

# Regional Care Transformation Plan

for Northern Michigan's largest non-profit healthcare system



## Adopt a More Patient-Centric Model:

We will invest in a more seamless, quality experience for patients, as well as more access, options and 'new front doors' for care.

## Expand Munson Healthcare's Outpatient Footprint:

We will expand the services our patients want more of – outpatient services and primary care.

**Enhance Virtual Care:** We will build on the tools like Virtual Urgent Care we stood up during COVID, offering more virtual care options.

**Regionalize Inpatient Services:** We will realign inpatient services regionally to ensure we have the right staffing resources to match patient needs in local communities.

## Elevate Munson Medical Center to High-Level Specialty Care Center:

We will continue to elevate Munson Medical Center to a High-Level Specialty Care Center so patients don't have to go downstate for special services like critical care, oncology, stroke & cardiology.

## Patients will experience:

- **A consistent, quality experience, no matter what Munson front door you go through:** Less paperwork, better coordination of care and secure access to health information.
- **More and better access to preventative care:** More access for primary, specialty and outpatient care, with virtual care options.
- **High-level specialty care in Northern Michigan for the next 100 years.**

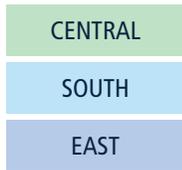
## Employees will experience:

- **Stability:** A more united and sustainable organization where each region delivers on its strengths.
- **Teamness:** The ability to put our values into action by becoming a fully united health system.
- **Innovation:** Increased innovation and new technology in our care delivery.

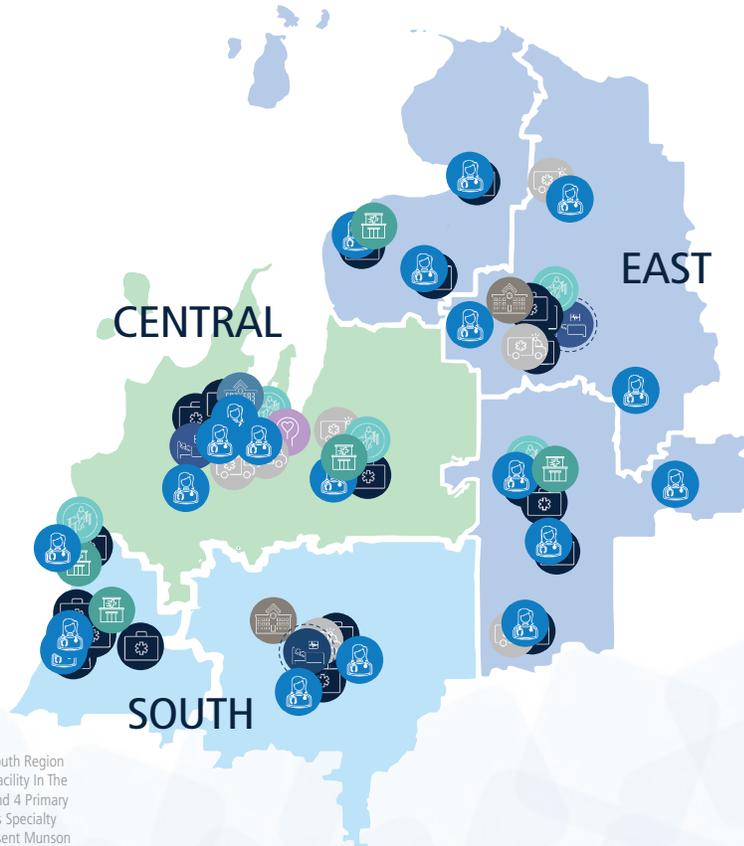
# Future State: A New Munson Front Door, More Access to Quality Care



## MUNSON SERVICE AREA



Assumes Continued Collaboration with Affiliated Providers



### FACILITY LEGEND

- Access to Virtual and Home Care
- Primary Care
- Specialty Care
- Urgent Care
- Ambulatory Surgery Center
- Mental Wellness Center
- Community Hospitals
- Long-Term Care
- Regional Hospital
- High-Level Specialty Care Hospital
- Planned Site

Note(s): (1) 1 Primary Care Facility In The South Region Also Offers Specialty Care, 1 Primary Care Facility In The Central Region Also Offers Specialty Care And 4 Primary Care Facilities In The East Region Also Offers Specialty Care; (2) Locations On The Map Only Represent Munson Medical Group Locations And Exclude All Independent Affiliated Providers

Source(s): Munson Master Facility List FY22; Munson ASC CON Applications

## Regional Care Transformation Three-Year Vision

### All Regions

- » Expanding primary care, improving access and expanding virtual care.
- » We will provide a consistent, quality experience, no matter what Munson Healthcare System front door our patients go through.
- » Emergency services & observation care remain at all hospitals.

### East Region

- » Otsego Memorial becomes a Regional Hospital.
- » Charlevoix and Grayling become Community Hospitals; focused on more outpatient services.

### South Region

- » Cadillac becomes a Regional Hospital.
- » Manistee and Paul Oliver become Community Hospitals; focused on more outpatient services.

### Central Region

- » MMC becomes High-Level Specialty Care Center, available 24/7 to treat complex conditions (i.e. NICU; Oncology; Critical Care, Stroke, Cardiology).