

YOUR IMPACT



UNIVERSITY OF MICHIGAN HEALTH-WEST
MICHIGAN MEDICINE

Foundation

Dear Foundation Partners,

I'm honored to share how the University of Michigan Health-West Foundation activates and incubates change to relentlessly advance health with your support. We worked to increase equitable access to care through the expansion of our Heart & Vascular Program and create an atmosphere of belonging through Diversity, Equity and Inclusion Engagement Resource Groups.

Your investment launched local job opportunities and professional development through nursing scholarships, designed safe work environments with our Critical Incident Stress Management program and reached employees in financial crisis through our Helping Hands fund. You have helped create a landscape of safety and growth for our healthcare workers.

Your generosity also funded groundbreaking technologies and vital programs to improve the patient experience. In the following pages, I'll share an exciting update on how our Dragon Ambient eXperience AI technology is enhancing patient visits and show you a pre-surgical tour video from our Child Life Services team.

Together we funded innovative resources and technologies, launched an open-heart program, created safe spaces and celebrated with the community. Wow, what a year, friends... your impact is truly inspiring!

Gratefully,

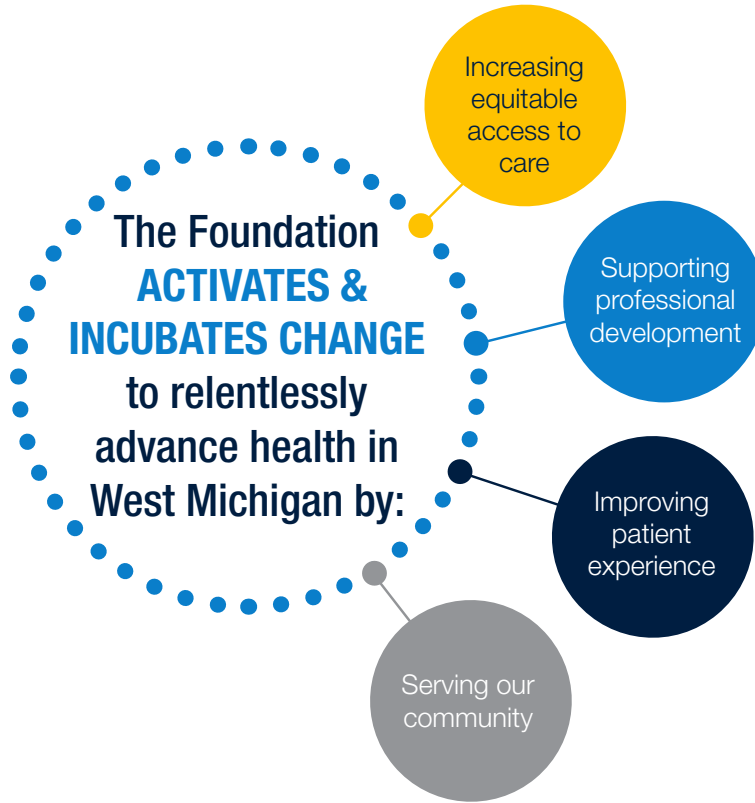
A handwritten signature in blue ink that reads "Jaime Counterman". The signature is fluid and cursive, with a long horizontal flourish extending to the right.

Jaime Counterman, *Foundation Director*

***Cover Photo: Grand Rapids Community
College Nursing Student, Sa San***

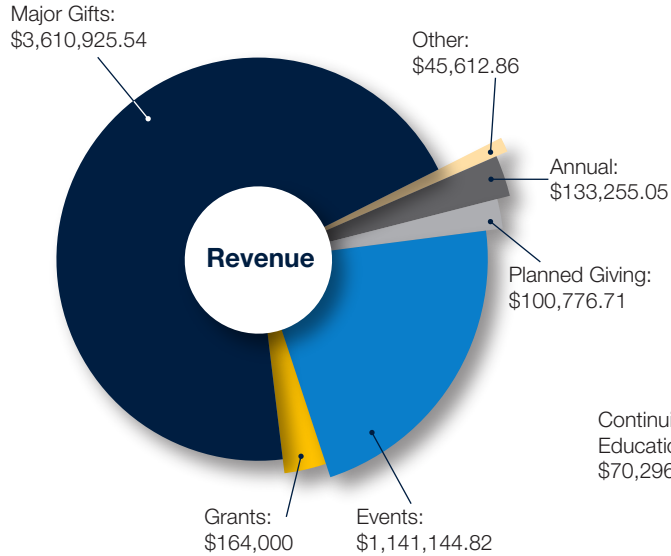
Who We Are

The Foundation is the philanthropic arm of University of Michigan Health-West. We raise funds and build partnerships to further the system's mission of relentlessly advancing health to serve West Michigan. We do this by working as an activator of and incubator for change, both in the health system and in our community.

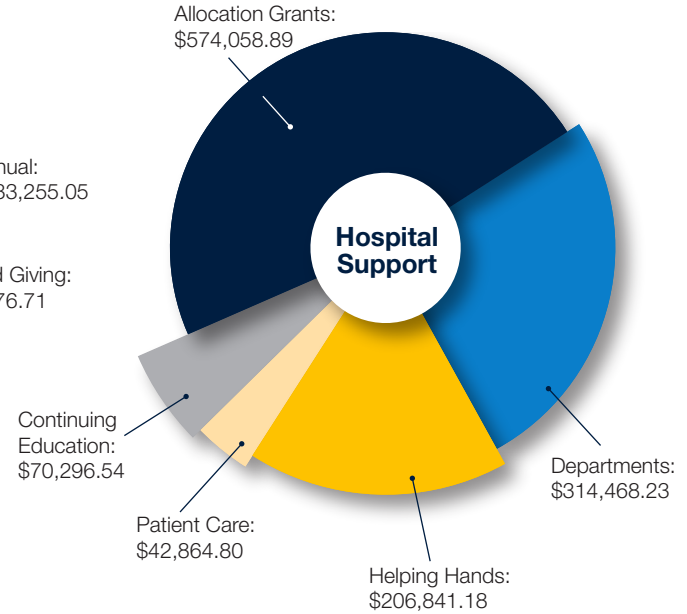


WHO WHO WE ARE

Financial overview for fiscal year 2023



Where our community contributions come from.



How the Foundation financially supported University of Michigan Health-West.

DEI – Engagement Resource Groups

A commitment to Diversity, Equity and Inclusion (DEI) is at the heart of our mission at UM Health-West. The Department of DEI works to boldly prioritize and meet the needs of individuals and groups across different backgrounds and lived experiences.

Thanks to Foundation funding, DEI has launched the Telescope portal, the home for Engagement Resource Groups (ERG) where staff can share life experiences and coordinate volunteer efforts. All UM Health-West workforce members have access to join an ERG to share their perspectives, interact and engage with others. By supporting DEI and the Engagement Resource Groups, you are enhancing the growth of our organization and removing barriers in an **inclusively excellent workplace.**





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UNIVERSITY OF
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Alphonse DeLucia III, MD
Cardiothoracic Surgery



***Alphonse DeLucia III, MD,
Cardiothoracic Surgeon, Surgical Team
Leader for open-heart surgery program***

Cardiovascular Program

In October 2022, the first open-heart surgery was performed at University of Michigan Health-West. Thanks to transformational donor support, UM Health-West launched a state-of-the-art cardiovascular program that provides treatment and care for patients close to home.

Through the Cardiovascular Network of West Michigan, UM Health-West surgeons have performed more than 120 open-heart surgeries, far surpassing the first-year plan of 50 operations. Your support of the cardiovascular program is addressing an urgent need in our community.

“West Michigan patients now have even greater local access to leading heart experts, researchers and surgeons, and that’s just the beginning. We know that there are more exciting advancements ahead,” said Steve Van Andel, Chairperson of the UM Health-West Hospital board of directors. Steve and Amy Van Andel’s generosity along with the Stephen Klotz family and anonymous donors launched the open-heart surgery program. Thank you to all the donors who have continued to invest in these critical lifesaving procedures.



*GRCC Nursing Students:
Alexandra Evans, Leah Mangan &
Joseph Skorka (from L to R)*

Nursing Scholars Program

Compassionate, capable nurses deliver world-class care at UM Health-West with warmth and skill. But like most health systems, we too struggled with a nursing shortage. So in the winter of 2022, UM Health-West, backed by start-up funds from the Foundation, partnered with the Grand Rapids Community College (GRCC) nursing program to create the Amy Van Andel Nursing Scholars Program.

Thanks to the remarkable donor support of Steve and Amy Van Andel, the Amy Van Andel Nursing Scholars Program invites GRCC students who have completed one semester to apply. The nursing scholars fund helps to defray the cost of up to three semesters of the students nursing program and the students commit to working for UM Health-West for two years upon completion of the GRCC nursing curriculum and RN licensing.

Since the program's inception, 37 nursing students have been awarded scholarship support from UM Health-West. To date, five nursing scholar students have been hired in as UM Health-West RNs.

This program is investing not just in the local workforce, but in the health and well-being of the entire community. **This is truly just the beginning of how transformative philanthropy and innovative partnerships can change healthcare in West Michigan.**

SUPPORTING
PROFESSIONAL DEVELOPMENT

Critical Incident Stress Management

We care for our caregivers, so they can provide the best care experience for you! Providing the best care for our patients starts with the care and safety of our medical staff. Critical Incident Stress Management (CISM) is a specialized package of crisis intervention techniques designed to alleviate the emotional response to traumatic experiences.

The Foundation funded CISM to provide confidential 24/7 assistance to staff to support their well-being and provide an evidence-based process that helps reduce psychological stress. By providing a platform for staff to manage an overwhelming event or experience, CISM utilizes a stress management approach of diffusing, debriefing, and one-on-one counseling.

Since July 2022, 50 staff members have received Critical Incident Stress Management (CISM) debriefing training, offering support for traumatic incidents.

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Our mission is to provide opportunities for personal growth, positive practices, and promote a culture of compassion to improve overall well-being of our physicians, advance practice providers and staff so they can provide the best care for our patients.

~ *Angelica VanderLaan,*
DEI program
coordinator at
UM Health-West

”

Helping Hands Program

The Foundation understands that anyone can face an unexpected financial emergency and that asking for help can feel hard. The Helping Hands Program is exactly for those moments. From an outstanding medical bill to unexpected vehicle repairs, the Helping Hands fund is available to all UM Health-West employed staff in times of crisis.

Because we care most about a process that maintains respect, the Helping Hands Committee confidentially reviews financial assistance requests and documentation to determine eligibility, reinforcing a safety net of dignity and grace for UM Health-West colleagues facing challenge.

The Helping Hands Fund allowed me the means to leave an unsafe home environment and gain the funds to obtain a safe space for my kids and I. I could not have done it without them! Through the entire process, I felt comfortable and supported with zero judgement. This program helped save my life and I love that I am now able to give back during the campaign each year. ~ UM Health-West Employee



Sulema Alonzo, Medical Assistant

Medical Assistant Apprenticeship Program

A lack of medical assistants has led to increased patient wait times, long response times and increased provider burnout. Partnering with the West Michigan Works! Medical Assistant Apprenticeship Program addresses these barriers by providing medical assistants the opportunity of paid employment during school and a flexible workplace with hands-on learning.

This Foundation-funded apprenticeship program allows the apprentice to form a cohesive team early in their career. The program also focuses on growing diversity in the workforce to reflect the communities being served. Teresa, a first-generation Latina to attend college, was taking general courses at Muskegon Community College. She was about to give up on her studies when she became aware of a pathway into healthcare, the Medical Assistant Apprenticeship Program.

“This program changed my life. I’m a hands-on kind of person, so being able to immediately apply what I’m learning in the clinical setting is perfect for me. I can’t imagine doing anything else. ~ Teresa, MA apprentice participant”

PROFESSIONAL DEVELOPMENT

SUPPORTING



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Staff went over and above to make my daughter feel safe and comfortable and happy. No fear allowed in that office; she loved it!

~ Parent shared after a recent healthcare visit

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Behind the scenes filming of the Child Life Services Pre-Surgical Tour Video.

Child Life Services Pre-Surgical Tour Video

The thought of having surgery can be scary, so feeling informed and prepared can help. This is especially true when the patient is a young child. Our Child Life Services team at UM Health-West have created a pre-surgical tour video to help children understand what to expect on the day of their procedure. The video includes closed captions and will be interpreted in five different languages.

Child Life Services is supported by the Foundation to help parents and children feel more comfortable and empowered during their healthcare journey. Our Certified Child Life Specialist is a trained professional with expertise in helping reduce the stress and anxiety associated with hospitalization and illness. Through innovative and developmentally appropriate play-based methods, our Child Life Specialist teaches positive coping skills through education, procedural support, therapeutic play, and grief and bereavement support to patients and families.



Scan to watch pre-surgery
tour video

IMPROVING
PATIENT EXPERIENCE

*Dr. Lance Owens utilizing
DAX software while talking
with a patient.*



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DAX has drastically changed my work-life balance, and as a result I feel significantly less burnt out with a decreased mental burden. I am now able to be much more mindful and feel fully present during my patient encounters, which has improved my job satisfaction, communication with patients, and I am sure has improved the patient’s experience and outcomes as a result.

~ Kristen Burrows, PA-C

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Dragon Ambient eXperience Update

Three years into utilizing the AI-powered Dragon Ambient eXperience (DAX) has resulted in reduced provider burnout, increased patient visit capacity and improved patient experiences. DAX utilizes AI technology to accurately transcribe the conversations between patients and clinicians. This Foundation-funded, innovative technology empowers physicians to come out from behind computer screens so they can interact with patients face to face.

DAX has also proven to reduce administrative workloads. The total documentation time of UM Health-West physicians has gone down by 60% since the implementation, allowing providers that utilize DAX to see more patients. **The impact of this technology is profound and we are thrilled to be first in West Michigan to offer DAX for patients and clinicians alike.**

IMPROVING
PATIENT EXPERIENCE

IMPROVING



Kids participating in the Metro Way 5K youth races

Events

The Foundation partners with community members and sponsors through a variety of events, furthering our mission to relentlessly advance health in service to our community.

The Metro Way 5K, Presented by Lake Michigan Credit Union, brought together people of all ages to run and walk in support of community health and wellness programs, which connect people with free and low-cost health screens and services, fitness classes and education. Your generosity helps patients and their families cope with chronic illness, teach healthy habits and promote safety.

At Bid & Benefit: The Art of Health, your generosity supported the critical work of the Foundation, highlighting the innovative technologies that UM Health-West clinicians utilize daily. Presented by Outfront Media, Bid & Benefit is the impACT Board's signature event.

The 2023 VITALITY Gala celebrated our renowned cardiovascular specialists and the new open-heart surgery program at UM Health-West. Presented by Buist Electric, the VITALITY Gala hosted over 1,000 attendees. Thank you for investing in these life-saving surgeries and partnering with us to increase access to cardiovascular care close to home.

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Stephen Klotz

The Foundation Board of Directors ensures that all Foundation efforts activate and incubate change to relentlessly advance health. Board members serve as ambassadors and advocates for University of Michigan Health-West and provide support through Foundation operational governance, fiduciary oversight and community engagement.

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Focused on community engagement, the Foundation's impACT Board takes an active role in improving the health and well-being of our region. They turn good intentions into tangible results.

OUR INNOVATIONS CHANGE CARE
OUR CARE CHANGES LIVES



**UNIVERSITY OF
MICHIGAN HEALTH-WEST**
MICHIGAN MEDICINE

Foundation

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