

Paul Oliver Memorial Hospital's Emergency Department Earns National Excellence Award as Hospital Celebrates 75 Years of Service

Frankfort, MI — For the fourth consecutive year, Paul Oliver Memorial Hospital (POMH) has been named a 2025 Human Experience (HX) Guardian of Excellence Award® winner by Press Ganey, the global leader in healthcare experience solutions and services. This distinction places POMH among the top 5% of hospitals nationwide for delivering exceptional patient experiences, and once again recognizes the outstanding care provided in its Emergency Department (ED).

This year's honor is especially meaningful as POMH celebrates its 75th anniversary and reflects on its legacy as Michigan's first Critical Access Hospital. For decades, the ED has served as a trusted lifeline for residents and visitors across Benzie County—often the first point of contact in moments of crisis. This recognition highlights not only clinical excellence, but also the compassion, teamwork, and personal connection that continue to define care at Paul Oliver.

"This award speaks to who we are as a team and what we value," said Kristi Johnson, Chief Nursing Officer for Munson Healthcare's South Region. "Our emergency department staff consistently shows up with empathy, skill, and an unwavering commitment to every person who walks through our doors. Their ability to deliver remarkable care in a rural setting demonstrates the very best of nursing and teamwork."

Designated as a Level IV Trauma Center, POMH's Emergency Department cares for approximately 6,000 patients each year. Behind every visit is a coordinated group of nurses, physicians, technicians, and support staff who work closely together to ensure timely, patient-centered care. Their focus on communication, safety, and compassion has strengthened year after year, reflected in consistently high patient experience ratings.

"What makes our department special is our people," said Jacob Ramseyer, DO, Medical Director of the POMH Emergency

Department. "Our team treats every patient like a neighbor—because most of the time, they are. We know this community, and the community trusts us. That relationship creates a level of care that is personal, responsive, and deeply meaningful. I'm incredibly proud of this team and the way they rise to every challenge."

As POMH celebrates this achievement, the ED team remains focused on continuous improvement and strengthening the experience of every patient who turns to them in a moment of need. This award reaffirms their dedication—and highlights a

commitment to compassion that extends far beyond clinical walls.


Press Ganey works with more than 41,000 healthcare facilities in its mission to reduce patient suffering and enhance caregiver resilience to improve the overall safety, quality, and patient experience. For additional details on the Press Ganey Human Experience Awards, visit 2025 Human Experience Award Recipients | Press Ganey.

To learn more about Paul Oliver Memorial Hospital, please visit munsonhealthcare.org/POMH.

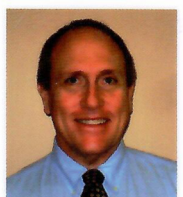


From left: Peter Marinoff, President and CEO - South Region; Jessica Hoffman, Nurse Manager; Colleen Green, CENA; Jacob Ramseyer, DO - POMH ED Medical Director; Margaret Gillen, RN; Lauren Corwin, RN; Brian McComb, DO - CMO South Region; and Kristi Johnson, CNO - South Region.

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