



BRONSON SOUTH HAVEN:

2017 – A YEAR OF PROGRESS

It's hard to believe it's been over a year since South Haven Health System joined the Bronson Healthcare system and began serving Allegan and Van Buren counties as Bronson South Haven.

So much has happened that is making us better and that will have a lasting impact on the patients and families we serve.

During our first year, we expanded access to Bronson primary care and specialty providers and successfully raised the bar on quality and safety, achieving a three year re-accreditation from The Joint Commission. We also completed facility and parking improvements, electrical and refrigeration upgrades and installed new sterilizing equipment for our surgical suites.

With support of the Bronson Health Foundation, we continued to provide wellness scholarships and partner with area schools and community organizations to support impactful health initiatives.

We are proud of our progress and the spirit of partnership that continues to support and encourage our work. We are particularly grateful for the Positivity of our employees, volunteers, and providers and for the engagement of our local advisory council and our regional board of directors who help us set the course.

The positive momentum we are experiencing today at Bronson South Haven is buoyed by our belief that the best is yet to come.

Sincerely,



Frank Sardone
President & CEO
Bronson Healthcare



Kirk Richardson, MSM
Chief Operating Officer
Bronson South Haven

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BRONSON SOUTH HAVEN: 2017 HIGHLIGHTS



Connected care is better care. With a single electronic medical record system across the region, Bronson hospitals and providers have shared access to patient information and can collaborate and coordinate care from any location. Bronson patients also have online access to their medical record and can communicate with their providers through Bronson MyChart, a secure online connection.



Improved access to primary care and specialty care services is one of the advantages of being part of a large, regional health system. We've added providers in family medicine and women's health, increased our wound care services, and offer a wide variety of orthopedic services.



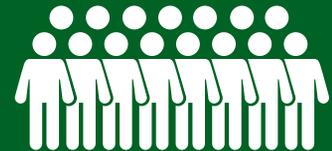
Since becoming part of the Bronson Healthcare system, significant effort has gone into delivering exceptional care experiences. Timeliness is a key factor in quality and service. That's why we are now reliably utilizing Bronson's owned ambulance service for patient transfers. Van Buren Emergency Medical Services dispatches from the Bronson South Haven campus with 90% of transfers taking under 15 minutes. In 2018, we will continue to improve emergency services as we seek Level IV trauma designation from the state of Michigan.



As a mission-driven organization, we are committed to ensuring everyone has access to quality medical care regardless of ability to pay. The quality of care we provide is periodically reviewed and verified by several external agencies. In 2017, after a five-day survey, we achieved three-year reaccreditation from The Joint Commission. Our hospital laboratory was also successfully accredited by COLA, one of the nation's leading laboratory accrediting bodies.



We are involved in dozens of initiatives focused on improving the health of our community. Bronson Wellness Center's Eat Healthy, Be Active program provides no-cost nutrition education to low-income community members. Attendees learn how to make small changes toward a healthier diet, prepare quick and healthy family meals, shop healthy on a budget, read food labels, better manage weight, and be more active in ways they enjoy. 70% of graduates say they have increased the amount of time they are active each week. In 2018, we will be adding a Safe Kids initiative.



The culture of Positivity we enjoy at Bronson South Haven was evident as our employees and providers successfully made the operational changes necessary to become part of Bronson and to transition to a new chief operating officer when Joanne Schroeder left the community in June. We are pleased to have such a strong and loyal workforce and to have been able to raise wages in 2017 for our nursing professionals to mirror the Bronson system salary scale.