



Level 1 News

Summer 2012

Nineteen-year-old Makes Full Recovery After Assault

October 5, 2011, started out like an ordinary day for Anna Brundige, 19, of Schoolcraft. She went over to her grandparent's house in the morning to clean it and surprised a man who had invaded the home intending to steal. The man beat her until she lost consciousness. About a half hour later, Anna miraculously regained consciousness on her own and was able to call her mom. Paula Brundige heard her daughter's voice and knew immediately that something was very, very wrong. She quickly called 911.

South County EMS responded to the scene and found Anna bloodied and in a state of complete shock and confusion. Joseph Weeks, Jr., EMT-B, Allen Reynolds, MFR, and Brandon McMillan, EMT-B, worked quickly to control her bleeding and put a backboard and cervical collar

in place. Anna was rushed to the Level I Trauma Center at Bronson Methodist Hospital where the Tier 2 call down team was waiting for her arrival.

Her injuries were numerous and severe. Anna had suffered a skull fracture, cerebral contusion, multiple scalp abrasions requiring 40 stitches, pneumothorax, left scapular fracture, left metacarpal fractures 3-5 and right fifth digit amputation. Specialists from orthopedic surgery, ortho hand surgery and neurosurgery were consulted.

On October 7, 2011 – only the third day after the attack – Anna was discharged to home. She would go on to receive cognitive therapy with Bronson Rehabilitation at the Bronson Lifestyle Improvement & Research Center in addition to physical therapy. (continued on page 2)



Just three months after being injured, Anna was well enough to begin training for the Kalamazoo Half Marathon. Thanks in part to the skilled work of the first responders and the entire trauma team, she went on to complete the race.

Emergency Department Patient Satisfaction in Top 10% in the Nation

Bronson Methodist Hospital (BMH) is the only hospital in southwest Michigan to receive the 2012 HealthGrades Outstanding Patient Experience Award™. This distinction ranks BMH among the top 10 percent of hospitals nationwide. The BMH Emergency Department (ED) has also ranked in the top 10% of similar EDs in the nation.

"Bronson has set the bar high for healthcare in this community," says Denise Neely, MBA, BSN, vice president and chief nursing officer. "We have a culture of excellence — excellent care, excellent outcomes, and excellent staff. That is why so many

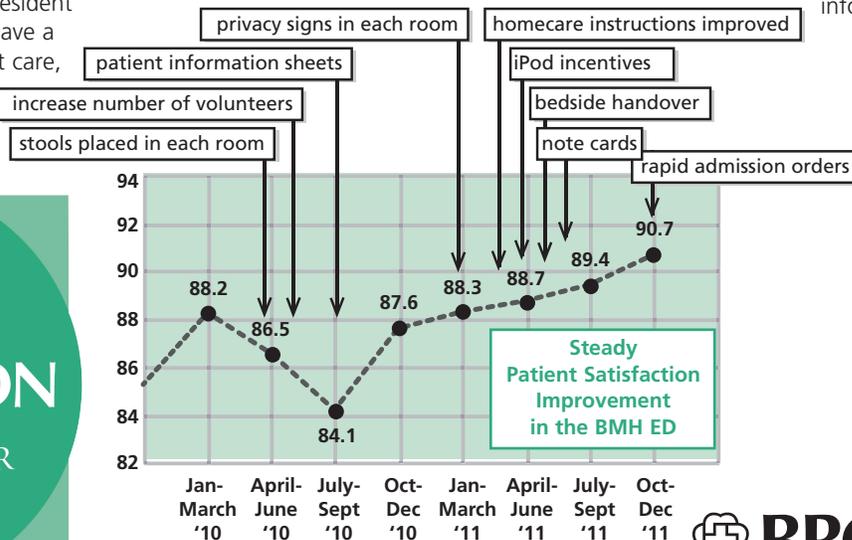
people from across southwest Michigan choose Bronson and recommend our hospital to others. We're very proud to be recognized by our patients for the quality of care we deliver, and we continue to challenge ourselves to do even better."

This year, HealthGrades looked closely at the impact that patient-provider communication has on patient experience. Communication is a key factor for

patient satisfaction. It can also be critical to ensuring positive outcomes. Bronson physicians, providers and staff have been putting best practices in place to improve communication and our patients are benefiting.

The BMH ED has documented steady improvement in patient satisfaction as they implemented several tactics (see graph).

Visit healthgrades.com for more information.



Nineteen-year-old Makes Full Recovery

(continued) "It's amazing how fast your body heals. (When I started rehab), I couldn't lift my arm at all and only two months later I had full range of motion," says Anna.

Anna refuses to let what happened to her ruin her life. To prove it, she started training in February — just three short months after the brutal attack — for the Kalamazoo Half Marathon. She finished the race on May 6. "It felt good to accomplish something and know that I was not held back because of what happened to me," says Anna.

The man responsible for Anna's attack is serving multiple prison sentences for his crimes. Anna says, "That was closure for me. Just to know that he was put away...he's not on the streets where he can hurt anyone else."

When asked how the attack has changed her, Anna says, "Now I definitely want to help others who are victims of violence."

Fast action and quick decision-making by all members of the trauma system helped this remarkable young woman make a complete recovery.

PHTLS Courses Suspended

After careful consideration, Bronson Education Services has decided to suspend Pre-Hospital Trauma Life Support (PHTLS) courses at Bronson Methodist Hospital due to low attendance. Bronson was among the first educational institutions to provide PHTLS in southern Michigan and was instrumental in providing the state with instructors who are now doing an excellent job of hosting PHTLS courses at their own facilities. For those who taught PHTLS, we thank you for your hard work and due diligence. Your services are greatly appreciated. For the many students who attended courses over the years, thank you for your loyalty. We will continue to monitor trends and if there is a need to hold courses once again, we will alert the community.

Bronson Receives 'A' Grades in Hospital Safety

Bronson Methodist Hospital and Bronson Battle Creek were both honored with an "A" Hospital Safety ScoreSM by The Leapfrog Group. They were the only hospitals in Kalamazoo and Calhoun counties to receive the highest score.

The Leapfrog group is an independent national nonprofit run by employers and other large purchasers of health benefits. The group analyzed 26 measures of publicly available hospital safety data to produce a single score representing a hospital's overall capacity to keep patients safe from infections, injuries and medical and medication errors. Based on this data, US hospitals were assigned an A, B, C, D or F for their safety.

"Bronson's unwavering commitment to patient safety is something we're consistently recognized for," said Cheryl Knapp, vice president, System Quality

Standards & Accreditation and chief quality officer for Bronson Battle Creek Hospital. "Our providers and staff adopt best practices, evaluate every aspect of patient care, communicate openly, and diligently focus on continuous improvement. Earning the trust of patients and families is of utmost importance and we take it seriously. Not only are we honored to be recognized in this national review, we're grateful for reliable tools that help people make informed decisions about where to turn for their healthcare."

Visit hospitalsafetyscore.org to see scores for both hospitals as they compare nationally and locally. The Hospital Safety ScoreSM website also provides information on how the public can protect themselves and loved ones during a hospital stay.

New Collaboration Forms Premier Cardiology Group

Bronson Methodist Hospital (BMH) and Advanced Cardiac Healthcare, PLC, announced the formation of Bronson Advanced Cardiac Healthcare on June 1. This premier cardiology relationship was designed to strengthen patient care in southwest Michigan by combining the strengths and resources of both organizations.

Founded in 1992, Bronson Advanced Cardiac Healthcare has grown to include nine physicians, six mid-level providers and six office locations in Kalamazoo, Oshtemo, Battle Creek, Allegan, Paw Paw and Vicksburg. The practice's comprehensive office- and hospital-based services include invasive cardiology pro-

cedures, peripheral vascular procedures, specialized clinics and electrophysiology. All Bronson Advanced Cardiac Healthcare physicians are board certified and have completed additional fellowship training in their areas of specialty.

BMH is rated best in the region for overall cardiac services by HealthGrades[®] (2012) and is the preferred hospital in Kalamazoo County for heart treatment.

Visit bronsonadvancedcardiac.com to learn more.



Bronson Advanced Cardiac Healthcare

New Heart Valve Clinic Created

Bronson Advanced Cardiac Healthcare and Bronson Cardiothoracic Surgery have created southwest Michigan's only multi-disciplinary heart valve clinic. The clinic treats patients with moderate and severe aortic stenosis (*see box*).

Bronson provides a continuum of high quality care for cardiac patients, from a chest pain emergency center with the highest level of accreditation from PCI to the region's only multidisciplinary heart valve clinic.

For more information, please call (269) 373-1222.

Bronson Heart Valve Clinic Overview

- During the initial appointment, the patient is assessed by our board certified cardiologists and a plan of care is initiated.
- All prior diagnostic studies are reviewed. Additional diagnostic imaging may be performed on the day of the patient visit if necessary.
- If needed, an interventional cardiologist and cardiothoracic surgeon will discuss options with the patient.
- Primary care physicians receive a summary and a call about their patient's plan of care.
- Cardiac surgeons, interventional cardiologists and imaging experts meet regularly to discuss complex cases.

WE NEED YOUR INPUT!

Level I News Satisfaction Survey



We want to hear from you! Return this survey for a chance to win a \$100 gas card. Simply answer the questions and drop it in the mail using the envelope provided. Or, you can access the survey online at <http://www.surveymonkey.com/s/HDSFJ3V>. The survey will take only a few minutes to complete. All responses will be kept confidential.

Check the box next to the answer that best describes yourself:

What is your age?

- 18-24 25-36 37-45
 46-54 55+

What is your gender?

- Male Female

What is your current profession?

- EMT Paramedic Police
 Fire Other

How many years in your profession?

- 0-5 6-10 11-15
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Trauma Research	1	2	3	4	5

Please provide any additional comments:

Contact information if you would like to be entered into the drawing:

Name: _____
 Phone: _____
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Thank you for helping us make Level I News better for you!

BLS Instructor Course

Monday, October 15, 8 a.m. to 6 p.m.
Gilmore Center for Health Education

The deadline to register is Sept. 24. Classes fill quickly. Early registration is recommended. Requirements include a current Healthcare Provider's Card (BLS) and a referral from your manager or a member of Bronson Education Services. For more information or to register, contact Bronson Life Support at criddlel@bronsonhg.org or (269) 341-8019.

Bronson Level I News is published quarterly by Bronson Methodist Hospital. The information included is intended to educate and inform the southwestern Michigan emergency medical services community. Want to receive Level I News? Need to change your address or be taken off our mailing list? Contact the Executive Editor at 601 John Street, Box 19, Kalamazoo, MI 49007. Phone: (269) 341-6328 Fax: (269) 341-7574 bronsonhealth.com

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Thank You for All You Do



Bronson President & CEO Frank Sardone thanks Matt Dawson, Paco Perez and Patti McCartney from Life EMS and Steve Polega, Nurse Manager, T&EC, for their part in helping Bronson Methodist Hospital's (BMH) Emergency Department achieve one of the highest patient satisfaction rates in the nation. The informal "chill 'n' grill" celebration was held in May to recognize the BMH ED for increasing scores in all patient satisfaction categories over the last two years. BMH ED is currently ranked in the top 10 percent of similar emergency departments in the nation.

Share Your Positivity Story

Read inspiring stories from Bronson patients, families and caregivers — or share your own positivity experience at bronsonpositivity.com.



bronsonpositivity.com