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A MESSAGE FROM OUR

Hospital President & CEO



Dear friend of Metro Health,

As we confront the many challenges of COVID-19, some of our most important allies are the supporters of the Metro Health Hospital Foundation.

We faced this pandemic from a strong position, thanks to donors who helped make Metro Health a vibrant and progressive leader of patient-centered care for West Michigan.

This solid footing enabled us to continue serving our patients while protecting the safety of our team on the front lines. These caring professionals have worked tirelessly and courageously under tremendous pressure – and the Foundation has stood beside them with reassuring support.

Thanks to your stewardship, we were able to establish a fund for employees facing hardships related to COVID-19 – when a spouse is laid off, for example. And because most of our employees don't have the option to work at home, we provided free on-site backup child care services.

Foundation donors have provided more than 112,000 protective items like masks, gloves and hand sanitizer. And you have supported efforts to give everyone access to care, through telehealth and outreach to underserved communities.

Metro Health has always been more than a place – it is a group of people who give their best to patients and colleagues alike. This includes donors to the Metro Health Hospital Foundation.

I hope you take pride in this work.

Thank you,

Peter Hahn, MD, MBA

President & CEO

Metro Health – University of Michigan Health

Triage Hotlines & Testing Tents

Joseph MacKeller typically works as an RN in one of our primary care offices. When COVID-19 started spreading in the US, his normal days stopped looking quite so normal.

Joseph served as a nurse on our COVID-19 Triage Hotline, one of our first tactics enlisted to support our neighbors in the West Michigan community. He spent the last two weeks of March on the phone interacting with individuals who feared that they or a loved one had contracted the virus. Their small, daily team of 7-10 nurses answered over 3,500 phone calls in just three weeks.

Eventually, the calls to the COVID-19 Triage Hotline decreased to an amount that could be managed by the Neighborhood Outpatient Centers.

Next, a COVID-19 testing tent was resurrected and this time, Joseph was on the forefront with planning and execution. He now spends his days interacting with individuals who have been pre-approved by the state of Michigan to be tested for the virus. Despite the fear and the unknown, Joseph remains optimistic.

"It is a privilege to serve our community as a caregiver during this pandemic.

Nursing allows me the opportunity to positively impact the lives of patients and their families through education and compassionate nursing care," shared Joseph.

Joseph is just one of our Metro Health nurses going above and beyond their typical daily duties to meet the needs of our West Michigan community during this unprecedented season. While we always find our nursing staff to be exceptional, we are endlessly grateful for their compassionate care during this difficult time.

"A nurse becomes a participant in a patient's journey through the health care system. We care for people when they are in their most vulnerable states, especially during this crisis when fear is rampant. Patients and families alike, look to their nurses for guidance, security, and trust they will be cared for with compassion and love," shared Joseph. "The COVID-19 pandemic reinforces the dedication and love we have for our patients."



Foundation's Response to COVID-19

Donation Site

In order to support the hospital with critical resources, the Foundation has facilitated a donation site since March 23. By June 15, we have generously received:

57,154 masks
28,339 pairs of gloves
8,666 pieces of protective apparel
6,257 hand sewn masks
5,977 bottles of hand sanitizer
4,947 face shields
778 containers of disinfectant

Employee Emergency Assistance Fund

186 Helping Hands grants totaling over **\$332,000** have been awarded to employees facing COVID-19 related hardships.



Food Donations

Thanks to our generous community, we received numerous food donations that has been tracked and distributed across all of our open sites and departments.

To date we have worked with **146** restaurants / donors!

Telehealth Support

Metro Health responded quickly to launch a telehealth program months early. In order to achieve an early launch, the Foundation funded **40 iPads** for our primary care physicians that would be hosting virtual visits with their patients.

West Michigan's response to COVID-19 proves that difficult times can bring out the best in our community. At the Metro Health Hospital Foundation, we have been amazed and inspired by the offers of support from people who want to do their part.

Because of the generous support of our community, we have been able to provide support to our employees facing COVID-19 related hardships and help equip our caregivers to safely and successfully respond to the COVID-19 pandemic.

Here's what you have supported:

Childcare

Because many of our employees cannot work from home, childcare services were provided on-campus, funded partially by the Foundation. On average **30-40 employees** per week were able to utilize these services.



Employee Respite Center

The Foundation helped organize and supply an employee respite center, where front-line workers could take a break away from the stress of their jobs and enjoy snacks, beverages, puzzles and a place to rest their eyes.



Facial Care Kits

After recognizing the toll on our clinical worker's skin from extended wear of PPE, the Foundation funded and assembled **35 facial care baskets** for employee care stations.



New Mom Gifts

New moms have been affected by the extra safety precautions and visitor restrictions during COVID-19. The Foundation funded a special gift to each new family in celebration of their new baby.

Caring for Our Community

Metro Health seeks to provide everyone the same opportunity for positive health outcomes. We know that many of our neighbors face barriers to their care: inadequate health insurance, a lack of transportation and language barriers.

At Metro Health, we are working to remove these barriers by partnering with local organizations to bring free, walk-up COVID-19 testing, education and resources. Those desiring testing do not need to be current Metro Health patients and do not need health insurance or identification for the test.

We also offer free drive-up testing at the Metro Health Community Clinic which works year-round to serve 6,500 patients who may not otherwise be able to afford health care.



**COVID-19
testing site at
the Hispanic
Center of West
Michigan.**

DONATING TO THE COVID-19 EMERGENCY RESPONSE FUND

By contributing to the Metro Health Hospital Foundation's COVID-19 Emergency Response Fund, you support employees facing COVID-19-related hardships and help equip our caregivers with crucial supplies to safely and successfully care for patients during our response to COVID-19. See below for ways to help.

TO SEND A MONETARY GIFT

To make a secure, online gift, please visit metrohealth.net/donate and select "COVID-19 Emergency Response Fund" from the drop down to designate your donation.

Or, you can send a check to the Foundation at the address listed below. Please include "COVID-19 Emergency Response" on the memo line.

**Metro Health Hospital Foundation
5900 Byron Center Ave SW, Wyoming, MI 49519**

DONATING SUPPLIES

We have consulted with our medical experts to compile a list of supplies that will help in our fight against COVID-19. With a national shortage of these supplies, we are grateful for whatever our community is able to contribute.

Visit metrohealth.net/COVID19Response to view the list of supplies.

Foundation impACT Board Welcomes Seven New Young Professionals



Sara Dixon



Brandon Faber



Daniel Lopez

Focused on community engagement, the impACT Board takes an active role in improving the health and well-being of our region by volunteering and building a network of future change-agents.

The board consists of 25 rising professionals, young leaders and emerging philanthropists – all with a deep commitment to make an impact through the Metro Health Hospital Foundation.

The Foundation is excited to welcome: Sara Dixon, Brandon Faber, Daniel Lopez, Andy McLean, Allyson Mills, Stephanie Speroff Cullen and Sungjin Yoo.

These seven individuals bring with them a wealth of knowledge, diverse perspectives and a variety of industry representations to further the work of our impACT Board within the community. We are thrilled to have them!

impACT
Board of Directors



Andy McLean



Allyson Mills



Stephanie Speroff Cullen



Sungjin Yoo



Hospital Foundation

5900 Byron Center Ave SW
Wyoming, MI 49519

616.252.5000 | metrohealth.net/foundation

ADDRESSEE
ORGANIZATION
ADDRESS LINE 1
ADDRESS LINE 2
CSZ

LEADING HEARTS & MINDS



VIRTUAL METRO WAY 5K & 2K



A tremendous thank you to everyone that walked, jogged or ran our virtual Metro Way 5K & 2K this year! Your generous contribution supports our local neighbors and community by providing free and low-cost educational health and wellness classes.

THANK YOU

to all of our generous sponsors
for their tremendous support:



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