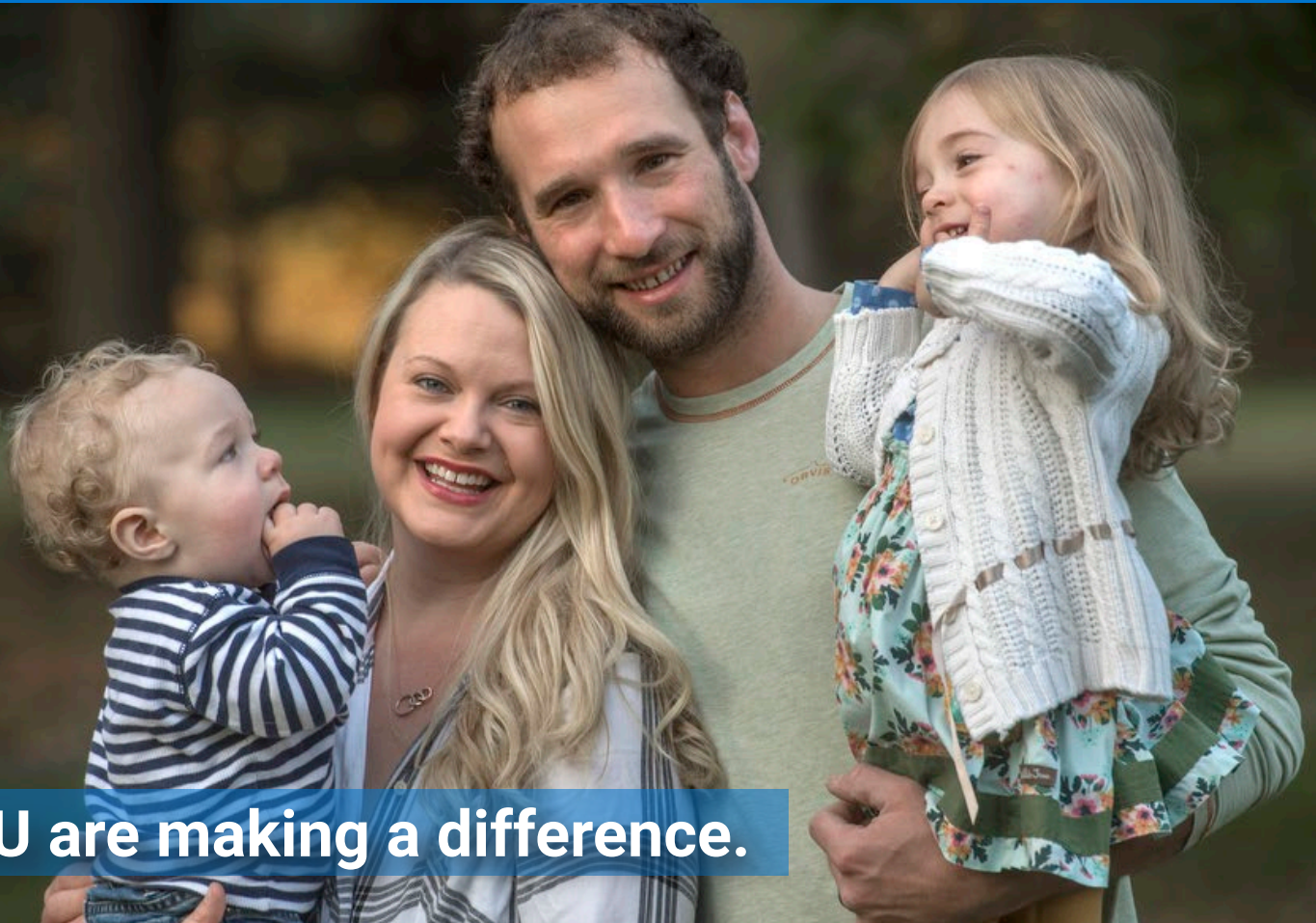


Big Rapids and Reed City Hospitals

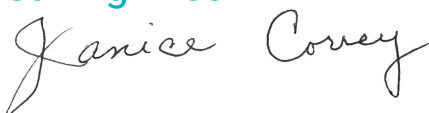
YOUR EXTRAORDINARY IMPACT | 2021



YOU are making a difference.

On behalf of our patients, families and team members at Big Rapids and Reed City Hospitals, it is with great pleasure that we share this impact report with you. The program updates and stories you will read would have never been possible without your kind and compassionate generosity. Thank you for your dedication to making our communities healthier and bringing care close to home. You are increasing access to mental health care for the next generation, reducing costs of transportation for patients, and providing care for the whole person at the Susan P. Wheatlake Regional Cancer Center.

Thank you for your loyal and steadfast investment in the health and well-being of others. Together we are improving health, inspiring hope and saving lives.



Janice Covey
Board Chair



Shelly Westbrook, CFRE
Foundation Director

YOUR EXTRAORDINARY IMPACT | 2021



I Love You to Pieces

Lifelike companion pets bring joy to nursing home residents.



Companion pets are bringing smiles and laughter to the residents of Spectrum Health Reed City Hospital Rehabilitation and Nursing Center (RNC) when they need it most—after more than a year of being isolated from in-person visits from family and friends. “I saw her and I just fell in love with her,” said resident Susan Schildhouse, while holding her dog Penny on her lap. “She’s my baby.” Schildhouse talks to Penny just like a real dog. “She takes care of me, don’t you?” she asks Penny. “Yes, you do. I love you to pieces.” Penny is one of 34 lifelike companion pets the rehabilitation center received in March through a grant from the Michigan Long Term Care Ombudsman Program and the state’s Aging and Adult Services Agency.

When the pets arrived, they were an instant hit. Denise Tinkham, a social worker at the RNC said, “Nearly everyone that received a pet had a positive response—a smile bigger than we’ve seen for a while, or others where the response was even more dramatic.”

One long-term resident with dementia had a difficult time after being isolated following a positive COVID-19 test. After being presented with a kitten, she rebounded sharply, Tinkham said.

The team members bought collars for the pets and helped each resident pick names for their kitten or dog—some picking a name of a pet they had years ago. Name tags were affixed to their colorful collars. The RNC even held an adoption ceremony, with 18th Probate District Court Judge Tyler Thompson officiating. Thompson gave each resident an adoption certificate, while cheers and applause rang through the facility activities room. “This is the first time I’ve ever had a pet adoption for these types of pets,” Thompson told the residents. “And I think it’s really, really special.”

Virginia Polhamus calls her cat Flapjack. She likes to tell stories about eating flapjacks on trips to Texas. “I’m not fussy,” Polhamus said. “We’d usually have them at breakfast, but once in a great while we’d have pancake supper. They make little noises and stuff. She sleeps with me all the time, she never leaves me and it’s a blessing,” Schildhouse said of Penny. “I’ve been in this home for probably six months, almost, and I don’t get to see my husband very much.”

“I continue to receive positive comments from staff and families about this program,” Tinkham said. “It surely has been a bright spot for our elders during these challenging times.” Just ask resident Eleanor Eichenberg, who adores her dog, Honey. “I like her, she’s my friend,” Eichenberg said. “I don’t have a husband anymore. He went to heaven, so I have Honey now. She’s a good little girl.”

Susan P. Wheatlake Regional Cancer Center

Philanthropy continues to sustain the leading-edge clinical care along with support for patients and families at the Susan P. Wheatlake Regional Cancer Center. When someone receives a cancer diagnosis, it greatly impacts the entire family unit. Because of you, we are able to make sure patients and their caregivers have access to complementary services such as massage, reflexology and acupuncture. Your gifts are also providing wigs to patients free of charge and bringing Gilda’s Club support groups to our community. Thank you for helping to make sure that no matter what, our patients know they are not alone.

Hear what Wheatlake Wellness Center patients have to say about their treatments

“Massage therapy has been so helpful physically and emotionally. I have gone from walking a hundred feet to better than a mile with my wheeled walker, because of my caregiver’s tremendous knowledge of the areas to be worked.”

“Getting reflexology in my recovery is the high point of my week. It adds to my quality of life in my survivorship and I look forward to it all week. It is the one time where I can forget my pain and anxiety and just relax and feel pampered. I highly recommend it to any cancer survivor.”

“The Wellness Center has been such a great asset to the Susan P. Wheatlake Regional Cancer Center. As a patient, I felt blessed to receive a wig just after my hair loss. My confidence and mood were instantly elevated. I am also taking advantage of acupuncture and acupressure therapies. They are administered in a caring and loving way. I feel that my well-being is of utmost importance from the entire team here.”

Hear what Wheatlake Wellness Path ramblers have to say about their walks

“The path has been a blessing for patients, family and staff—especially during the pandemic. Having a peaceful outdoor space for rest and reflection has made a tremendous difference for everyone.”

– Brandi Miller, Manager, Operations, Wheatlake Cancer Center

“The wellness path provides a sense of serenity for those who use it with its lush landscape, trickling waters and places to rest. It is also wonderful for those who use it to see the names of those who made it possible sprinkled throughout the path; this is a great reminder of the love and support our community has for our patients and the Wheatlake Regional Cancer Center.”

– Andrea Leslie, Regional Market Director, Northeast Region



Acupuncture

268

Patients

55

Caregivers



Massage

118

Patients

20

Caregivers



Reflexology

212

Patients

49

Caregivers



The Knights of Columbus 12668 hosted a baked potato sale in support of the Spectrum Health Susan P. Wheatlake Regional Cancer Center (SPWRCC). On April 16, Richard Karns and Dick Hurst presented a \$500 check for the cancer center to Shelly Westbrook of the Spectrum Health Foundation Big Rapids and Reed City Hospitals. By making this wonderful gift, they are supporting programs and services for SPWRCC patients and their caregivers. Thank you, Knights of Columbus! We appreciate your kindness and support.

YOUR EXTRAORDINARY IMPACT | 2021



Elevating Cardiac Care

The Big Rapids and Reed City Education Department deeply appreciates the recent gift of the advanced cardiac life support (ACLS) manikins and cardiac rhythm simulators.

The ACLS manikins have been a blessing, as they are used in every ACLS class and are now being used for other classes to support further staff education. “Larry the Airway” manikins provide a more realistic ability to insert oral and nasal airways and observe the results of bag/mask techniques. We also use these manikins for their basic life support (BLS) compression and ventilation scenarios, as well as ACLS testing. These manikins are connected

to a computer to evaluate compressions and respiratory breaths in order to evaluate CPR performance. This technology enables our staff to enhance their skills through highly targeted computer feedback.

The cardiac rhythm simulators work in tandem with the “Larry” manikins and the Zoll defibrillators. By training with these simulators, staff members are able to see the rhythms and treat them during their ACLS classes and testing. Simulation is a highly effective technique for reducing errors in real-life situations, and it gives staff members extra confidence during high-pressure situations. The cardiac simulators are also being used for BLS mock codes within the hospital. We attached these simulators to the Zoll defibrillator and manikin, assisting in the response to a cardiac arrest or arrhythmia in a real-time scenario.

Thank you for playing a part in the leading-edge care provided at Spectrum Health Big Rapids and Reed City Hospitals!

Adolescent Behavioral Health Telemedicine Clinics

You are supporting the mental health of the next generation

It’s no secret that the past year and a half has been very difficult for people’s mental health, and that’s especially true in our adolescent and young-adult population. In addition to spending more time away from their peers, youth are challenged as they transition back and forth between virtual and in-person learning. Because of philanthropy, there is help on the way!

Both Big Rapids and Evart High Schools will soon be the recipients of telemedicine clinics for behavioral health. These rooms will offer a convenient, confidential and secure opportunity for our youth to receive the care they need right where they are, without requiring them to travel to a provider facility. Your support has made these clinics possible!

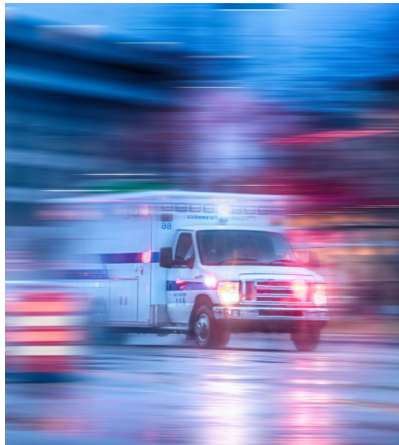
Thank you for helping us create a safe space for this next generation.

Transportation Assistance

Improving access to care

You are putting gas in the tank.

Thanks to your support, qualifying patients at Spectrum Health Big Rapids and Reed City Hospitals have access to free transportation services, giving them access to medically necessary, life-prolonging treatments they might otherwise forgo because of inadequate transportation.



Sometimes an emergency-room patient arrives in an ambulance but has no way to get home. Other times patients may need to transfer to Grand Rapids for specialty or psychiatric care. And due to the area’s poor cellular and internet coverage, virtual visits are often not a viable option, requiring in-person appointments with providers. Whatever the circumstances, lack of transportation is sometimes a massive stressor for patients.

Miranda, one of the social workers in the emergency department, says, “Patients are usually struggling emotionally, so they feel stranded here at the hospital. Especially when they come in by EMS, their night is already traumatic and the last thing they should be worrying about is transportation home.”

Compounding patients’ difficulty to sometimes pay for transportation is a shortage of available transportation services for smaller communities. Both of these concerns weigh heavily on the care management team. Thankfully, philanthropy removes barriers to payment for transportation services, releasing the care team to obtain the services, knowing funding has already been secured.



Thank you so very much, from the care management teams at Reed City and Big Rapids Hospitals.

In 2021, we were able to transport ...



232

people from Big Rapids Hospital

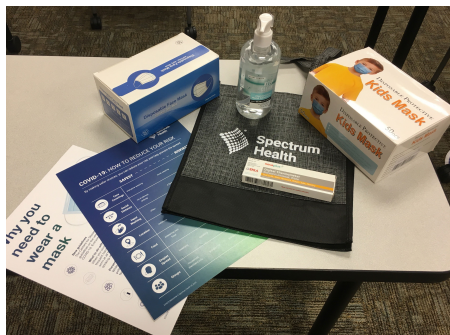
119

people from Reed City Hospital



... to home or another facility. We also provided gas cards to patients who had transportation but couldn’t pay for gas.

YOUR EXTRAORDINARY IMPACT | 2021



COVID-19 Care Kits

COVID-19 created many challenges for those in our community who may have been unable to afford the cost of masks, hand sanitizer and other infection prevention tools. Your generous support, along with the help of several community partners, allowed us to distribute over 600 COVID-19 Safe-At-Home kits. One of our partner agencies that provided these kits to the seniors who received Meals on Wheels and homemaking services commented, “We appreciate all that Spectrum Health does to keep our community happy and healthy!”

Angels of Action is a nonprofit organization that serves children and families in Mecosta and Osceola counties. One of their programs, Rock the Crock, is a partnership with Spectrum Health and other community organizations. This 12-week program provides families with a new crock-pot, recipe binder and cooking utensils. Each week they are given ingredients, menus and instructional videos to encourage families to gather around the table each night for dinner. This past year, participating families also received Safe-At-Home kits, which were incredibly well received by families who were having a hard time getting the masks and hand sanitizer they needed to keep their family safe.

Thank you for playing a part in the leading-edge care provided at Spectrum Health Big Rapids and Reed City Hospitals!



COVID-19 Community Support

Embracing the spirit of #InThisTogether

Thank you to the Spectrum Health Foundation Big Rapids and Reed City Hospital board members who generously donated meals for our Big Rapids and Reed City Hospital Food and Nutrition and Environmental Services staff members in gratitude for the extra support they have given their fellow hospital team members.

Because of the incredible support of our community, our Spectrum Health Big Rapids and Reed City Hospital team received vouchers to spend time creating art at ArtWorks. Creativity has proven to be therapeutic, and our team members are grateful to be able to participate in these classes.

Ferris State University’s Faculty Association has been an incredible source of support throughout the last year and a half. We are grateful for their kind and thoughtful gifts of meals for so many of our team members.



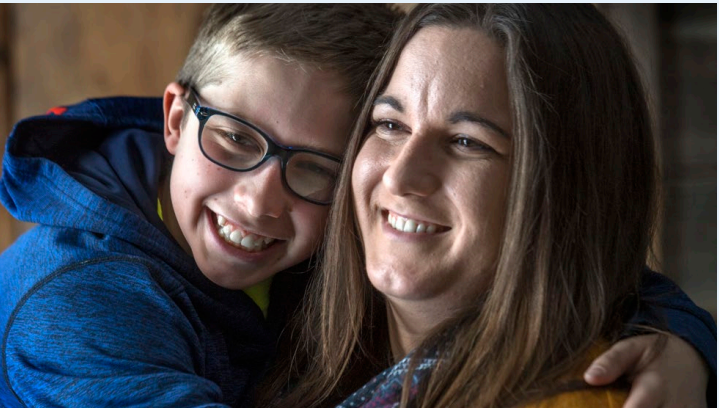
Charity Golf Classic 2021

You are teeing up for TytoCare!

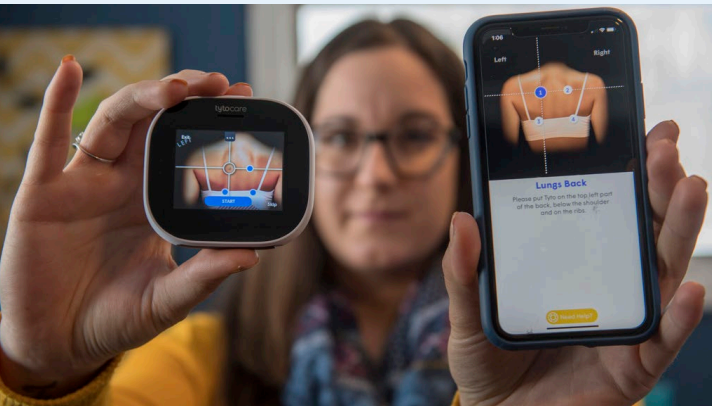
The 2021 Spectrum Health Big Rapids and Reed City Hospitals Charity Golf Classic raised more than \$27,000 to subsidize TytoCare, an exciting new technology to support fully virtual visits, in which providers can examine patients’ hearts, lungs, throat, ears and more; keep an eye on chronic conditions; and monitor health after a medical procedure—all while the patient remains in their own home.

Lack of transportation is a barrier to accessing health care, and your participation has helped to provide access to this critical—and potentially lifesaving—device for those who need it most!

Thank you!



Serena says the device will be helpful if her 11-year-old son Andrew gets sick. She would prefer a telehealth visit for him instead of a trip to an urgent care clinic.



Using attachments in the kit, a medical provider can perform many functions of an exam remotely, including checking a patient’s heart rate, temperature, lungs and ears.



Spectrum Health Foundation
Big Rapids and Reed City Hospitals
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Big Rapids, MI 49307

231.592.4280
give.spectrumhealth.org



Thank you for giving a Spectrum
of Hope to our patients and families
at Spectrum Health.