

MEDICAL STAFF UPDATE

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PROJECT GENESIS

Countdown to go-live as of February 3, 2006:

- 182 days (go-live is August 4)



Opening up the Third Floor

With quality care being our main goal, on February 13, SJMO is opening up areas on the third floor to create 12 more beds to use during high census times.

When the hospital is near capacity, the 3E unit has been crowded. The area has mostly small semi-private rooms, where patients share the TV and bathroom and have very little privacy during their hospital stay. "We haven't been able to offer the 'ultimate customer experience' in that area, that's for sure," says clinical director Donna Gray.

The plan involves spreading the cramped 3E out over the closed 3N to create a new unit area: 3M or 3 Main. This new medical surgical unit has telemetry with 42 private rooms and 12 rooms set up to accommodate overflow. Nurse Manager Sue Imbier and the current 3 East staff will manage and staff the new 3 Main.

Gray says the unit staff came up with the idea in their Shared Governance Nurse Practice Council. "It's exciting to see how we're making so many positive customer service changes at our hospital," she remarks..

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Strategic Planning

Over the last two years, we have been able to stabilize SJMO's financial performance. This puts us in a position where we can focus on the growth of the organization, including the expansion of services. It also allows us to enhance our programming that is targeted to those who are most at risk and to address the physical plant requirements necessary to remain the hospital of choice in northern Oakland County.



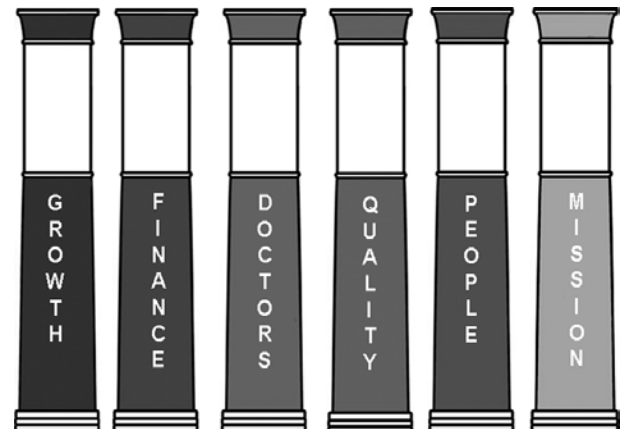
Jack Weiner
President & CEO

We recently presented a new strategic plan to the SJMO Board of Trustees, medical staff leadership, and representatives of Trinity Health. The plan calls for a balanced approach to the development of the organization and ensures that, as we grow, we do not lose sight of the other critical issues that will define success for us. I believe we are now in a position to begin deploying this plan. It focuses on the six pillars of success for our organization:

- 1) Growth/Patient Volume,
- 2) Operating Performance/Finance,
- 3) Physician/Clinical Development,
- 4) Quality and Patient Safety,
- 5) Supporting and Developing Our People, and
- 6) Carrying Out Our Mission.

We believe this is a milestone in our history. We'll be establishing town hall meetings to outline the plan for all of our associates and to have an honest and open discussion of the plan and its implications for all of us.

We have a tremendous amount of activity happening at this organization—from Project Genesis and Lawson, to facility construction—all



of which are moving our organization forward. This will ensure our long-term viability and will secure SJMO's position as the preeminent health care provider in the area. We're excited about the new programs that we'll be implementing in the next few months, as well as our long-term outlook. I look forward to sharing all of this with you and ensuring that everyone understands what we're trying to accomplish as we move forward together.

Jack



leading.
understanding.
healing.