

# A Conversation with Jeremy Cannon



Partnering with **MUNSON HEALTHCARE**



**Jeremy Cannon, MSN, MBA, RN, NE-BC**  
Vice President - Chief Nursing Officer

## What makes the community around Kalkaska Memorial Health Center special?

This community is filled with hard-working people that truly care about each other. The hospital loves the community, and the community loves the hospital.

## What are the most significant challenges that CAHs face with technology?

One of the biggest challenges associated with technology is how quickly it evolves. New technology is often designed for larger facilities and then adopted by rural caregivers. Unfortunately, with technology the "one size fits all" approach doesn't necessarily work.

## What makes an innovation program successful and what are you looking for from an innovation partner?

I think the innovation that can happen in a rural hospital is often underappreciated. Rural facilities have the ability to experiment with new technology, refine processes and make adjustments much faster, eliciting immediate feedback from frontline staff members and stakeholders. The individuals who are best equipped to solve challenging issues are the ones closest to the work. Our partnership with VersaBadge has been so successful because we are able to take end user feedback directly back to VersaBadge. Their team has been able to consistently integrate that feedback and deliver highly impactful, sensible solutions.

## How is KMHC leveraging VersaBadge today and what is your long-term vision for the VersaBadge platform?

We have been using VersaBadge for several years to capture ED provider standby time. We've seen Part-A time rise by 32 percentage points, which has added up to hundreds of thousands of dollars in additional revenue over the years.

We are actively working on utilizing the technology to track our high-value assets throughout the ED and OR. We also look forward to adding a program to monitor hand hygiene compliance.

Most recently we have started using the technology to discreetly alert security when our caregivers feel unsafe or are in need of assistance. We have been able to de-escalate situations more quickly and effectively, which has already had a big impact on our staff safety and satisfaction.

"As for the VersaBadge, it makes a great difference. Moments with agitated patients can be scary. My VersaBadge is a quick and effective way to alert security. I'm thankful we have it!"

Registered Nurse - Kalkaska Memorial Health Center

## What most excites you about KMHC's future and the future of rural health care in general?

I think that rural hospitals were able to show their ability to be innovative during the pandemic. That is especially true here at Kalkaska Memorial Health Center. Companies like VersaBadge have worked closely with us to develop solutions that ensure the residents of our rural community continue to receive the safe, high-quality health care they deserve. As we continue to strengthen our relationships with these innovative technology partners, the possibilities for rural hospitals are truly limitless.