Quality, skilled heathcare stands the test of time.

South Haven Health System. Serving our communities in southwest Michigan for over 100 years.

SOUTH HAVEN HEALTH SYSTEM

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Dear South Haven Area Residents and Visitors:

As we wrap up our fiscal year, I thank you for your continued support and want to share with you some of South Haven Health System's (SHHS) accomplishments.

We have been recognized as a Community Value Five-Star Hospital by Cleverly & Associates. The basis for this recognition is for those hospitals that provide high quality of patient care with low cost, low charges; use financial resources efficiently for reinvestment back to healthcare and are operating with a high degree of community value.

In January, South Haven Health System and University of Michigan Health System were the two Michigan hospitals that were awarded the Hospital of Choice Award by the American Alliance of Healthcare Providers based on competence, public communication, reputation, good citizenship and customer service skills.

Arbor Associates awarded our physician offices with the Highest Overall Satisfaction for Medical Office Patients. We consistently have 96% patient satisfaction and in January, Arbor Associates awarded our practices with the Highest Overall Satisfaction for Medical Office Patients in the region.

During 2012, SHHS obtained The Joint Commission Accreditation, COLA Laboratory Accreditation and the American Association of Cardiovascular and Pulmonary Rehabilitation Certification. Additionally, we continue to score in the 96th percentile on national patient safety goals.

We are proud of the quality that we provide day in and day out. We are proud of our doctors, nurses and all of our care-givers. We know they are passionate about caring for our patients. There are examples of lives being saved, examples of selfless acts of kindness and examples of extraordinary effort each and every day.

I want to assure you that your hospital is committed to the highest standards of quality patient centered care possible. Community hospitals are the lifeblood of most of the communities they serve. Like other community hospitals, SHHS is the largest employer in South Haven and is considered a source of stability for the community.

We thank you for your continued support, as we continue to be here for you.

Joanne Urbanski
President / CEO
South Haven Health System

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