

SUMMER 2022

# pulse



Pictured above from L - R: Janice Wabeke, DO, Ambulatory Care Clinical Chief (ACCC) Office of Professional Well-Being (OPWB); Raki Pai, MD, MBA, MHCDS, FACC, President Medical Group and Chief Population Health Officer, Executive Leader OPWB; Steven VanNoord, MD, Hudsonville Health Center Family Medicine, Physician Winner 2022 Spirit in Medicine Award; Margaret O'Hara, NP, Infectious Disease, APP Winner 2022 Spirit in Medicine Award; Mark Wiles, PA-C, Associate Clinical Leader (ACL) OPWB

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# A MOMENT OF JOY WITH JAIME



Friends & Supporters,

At The University of Michigan Health-West Foundation, we activate philanthropy to transform the way you, and all our West Michigan neighbors, receive healthcare.

The Foundation is presented with many programmatic opportunities to support the work of this health system. It's important to us that

we invest in projects that foster an environment of inclusion, care, excellence, and innovation.

As we review these opportunities, the Foundation remains committed to our three guiding principles:

**EXCELLENCE AND ACCESS FOR ALL.** We strive to provide everyone the same opportunity for positive health outcomes by serving patients with exceptional care - which is why we continue to invest in UM Health-West's nationally recognized diversity, equity, and inclusion initiatives.

**WORLD-CLASS PATIENT CARE.** We deliver leading-edge resources and technologies to transform the patient experience – such as funding the first AI-Powered documentation system in the state, supporting stronger patient-provider relationships.

**ENHANCING THE EMPLOYEE EXPERIENCE.** We invest in the innovative, professional, and personal needs of our team members - which is why we financially supported the activation of a new department dedicated to helping our clinicians avoid burnout.

Because of partners like you, we can relentlessly advance health to serve West Michigan. We'll do our best to continue stewarding your donor dollars and remaining true to our north star. We hope the celebrations on the following pages bring you as much joy and hope as they bring us.

Gratefully,

*Jaime Counterman*

**Jaime Counterman**  
Foundation Director

EXCELLENCE  
AND ACCESS  
FOR ALL

WORLD-CLASS  
PATIENT  
CARE

ENHANCING  
THE EMPLOYEE  
EXPERIENCE



Scan to support the work of the Foundation.

# UNIVERSITY OF MICHIGAN HEALTH-WEST DEBUTS AI-POWERED DOCUMENTATION

If one thing can stand between the patient and the provider during a visit, it's the computer. That's why a group of our providers are piloting an AI-driven ambient voice technology that records clinical conversations, contextualizes the words, and intelligently creates documentation.

University of Michigan Health-West is the first health system in the state to pilot automated documentation in the exam room thanks to funding provided by the UM Health-West Foundation. The pilot began in the fall of 2021 with 13 providers throughout primary and specialty care settings.

And our patients are noticing the difference. In initial surveys at pilot sites, when asked to compare their visit to previous healthcare encounters, patients shared:

***"My visit felt more like a personable conversation."***

***"The provider seemed to be more focused on me during the visit."***

***"The provider spent less time typing on their computer."***

As an organization that values innovation, UM Health-West puts an emphasis on technology that enhances the patient-provider experience. The Dragon Ambient Experience (DAX) system is meeting that requirement by preserving the intimacy of that relationship with more fulfilling experiences and better outcomes for all.

"The benefit to patients is becoming readily apparent. By reducing the documentation burden, we allow providers to focus on delivering the best care for their patients and stronger patient-provider relationships," said Dr. Lance M. Owens, Chief Medical Information Officer, who is leading the pilot.

As UM Health-West continues to track the results on these key metrics during the pilot, it's anticipated that this system will be rolled out for all primary care physicians in 2022 with eventual expanded use in the Emergency Department and nursing settings.



DAX: Dragon Ambient Experience.

OUR  
INNOVATIONS  
CHANGE  
CARE

OUR CARE  
CHANGES LIVES



Scan to learn more about the DAX technology.



# RESTORING JOY IN THE PRACTICE OF MEDICINE

The Office of Professional Well-Being was created in August of 2020 to help our clinicians avoid burnout, reduce stress, and develop work-life balance. The UM Health-West Foundation provided the initial funding to activate this new department dedicated to enhancing the well-being of physicians, APPs, and those they serve with plans for future expansion to all clinical staff.

Clinician burnout, while not new, was amplified by the COVID-19 pandemic. And while the pandemic begins to wane, it remains a top priority for University of Michigan Health-West.

The department will serve as an essential resource and support system to improve overall well-being and will be a tangible solution for provider burnout by providing various resources to promote autonomy, enhance resilience and boost relatedness.

*“We have adopted a beginner’s mindset in the creation of the Office of Professional Well-Being. From our learnings, we have a real opportunity to change the game for our physicians and APPs. We are a nimble and responsive organization who wants to attract the best talent, any and all good ideas supporting provider well-being will be considered and implemented. We want the message to be very clear, we respect and support our physicians, APPs and staff so that they can take better care of our precious patients.”*

- Raki Pai, MD, President Medical Group and Chief Population Health Officer, Executive Leader OPWB



The Spirit in Medicine Awards Night honors and celebrates those that exemplify what it means to demonstrate practicing medicine with care, compassion and joy.

## Key initiatives completed so far:

- Mayo Well-Being Index to measure baseline well-being
- Communication Pro Workshop for providers and residents
- Dragon Ambient Experience roll out
- Spirit in Medicine Awards Night recognizing physicians and APPs who practice medicine demonstrating care, compassion and joy
- Stanford Wellness Course
- Female physician mentorship, peer support group, and comradery event in partnership with Pink Coat, MD
- Curate intentional comradery between physicians and APPs regarding common challenges they face with Comradery Work Groups
- Department Well-Being Advocates

And even more!



# UM HEALTH-WEST NAMED NATIONAL TOP PERFORMER FOR LGBTQ+ HEALTHCARE EQUITY



UM Health-West has taken several steps to promote equity and inclusion, such as training in LGBTQIA+ patient-centered care; equal benefits for same-sex spouses; expanding the definition of family for equal visitation policies; and publicly posting resources for LGBTQIA+ patients.

The UM Health-West Foundation is a proud supporter of UM Health-West’s DEI’s initiatives, having funded the strategic assessment that led to activating the DEI department and identifying areas for growth.

Thomas Pierce, DEI Program Coordinator for UM Health-West, said the Top Performer recognition is a milestone on UM Health-West’s journey of constant improvement in equity and inclusion – with more advances to come.

University of Michigan Health-West has earned national recognition for a commitment to equity and inclusion for lesbian, gay, bisexual, transgender and queer patients, families, and employees.

With a score of 90 out of 100 possible points in the Human Rights Campaign’s national benchmarking tool, the Healthcare Equality Index, UM Health-West is the highest-scoring system in Grand Rapids area and earns designation as an LGBTQ+ Healthcare Equality Top Performer.

“We were pleased to be able to score well, but this isn’t the ceiling – it’s our new baseline,” said Rhae-Ann Booker, Ph.D., Vice President for Diversity, Equity, and Inclusion for UM Health-West. **“We intend to be a leading example – in DEI in general and LGBTQIA+ equity and inclusion in particular.”**





# COMMUNITY EXPERIENCE ADDED TO FOUNDATION and impACT BOARD OF DIRECTORS

MAKE PLANS NOW!

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

## Foundation Board of Directors



**Jordan Carson**  
brings a wealth of media experience as the co-host on the daily entertainment / lifestyle show “eightWest” on NBC affiliate, Wood TV8 and the “Live Local-Give Local” Director for ABC 4 West Michigan.



**Dr. Paul Kovack**  
has been a physician with University of Michigan Health-West for over 30 years and specializes in the treatment and care of cardiovascular patients.

## impACT Board of Directors



**Kaylee Blanton**  
has been with Amway since graduation from Michigan Technological University where she’s held positions in Supply Chain, Project Management, IT and is currently in Global Communications and Reputation.



**Nicole Rodammer**  
is the Director of Development for Meals on Wheels Western Michigan, which drives the vision forward that no senior is hungry or forgotten in Kent and Allegan counties.



**Eric Bromley**  
has spent fifteen years in the medical industry holding positions in pharmaceuticals, diagnostics, and surgical sales. He currently works for Align Technologies as a Territory Manager.



**Aleks Silva**  
is a Performance Consultant with Dale Carnegie - SW Michigan who is passionate about the development of people both professionally and personally.



**Marcus Jackson**  
serves as Fifth Third Bank’s Vice President, Community and Economic Development Manager for the Western Michigan Region.



**Emma Sluiter**  
is a marketing communications professional with a history in the healthcare industry. She currently is Aflac’s National Recruiting Relationship Coordinator for the Sales Division.



## Sign up for the Metro Way 5K

Join us virtually or in-person for the Metro Way 5K and YMCA Youth Races presented by Lake Michigan Credit Union on Thursday, July 21 at 6 PM on the grounds of the UM Health-West Hospital. This family-friendly event exemplifies our enduring commitment to West Michigan and your participation contributes to our community health and wellness programs, connecting people with free and low-cost health screens and services, fitness classes and education.

Learn more & register today at [uofmhealthwest.org/5K](http://uofmhealthwest.org/5K).



## Get your tickets to Bid & Benefit!

Join the Foundation’s impACT Board of Directors for Bid & Benefit: The Art of Health presented by Outfront Media on Thursday, September 15 at The High Five GR. The evening will highlight how UM Health-West’s primary and preventative care is advancing health in West Michigan. Sip on a signature cocktail as you explore the interactive stations showcasing innovative, new technologies and UM Health-West’s skilled physicians. Bid & Benefit: The Art of Health will feature both a silent and live auction with all proceeds benefiting the critical work of the foundation.

Learn more & purchase your tickets at [uofmhealthwest.org/bidbenefit](http://uofmhealthwest.org/bidbenefit).

Presented by **OUTFRONT/**



## A Night of VITALITY

This year’s VITALITY Gala presented by Buist Electric, raised over \$1 million to support progressive, innovative healthcare that changes lives. A special thank you to our sponsors, guests, and generous donors for celebrating the women of West Michigan and their selfless, resilient spirits.

Presented by **B** BUIST ELECTRIC  
Raising The Standard

University of Michigan Health-West Foundation  
5900 Byron Center Ave SW  
Wyoming, MI 49519

616.252.5000 | [UofMHealthWest.org/foundation](http://UofMHealthWest.org/foundation)

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**Metro  
Way  
5K** & YMCA  
Youth Races  
**Thursday, July 21**



Learn more and register at  
[UofMHealthWest.org/5k](http://UofMHealthWest.org/5k)



Presented by  LAKE MICHIGAN CREDIT UNION



UNIVERSITY OF MICHIGAN HEALTH-WEST  
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