internal medicine, general surgery, orthopedics and physical therapy, cancer care and heart care.



Chuck Nelson,
President & CEO
Dickinson County Healthcare

From advanced lab and diagnostic services, to lifesaving emergency treatment, to kind and compassionate hospital care, our caring staff is always ready to serve you. Our greatest reward is that babies, kids, moms, dads and grandparents all become healthier here. Dickinson has been regionally and nationally recognized for excellent healthcare by independent performance-based rating agencies including an “A+ Patient Safety Rating” and “Top Rural Hospital” designation from The Leapfrog Group.

Dickinson County Healthcare is vital for our community:

- We provide access to comprehensive, excellent healthcare services for residents and visitors, including lifesaving emergency services.
- Dickinson employs 600 passionate healthcare professionals who live and work in the Iron Mountain and surrounding areas..
- As your community owned hospital, we energize our local economy with more than 60 million dollars in salaries and benefits annually.

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Dickinson County Healthcare Updates Website

Dickinson County Healthcare launched a new online home in January, delivering an improved experience to patients and visitors. The new website features easier, more convenient navigation plus an improved provider search functionality. Additional features and content will be added in the near future.

To view the new website, visit www.dchs.org.



Edberg Recognized for Longtime Service to DCH

During a recent board meeting, Bill Edberg was thanked by all of the trustees for his longtime service on the DCH board, including his tenure as board chairman.

As his final term on the board came to an end, Bill shared, "It is nice to go out knowing the hospital is in such good shape. I cannot overstate the significance of the Top Rural Hospital rating. I hope the community understands this award isn't something that you can go out and purchase."

"It's something that you have to earn and I urge people to understand that, respect that, and to support this hospital. Not because of the great economic impact that the hospital has on this community, but because we have excellent care here. It has been an outstanding privilege to serve on this board."



Bill Edberg

Expanding Care with More Great Providers



Dr. Ellen Bianchi, OB-GYN

Dickinson County Healthcare is continuing to grow our excellent team of providers to serve the entire community.

In November, DCH expanded its great birthing and women's health team for the community with the addition of Dr. Ellen Bianchi, OB/GYN.

Dr. Bianchi specializes in a wide variety of women's health needs from providing comprehensive women's wellness exams at every age to individualized prenatal care and birthing services performed at the region's premier local hospital.

A compassionate person with an outgoing personality, Dr. Bianchi is a recent graduate of the Michigan State University College of Osteopathic Medicine. She completed her residency at the Ascension Genesys Hospital in Grand Blanc, Michigan.

Building a trusting and supportive relationship with her patients is what Dr. Bianchi likes most about being a healthcare provider. She has a passion for serving her patients and growing long-term healthcare relationships.

"I love taking care of and supporting women through all stages of life," Dr. Bianchi said. "I feel very privileged to be part of the most private, joyous, and even saddest moments in women's lives. I love operating and I don't think delivering babies will ever get old."

A native of Marquette, Dr. Bianchi enjoys spending time with her husband Donald, and twin sons, Enzo and Leo. She is looking forward to outdoor adventures in the U.P. such as hiking, snowshoeing, camping and relaxing by the lake.

In September, two new family medicine providers joined the team, certified physician's assistant Korby Howell and Dr. Elizabeth Mackey.

Howell joined DCH to provide healthcare services for all ages.

Originally from Sandy, Utah, Howell attended medical school at the Massachusetts College of Pharmacy and Health Sciences-Boston. He is board certified by the National Commission on Certification of Physician Assistants.

"I chose to be a PA and go into primary care because I believe that mid-level providers are the answer to the access to care crisis in the United States," Howell said. "I am also passionate about providing quality community healthcare."

As a family medicine provider, Dr. Elizabeth Mackey is board certified in emergency medicine and also specializes in healthcare services for patients of all ages. Mackey has worked in healthcare for more than 20 years. After practicing in lower Michigan, she and her family moved to the Upper Peninsula in 2010 for "a better way of life."

"After 20-plus years of providing emergency medicine, I am at a point in my career where I want to have long-term relationships with my patients," Mackey said.



Korby Howell, PA-C



Dr. Elizabeth Mackey

Sepsis Initiative Aims to Save Lives Through Early Recognition

Dickinson County Healthcare has saved an estimated 66 lives from sepsis from 2013 to 2018, including the life of Marilyn St. John.

One day after seeing her primary care provider for pneumonia, Marilyn awoke feeling confused, weak and unable to speak. Her husband immediately called an ambulance thinking she had a stroke.

She arrived at the DCH emergency department, unconscious and clinging to life. The emergency department nurse, Susie Berquist, immediately recognized that Marilyn had sepsis and notified the provider, who started treatment, including antibiotics, labs and fluids.

Early sepsis treatment saved Marilyn's life. Marilyn shared, "I was in septic shock for five days and I am lucky to be here today. The care I received was terrific and the Dickinson Team of healthcare providers truly saved my life."

The Evidence

Each year, 1.6 million adults across the nation are diagnosed with sepsis. It takes more than 270,000 lives each year in the U.S.

Research shows that early recognition and timely treatment are key to combatting sepsis. In fact, sepsis mortality increases by as much as 8% for every hour of delay in treatment.

Sepsis is the body's overwhelming and life-threatening response to infection, which can lead to tissue damage, organ failure and death.

Symptoms of sepsis may include shivering, fever, low temperature, extreme pain, accelerated heartbeat, extreme sleepiness, confusion, pale or discolored skin or shortness of breath.

Dickinson County Healthcare has once again been nationally recognized for sepsis treatment and care. As a 2019 Healthgrades Treatment of Sepsis Five-Star recipient, DCH is committed to providing top quality care to our patients.

Dickinson County Healthcare's Manager of Population Health and Quality Management, Carolyn Hoy, spoke about the sepsis initiative and the team, "We developed our sepsis program with the goal of early recognition and treatment to save lives. I am so proud of how our dedicated healthcare team worked together to save not only Marilyn's life, but many other lives in our community. We hope to continue educating the community, so patients will recognize signs of sepsis and seek treatment right away."



Pictured from left to right: Jesse Wery, RT, Mary Jane Roell, RN, Anne Demming, RT, Dawn Lanich-Seidel, RN, Carolyn Hoy, RN, Marilyn St. John, Annette Danielson, RN, Aimee Cole, RN, and Sonja Popour, RN.

Focus Forward

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You have the choice to ensure that Dickinson County Healthcare remains vital for our community into the future:

Choosing where to receive your healthcare is highly personal and 100% up to you. As your community-owned healthcare organization, Dickinson County Healthcare is always working hard to be your first choice.

We understand that some people have chosen to leave the area for services that Dickinson County Healthcare is capable of providing locally. When patients choose to leave the area for services, dollars spent with other organizations can't be used to support the vital healthcare services Dickinson provides to our community.

Even if your family medicine provider is not with Dickinson, you can still utilize Dickinson for many aspects of your healthcare. Here are a few examples:

- You have a choice to ask that labwork, blood tests, x-rays and other diagnostic services to be done at Dickinson.
- You have a choice to select our excellent, locally-based general surgeons and orthopedic surgeons for your care.
- You have a choice to continue cardiac rehabilitation services locally at Dickinson. We work directly with heart specialists at many health care organizations to follow your care plan.
- You have the choice to continue having babies at Dickinson County Healthcare.

Healthcare is a choice. Please make Dickinson County Healthcare yours.

If you have not chosen Dickinson lately, please consider giving us a try. We think you'll be glad you did. We are always grateful for the support of the community we love!

Best regards

Chuck

Chuck Nelson
President and CEO

Dickinson County Healthcare System