

Inspired Philanthropy



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for friends and donors of
Mercy Health
Office of Philanthropy

SUMMER 2021

BeRemarkable.



Heather LaClair, DO,
one of our Health Care Heroes,
shares her personal journey
caring for COVID-19 patients.

A message from our President and Board Chair



Gary Allore, President
Mercy Health Muskegon



Amy Heisser, Local Board Chair
Human Resources Director, Howmet

For the past sixteen months, through many trials, tears and triumphs, our health system has overcome extraordinary challenges. As you will see within these pages, the COVID-19 pandemic brought out the best from our providers and colleagues, creating many health care heroes.

It is our honor to share just a few of the countless heroes' stories with you. They have given of themselves for the sake of others — some voluntarily sacrificing time with family and often risking their own health to ensure those who came to us for care had the best opportunity for a safe and full recovery. Others worked to keep their fellow colleagues safe, allayed fears, stayed on the forefront of treatment and so much more.

For more than 115 years, our legacy health systems have been strengthened by philanthropic support. In this issue of *Inspired Philanthropy*, we are pleased to share the names of those who are helping to make our new medical center possible through their support of the Building Momentum capital campaign.

Today, we are inspired by our donors who stepped up to support our front-line providers and colleagues during the COVID-19 surges with meals, personal protective equipment and gifts. Along with many others, Mark and Christine Fazakerley (pg. 15), are helping to assure a future of leading-edge medical care in our community. If you haven't already done so, we invite you to consider joining our family of supporters to help us complete the two important healing spaces at the medical center (pg. 14).

This has been an unprecedented time and a season of incredible health care heroes — our providers, colleagues and you! We salute you and thank you for being part of our Mercy Health family!

With sincere appreciation,



Physician's Perspective . . . Jerry Evans, MD

Jerry Evans, MD – Chief of Staff, Chief of Emergency Medicine

Jerry Evans, MD, emergency medicine physician and Chief of Staff, is a leader set on safeguarding exceptional medical care in our community. From a new leading-edge medical facility, to coordinating a regional pandemic response, to investing in future physicians, he is leading our health system and medical staff to a strong future.

Dr. Evans was part of a multidisciplinary team that came together in 2014 to plan our new medical center, including the Fazakerley Family Emergency & Trauma Center that now serves nearly 100,000 patients per year.

“Helping to design a new hospital is key because as a clinician who works in the space all the time, you know what’s helpful, and what works and what doesn’t,” said Evans. “The new Fazakerley Family Emergency and Trauma Center is well designed, but the biggest benefit of the medical center is having everything, including our medical specialists, together under one roof.”

Mercy Health Muskegon has several medical residency programs, including 28 residents in the emergency medicine residency program. Evans said, “Those physicians are getting excellent training, not only in the ER, but in the ICU and elsewhere. They have the ability and the skills coming out of our residency program that few other programs can offer. And, now we have a brand-new facility. We can provide care, teaching and training for our residents that is not available in most community hospitals.”

During the time the health system was undergoing a systemwide electronic medical record (EMR) change, called Epic, the pandemic emerged (March 2020). Soon after, the new medical center fully opened (October 2020). Bringing two hospital teams into one space, implementing a new EMR and responding to the pandemic all at once placed a nearly impossible burden on the health system.

“Tough” is the word Evans uses to describe meeting these challenges. Yet, he is proud of how well our teams came together. “Thankfully, we were in the new medical center where we were better able to isolate patients and where all our medical specialists were in one place. With flexible patient rooms that can serve nearly any type of patient, our clinical teams adjusted to the number of ICU rooms needed at any given time, which would not have been previously possible,” said Evans.

Today, Evans is concerned that fear of COVID-19 is keeping people from seeking the medical care they need. “People are afraid to come to the hospital. So, they don’t come for three days after their stroke or intense chest pain that lasted eight hours. They didn’t come in, but now they can’t breathe because they had a heart attack three days ago. Unfortunately, what people don’t realize is the hospital is probably the safest place around because we are clean, and we protect our patients well.”

As Chief of Staff, Dr. Evans is focused on developing the medical staff’s leadership skills and increasing diversity. Recognizing that many physicians are expected to serve on committees without prior leadership training, Mercy Health Muskegon is investing in leadership training for the medical staff.

Additionally, Evans said, “Cultural and racial diversity among our medical staff is not optimal.” In collaboration with our Mission Services team, area public schools and the local African American community, he is working to introduce second and third graders to health care fields to let them know, “You can do this. You can be a respiratory therapist, a nurse, physician or pharmacist.”

Investments in the future of health care also include support for the healing spaces at the medical center (pg. 14). When finished in late 2021, Evans sees these as the completion of the patient-centered medical center originally envisioned by the planning team in 2014.

“The Roger W. Spoelman Conference & Learning Center is crucial to the training of our residents. It’s going to be a great asset that will help our residents, medical staff and clinical teams keep up to date and well trained. It demonstrates that Mercy Health is dedicated to education and invests in staff.

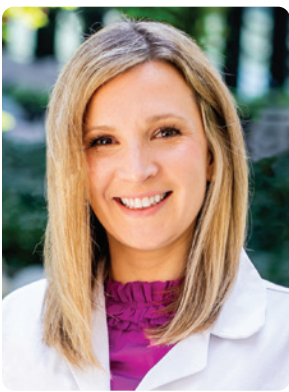
“The Healing Garden will be a place where we can go and get away. If visitors can visit the garden, even for a few minutes while they are waiting for their loved ones, it will be tremendous for them. We are not just healing the body; we want to heal the body, mind and the spirit. It is part of our mission.”



Health Care Heroes *from the Front Lines*

These are stories of just a few of our courageous Mercy Health Muskegon colleagues and physicians who put themselves at risk for others during the pandemic. Every colleague who cared for COVID-19 patients or stepped up to one of the many challenges we faced is a hero to us. Each person here was nominated by leadership for going above and beyond during the pandemic. It is an honor to share their stories with you.

Monica Bowen, DO, Internal Medicine, Specialists in Hospitalist Medicine



Early in the pandemic, Monica Bowen, DO, tracked COVID-19 patients in our system to help find trends in the presentation, symptoms and outcomes. She regularly reviewed data with our hospitalist providers, helping them determine best practices for treatment. She also led the way in reviewing clinical literature, current data and the treatments and medications. She helped to keep Mercy Health Muskegon on the forefront of the pandemic while advocating for our patients.

Dr. Bowen said, "I will always be grateful to our physician colleagues who helped us care for inpatients when we were nearly overwhelmed namely Pulmonary, Family Medicine, GI (gastrointestinal), Nephrology, Rehabilitation, and outpatient physicians. Our incredible critical care and floor nursing teams, respiratory therapists and ancillary services provided excellent care despite numerous challenges. Our nurses took care of very sick patients with grace and humility, and I will never forget their spirit of service. Bearing witness to the faith, resilience and grit of our colleagues is what got us through the pandemic together. Mercy Health Muskegon is stronger going forward, and I am proud to be a part of Mercy Health."

Holly Sircher, BBA, RN, Clinical Manager, PACU, UCU Flex Unit and Infusion Therapy Clinic Sarah Brand, BSN, RN, Clinical Manager, Universal Care Unit (UCU)



Holly Sircher and Sarah Brand were instrumental in creating a COVID-19 unit that was simply amazing. They devised workflows that adhered to CDC guidelines and were safe for staff while still allowing the best care possible for patients suffering with this life-altering disease. Holly and Sarah supported the staff through their fear, frustration, grief, tears and triumphs.

Holly said, "I was the Intensive Care Clinical Supervisor during the pandemic. My biggest fears were for the patients, safety of the staff and how this would affect us all later. Watching the staff become weary and families become more scared was difficult. However, watching the nurses' resiliency with their patients and their teammates was awe-inspiring. I have been so blessed to walk amongst amazing warriors with the biggest hearts. The food, handmade letters from schools and goodie bags from the community and teammates truly made us feel appreciated and gave us the strength to carry on."

Sarah said, "I was the Clinical Manager of the 6th floor, which was made into the hospital's COVID-19 Unit when the pandemic hit. For me, the hardest part is also one of my proudest moments — the fact that we got through it thanks to the team of volunteers who worked the COVID Unit — nurses, patient care assistants, respiratory therapists and everyone else. The people who volunteered not only understood what they were facing every day but were willing to keep coming back. We all came in every day and just tried our best. The support from the community was a huge blessing, especially through the second wave. To know our neighbors had our backs was a godsend! I could not be more honored to work alongside the people I do, or in the community I live in. Thank you!"



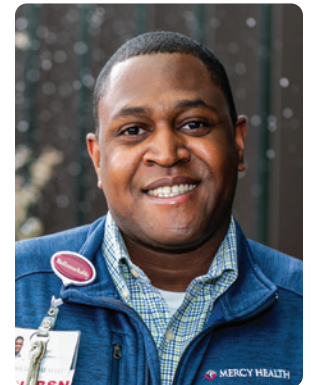
Rhonda Butterfield, Regional Director of Supply Chain Management

Rhonda Butterfield, together with her Supply Chain colleagues, supplied the entire health system with all the personal protective equipment and patient and surgical supplies needed, all while ensuring safety, quality and integrity of the supplies. Her team accepted, verified and distributed thousands of donations of hand sanitizers, face masks, ear savers, surgical gloves and more.

Rhonda said, "It has been a challenging year, but I am thankful that my team has been able to support all departments that were in need during this endeavor through uncharted waters."

Quinten Davis, BSN, RN, Quality Assurance Coordinator for ASPIRE and BMC2

Quinten Davis was redeployed from the Quality and Care Transformation department during the surge to work night shift as an ICU nurse. Always willing to help in times of need, Quinten also supported efforts to keep our colleagues healthy. Quinten received many patient compliments for his bedside care during the pandemic, which is no surprise due to his dedication to compassionate nursing.



Amy Dean, DO, MHPP Osteopathic Manipulative Medicine

Amy Dean, DO, typically provides consultative services for inpatient osteopathic manipulative medicine. However, during the pandemic, she changed gears and became an internal medicine provider and assisted our hospitalist team. Dr. Dean voluntarily rounded daily on patients even though this coverage was not required. She assisted the hospital-based physicians so they could manage the rounding needed on a large number of COVID-19 patients.

Dr. Dean said, "I was most proud of everyone pulling together — nurses, providers, patient care assistants and staff — and their willingness to serve. Even during the most difficult days, the compassion and professionalism shown by staff to patients made me proud."



Barb Duell, Pharmacy Buyer

As the Pharmacy Buyer, Barb Duell is responsible for purchasing medications used in the hospital and across Mercy Health Physician Partners (Muskegon). COVID triggered a national shortage of critical medications needed to support patients. Barb quickly identified signs of the impending shortage and immediately notified the pharmacy team. She took proactive measures to increase the on-hand inventory, which created a buffer that allowed us to maintain an adequate supply throughout the surge. Barb moved mountains to make sure our providers, nurses and pharmacy staff had the medications and supplies they needed to care for our patients.

Linda Dunmore, MSN, RN, Senior Director, Clinical Services

Linda Dunmore is a servant leader who went above and beyond throughout the pandemic. She rallied her team to support the nursing units as runners and clinicians, established the colleague health hotline, initiated N95 fit testing for all clinical colleagues and N95 mask delivery throughout the hospital. She served as the lead for the Mercy Health Muskegon hospital-based COVID-19 vaccination clinic. Linda is a true health care hero who daily lives the values of Mercy Health.



Debbie Eisen, MSN, RN, Manager of Infection Prevention & Control



During a pandemic, so much lies in the knowledge and expertise of our Infectious Disease and Infection Prevention team. Debbie Eisen and Daniela Pellegrini, MD, took on a heavy load in managing all the details to navigate Mercy Health Muskegon successfully through the pandemic.

Debbie said, "I helped facilitate the guidelines and communications that were coming from the CDC, Trinity Health and the Muskegon County Health Department. I also participated in the Incident Command team. It was difficult keeping up with the changing guidelines and providing information to front-line staff in real time. I am most proud of our various disciplines and departments working together to ensure we were providing the safest care for our patients and a safe work environment for our colleagues and physicians."

Jennifer Hemphill, Regional Health Informatics Project Manager

Since the start of the pandemic, Jennifer Hemphill has worked tirelessly on multiple aspects helping to set up the electronic systems that support the COVID-19 vaccination centers at Mercy Health Muskegon. She coordinated the changes in the health system's new electronic health record (Epic) and made many adjustments for the Mercy Health Physician Partners provider offices that had at first consolidated and then re-opened. Jennifer communicated the need for additional COVID-19 vaccination departments and schedules to be built in Epic and in another scheduling system. She also facilitated the set up in Epic for the Shape Corp. vaccination site. Jenn has been instrumental in how Mercy Health Muskegon and Mercy Health Physician Partners have been able to respond and adjust to the COVID-19 crisis.





Scott Holland, Clinical Process Specialist, Specialists in Hospitalist Medicine

Scott Holland was behind the scenes as a non-clinical advocate for keeping the hospital providers' N95 masks up to date. He set up a system to facilitate getting them from Supply Chain or the command center to alleviate this burden from the providers, giving them more time to focus on patients. He kept the entire hospitalist group aware of our current daily census and tracked a specific subset of data for Drs. Bowen and LaClair to support their research and dedication to bringing COVID-19 to a halt in our community. Scott's diligence and willingness to do whatever it takes to support our team, makes him a health care hero.

Cory Johnson, Laboratory Manager, Lakeshore Campus

Cory Johnson instrumented the changes in laboratory testing as they were rolled out. He ensured that laboratory and nursing staff knew how to perform the correct COVID-19 testing. He made many tests available to our local community. He took calls after hours to ensure processes were followed appropriately and care was safe.

Cory said, "Keeping up with methodology changes and constantly communicating the changes to staff was challenging. With all the rapid changes, high volumes, and short staffs, our staff kept going — they kept caring. They put themselves and their families at risk to care for others. The inter-departmental collaboration went to an extraordinary level as physicians, nurses, laboratorians, Environmental Services staff, Information Systems staff and many others came together to provide clean, effective, efficient and safe care. The sheer determination, collaboration, dedication and resilience of our front-line colleagues to care for our communities makes me extremely proud to work for Mercy Health. COVID-19 has and continues to challenge health care. However, the Mercy Health team responded to the call with a fight."



Arlene Kolbe, Infection Control Coordinator and Emergency Preparedness Coordinator, Lakeshore Campus



When COVID first began in 2020, the updates to the personal protective equipment (PPE) requirements and processes were changing hourly. Arlene Kolbe ensured that the entire team at Mercy Health Lakeshore Campus in Shelby, Michigan, was up to date, ready to care for our patients safely and trained on our emergency preparedness plan.

Arlene said, "Having a dual role allowed me to have access to the information we needed to keep our patients and staff safe. Keeping communications open with our local health department as well as with the Region 6 Healthcare Coalition helped with our day-to-day situational awareness. I knew people personally who were infected and had succumbed to the virus. There was no time to say goodbye. Yet, I was proud to see our small facility pull together to care for our patients and keep our staff as safe

as possible. We are truly "family" at Lakeshore. On April 8, our local Oceana County First Responders (fire, EMS & police) paraded through our parking lot to salute health care workers at Lakeshore Campus. Having worked with these responders for almost 40 years, this was a very emotional afternoon for me."



Heather LaClair, DO, Internal Medicine, Specialists in Hospitalist Medicine

Heather LaClair, DO, dedicated herself to the care of COVID-19 patients since the start of the pandemic. She took the lead in tracking patients in our system to help find trends in symptoms, presentation, treatment and outcomes. She reviewed data with the hospitalists providers and helped to determine best practices in treatment. She led the way at Mercy Health in reviewing literature and staying on top of the current data and emerging medications and treatment. She has been an avid advocate for Mercy Health and our patients.

Dr. LaClair said, "For the past year, instead of rotating through all the medical floors, I stayed on the COVID unit. COVID is a formidable beast and has taken a lot of wonderful patients, which is heartbreaking. The patients were amazing and worked so hard to beat the odds against the COVID marathon. It was devastating when we lost them. But we also had some amazing successes, which would help push us past the heartbreak. We haven't seen a 'new' illness in many decades and this illness doesn't act like anything we've known. It can affect so many different body systems.

The medical and research communities have made many attempts at finding a cure and we have yet to find it. Monoclonal antibodies and vaccines are certainly promising. I've personally read many COVID studies and studied the patterns of all our COVID patients over the past year. It has given me a lot of insight, and I hope someday we will know the mechanism of COVID and how to effectively treat it. I foresee it being a multi-faceted approach, not just one magic cure.

What may have been the hardest emotional year of my professional life has also been a year that showed me I truly picked the right field. I've been proud to play a part in the COVID team of doctors, physician assistants, nurses, respiratory therapists, patient care assistants and so many more. They showed up day after day, dealing with heartbreak but continuing to care for their patients as best as they could. There's no other place I'd rather have been the last year."

Karen MacWilliams, RN, Hybrid Care Manager, Mercy Health Physician Partners

Since the onset of the pandemic, Karen MacWilliams used her knowledge and compassion to serve her team, patients and community. Through outreach, education and identifying individual patient needs, Karen helped break down patient barriers, navigated the unknown and relieved stress. Many of these barriers included how patients were to get food for their family while they were quarantined. When there were barriers, Karen made arrangements or gave options. Physicians, advanced practice providers and patients often reported on how grateful they were for Karen's calls. She continues to advocate for her patients by contacting them and offering to schedule their COVID vaccines. She worked the vaccine clinic at Lakeshore Campus and has been instrumental in the care of our patients with all her kindness, care and compassion.



Jennie Moore, Case Manager

When the COVID census surged and the Hackley Campus reopened, Jennie Moore graciously agreed to work on the new COVID unit as the case manager. However, her role became much broader. In the beginning, there was no support staff, and the travel nurses and ER providers were not familiar with the campus. Jennie served as the health unit coordinator answering phones, putting charts together and problem-solving issues that came up. She did a tremendous job communicating with families who could not come up to visit, but who had many questions and were understandably very scared. She also worked with patients and families on very challenging discharge plans so patients could be safely transitioned out of the hospital. She came in on the weekend to support the unit, which was much needed. Jennie did this with a great attitude the entire time. We cannot thank her enough for this exceptional work.



David E. Ogren, EMT-P, CHEC, Emergency Management Coordinator

David Ogren is the emergency manager for Mercy Health Muskegon and worked tirelessly from the beginning of COVID from February 2020 to today. His work as our Incident Command leader has kept our entire health system on track. He has worked incredibly well with regional, state and federal partners. Without Dave, our response to COVID would not have been nearly as effective.

Daniela Pellegrini, MD, Infectious Disease Specialist, Infection Prevention & Control

During a pandemic, so much lies in the knowledge and expertise of Infectious Disease and Infection Prevention. As the single infectious disease physician at Mercy Health Muskegon when the pandemic began, Daniela Pellegrini, MD, took on a heavy load in managing many of the details to navigate the entire organization through the pandemic. Dr. Pellegrini said, "I took on the role of local Infection Prevention and Control Medical Director for Muskegon (which focused on pandemic planning for the hospital and community) and maintained my responsibilities as the Antibiotic Stewardship Medical Director and Infusion Clinic Medical Director, while continuing my full-time inpatient Infectious Disease consulting services for those admitted to the hospital with a variety of complicated bacterial and viral infections.



I wasn't sure how this was going to affect my community, my colleagues, my friends and family. We didn't have years of experience to help guide us, like we have with other infections. I was fearful of getting sick and not being available when I was most needed. There were many sleepless nights.

When I think back, the two things that were hardest for me were the everchanging evidence on what to do, whether it was related to isolation or treatment, and being the only Infectious Disease doctor in our community

for the first six months of the pandemic. I will forever be grateful to those who I had the opportunity to work side by side with, including Debbie Eisen, MSN, RN; Chief Medical Officer Dr. Justin Grill and my incredible team. Everyone from the front-line staff to those behind the scenes were so strong, and they worked hard. The sacrifices that were made are immeasurable.

The acts of kindness from the community and unwavering support kept us going. We appreciate our community more than words can say."



Physical and Occupational Therapists Benjamin Knopf, Jenny Kikkert, Lauren Hazekamp and Amber Martin

Therapists Benjamin Knopf, Jenny Kikkert, Lauren Hazekamp and Amber Martin were the first to step up and volunteer to be the lead therapists for COVID-19. All the physical and occupational therapists became the treatment team for COVID-19 patients when our volumes surged last fall, but these colleagues stepped up from the start. There were scary times and many unknowns. Without these four, the impact of COVID-19 on our

Rehabilitation team would have been very different. We are so grateful to have staff like Benjamin, Jenny, Lauren and Amber! They are team players and are in health care for all the right reasons — to care for patients!

MHPP Pulmonary Medicine

Sarah Gunther, DO • Scott Hagedorn, MD • David Heger, DO • Andrew Kleaveland, MD • Kathryn Kleaveland, MD • Holly Crow, PA-C • Linda Siler, RN • Jamie Jimenez, Clinical Assistant • Jennifer Stafford, Lead Clinical Assistant • Mary Baugh, Business Office Coordinator • Michelle Munroe, Lead Business Office Coordinator • Denise Snyder, Business Officer Coordinator • Stefanie Hillard, Practice Manager

Stefanie Hillard, Practice Manager, Pulmonary Medicine, nominated the entire pulmonary medicine team. Based on the respiratory distress COVID-19 can cause, the expertise of this team was essential to the recovery of all the critically ill COVID-19 patients at Mercy Health Muskegon.

Stefanie said, "Our providers gave up many weekends, relaxing evenings with family and countless hours of vacation time to care for hundreds of COVID-19 patients. They did not complain; they wanted to be there for our patients. They were so strong, not letting their emotions show to staff. Fortunately, our providers received some assistance from Dr. Mehul Patel so they could enjoy a few days off. There were times we needed to change our schedule to accommodate increasing admissions, but our fabulous and understanding outpatients always offered a kind word of understanding, indicating they hoped their provider would be available for them should they need to be seen in the hospital.

Our medical assistants, Jennifer and Jamie, have worked tirelessly to assist the providers and patients throughout this unprecedented time and they continue to do so. They often stayed late, worked through lunch and gave up time off. The same could be stated for the clerical staff; Mary, Michelle and Denise. They scheduled and rescheduled many patient appointments, kept on top of tests to be ordered, answered many questions and have been so kind when callers just wanted to talk. This staff is beyond compare."

Respiratory Therapy and Physiology Departments

Michael Hurley, manager of Respiratory Therapy and Physiology, knew firsthand how critical the entire Respiratory Therapy and Physiology in the fight against COVID-19. Recognizing remarkable patient care required his teams to work together, he nominated his entire staff.

Mike said, "This staff is so important in health care especially during a respiratory pandemic. For all the lives they have helped to save, they should be celebrated as health care heroes and reminded they are not forgotten during these trying times. These departments stepped up and were bedside 24/7. I am very happy to have them all nominated and recognized as being highly valued and appreciated health care heroes for Mercy Health Muskegon."



Sarah Yonkman, RN, Emergency Department

Sarah Yonkman, RN, was there on March 16, 2020, right before she and Erik Brown, RN, Clinical Supervisor, Emergency Department, collected the first COVID-19 swab at Hackley Campus. Twice Sarah helped to set up and run our COVID-19 testing tent.

While everyone was worried about contracting COVID-19 and how to care for COVID-19 patients, Sarah did not hesitate to step up and take on teams of COVID patients and perform nasopharyngeal (nose/throat) swab tests.

Sarah collected care packages for her co-workers and was a key player for the successful transition to the Mercy Campus. She stayed at Hackley Campus Emergency Department until the last patient left the building. She was also the first charge nurse to volunteer to come to the Mercy Campus and cross train. She is an example of strength and leadership for her fellow colleagues. She has worked countless hours during the campus consolidation and the pandemic to put patient safety first. Her ability to find optimism and to encourage her fellow colleagues exemplifies her.

Dan Young, Paramedic, ProMed

As a paramedic with our ProMed ambulance team, Dan Young worked hard to source supplies during the COVID-19 pandemic and the resulting supply shortages. He made sure all our paramedics had the personal protective equipment and supplies they needed for every ambulance and transport run while still doing his best to be a good steward of our financial and material resources.



Health Care Heroes

Mercy Health thanks and salutes all our health care heroes!

COVID-19 Patient **Beats the Odds**



Rick Jones with his wife Marie and daughters, Cassie, Taylor and Sarah.

Rick Jones of Norton Shores “knew” he had COVID-19 in November 2020, even before tests confirmed it. His symptoms included a 104-degree fever, body aches and trouble getting enough air. After waiting three days to see if he would get better, he got to the point where he felt like he just couldn’t breathe.

He was admitted to Mercy Health Muskegon at the height of the COVID surge last fall. Due to visitor restrictions in place at the time, his wife, Marie, was not able to come inside with him.

Once admitted, things progressed quickly. Jones was transferred to the Intensive Care Unit (ICU) and placed on a ventilator. Marie got a call from Jones’ nurse saying that it might soon be time to “say goodbye,” but promised they would do everything they could to save him.

Things improved, and Jones was taken off the ventilator

for four days. However, in the middle of the night, things took a turn for the worse, and Jones was placed back on the ventilator. The nurse who called Marie to give her an update let her know that patients don’t typically survive after being intubated a second time. She was invited to come into the hospital to say goodbye. Marie couldn’t believe this was happening to her husband — he is young, perfectly healthy and strong.

“He’s one of the types of COVID patients that you don’t expect to get sick really fast,” said MaryEllen Rosel, DO, a hospitalist at Mercy Health Muskegon who was part of Jones’ care team. “We had so much hope when he got extubated that he would stay off the ventilator and it was just a big setback for all of us. We were all so sad that he went back on a ventilator.”

Fortunately, after many prayers and excellent care from Mercy Health staff, Jones was taken off the ventilator for a second time, and eventually recovered from COVID and started physical therapy to gain back his strength. Jones was discharged from the hospital in early January after an almost two-month-long stay.

When asked what got him through, Jones was quick to say, “faith, mostly.” When things were looking bad, Jones admits to making peace with God and began praying thanks for his kids and his wonderful wife. “Thank goodness my prayers were stronger,” said Marie, who would often sit in the parking lot of the hospital to pray.

“We hug a little harder and a little longer, say ‘I love you’ more freely and frequently, and we just make sure to be present and listen to each other,” said Marie. “It reminds us to not take any of our family or friends for granted. Rick always asks, ‘Why did God save him?’ We may never know, but we are so grateful.”

Jones added, “I can’t say I worked hard because I didn’t do anything. The doctors did everything. There’s a lot of talent here. There’s a lot of good equipment. Everyone cares.”

Today, Jones is excited to be back home with his wife and daughters. He completed all his therapies and returned to working 10- to 12-hour shifts at Webb Chemical. Though he still struggles with decreased endurance, and has some nerve damage in his left hand, he is working with Dr. Harrison Johnson, of MHPP Neuroscience Specialists, to figure out why, in hopes that his case might help someone else.

“I am grateful—in debt—to the doctors, nurses and therapists who took care of me. I wonder how I went without them (his medical care team) giving up for so long. They must have seen something in me.”

Jones shared that the biggest change is his outlook on life. “Little things don’t bother me anymore. I am just so thankful for this second chance I was given and want to make something out of it.”



Physician's Perspective – Rolf Hissom, MD

B. Rolf Hissom, Jr., MD, SFHM

Medical Director, Specialists in Hospital Medicine

Rolf Hissom, MD, a board-certified internal medicine physician, has been caring for patients in Muskegon since 1993. For the past 28 years, he has been dedicated to serving our patients while founding our hospitalist program — a program that is now nationally recognized.

“A hospitalist is a physician whose primary practice is the care of patients with any acute illness that is significant enough to require hospitalization,” said Hissom. “We do not provide surgical care. Although, we do care for many surgical patients and manage their medical complications.”

Since the pandemic began, Hissom and his team of 55 Specialists in Hospital Medicine (SHM) providers have cared for all the acutely ill, COVID-19-diagnosed patients admitted to Mercy Health Muskegon.

“It’s been a tremendous year of change with a new electronic medical record system (EMR), followed by COVID, and then campus consolidation. We’ve been working on change management and staffing to our responsibilities,” said Hissom. “Every year, we make sure we are up to date on our medical practices, and that we have a common vision as to how to apply those practices so that when people come to our hospital, the quality and efficiency is not dependent on the individual provider, but that the group has a standard method of treating common problems.”

For the past four years, Mercy Health Muskegon has been a Centers for Medicare and Medicaid Services (CMS) 5-Star hospital, which places its quality of care in the top six percent of hospitals nationally. This achievement can be credited, in large part, to the exceptional work of the SHM team.

“The care in Muskegon is excellent,” said Hissom. “The community may not realize the level of expertise and the quality of care that they can receive here.”

Most of Hissom’s efforts around the new medical center have been focused on ensuring optimal functionality of the structure and how it would impact the practice of medicine.

Being able to design a space where the patients could have privacy, could be accompanied by family and have medical personnel able to get to them in the room were all things that were exciting,” said Hissom.

Hissom described the difficulty of supplying staff and equipment for two hospitals, Mercy Campus and Hackley Campus, prior to bringing them together in the new medical center.

“SHM’s duplicative staffing model was inefficient, and having medical staff split between two campuses was not ideal for multidisciplinary patient-care collaboration.”

Today, SHM providers are operating out of one hospital, creating an optimized staffing model with greater medical staff collaboration, especially important for complex patient care.

As a physician whose full-time practice is in the hospital setting, Hissom sees a positive change for visitors.

“Our former campuses had woefully inadequate common space. If you were waiting for a family member, there was really no place to go,” he said. “The space we have now provides much more comfort to families as they come to see their loved ones. When it is completed, a lot of people will find solace and comfort in the new healing garden.”

The new Roger W. Spoelman Conference & Learning Center will be used for instruction and training of residents, interns, physician assistant students as well as nurses, techs and many other staff.

“As a medical staff, it is important to have spaces that allows us to get together and talk about the literature that describes how we ought to practice medicine,” said Hissom. “The Roger W. Spoelman Conference & Learning Center will be a space large enough for our staff to convene and continue to have standardization and commonality of how we provide medical care. To have a facility like this, that is comfortable and allows for exchange of information, then it is to the community’s and hospital’s benefit.”



Claudine Weber
Chief Philanthropy Officer

Advancing Our Community's Health Care

The Building Momentum Campaign

As you can see in this issue of Inspired Philanthropy, Mercy Health Muskegon is blessed beyond measure, not only by the dedication and commitment of our health care heroes and all our providers and colleagues, but especially by the support of the many individuals, businesses and organizations that have lifted us up during one of the most challenging times in our history.

From the start, we understood the value of our new medical center would far exceed the cost to build it. We never imagined how important and timely the opening would be to address the unprecedented and historic pandemic. Certainly, no price can be put on all the lives it has already touched.

If the pandemic has taught us anything, it is that these healing spaces — the Roger W. Spoelman Conference & Learning Center and the Healing Garden — are needed now more than ever. And, just as we have since our founding in 1903, as a qualified, not-for-profit organization, we look to our community to continue helping us fulfill our mission of healing, hope and compassion.

We are so grateful to the Fazakerley, Olsen and Olthoff families for the recent matching gift challenge. There is still time to be a part of this remarkable, once-in-a-lifetime opportunity. Together, we are making a difference for our loved ones and future generations.

I would like to invite you, whether you have or have not previously given, to make a gift, large or small, to help us complete these two important healing spaces.

\$12.5 Million Medical Center Campaign Update (2016-2021)

The support we have received during the past five years for the new medical center campaign has been remarkable. Gifts can still be made or pledged through 2021.

Building Momentum Campaign	Raised to Date (as of May 31, 2021)
Individuals	\$7,802,637
Businesses & Organizations	\$1,711,991
Foundations	\$2,885,372
Dollars Raised to Date	\$12.4 M

A Remarkable Matching Gift Challenge for our Community

In 2016, Mark and Christine Fazakerley made the lead gift to the capital campaign for the new medical center. The Fazakerley Family Emergency & Trauma Center opened in 2018 and now serves Muskegon County and the lakeshore, from Ludington to Spring Lake and beyond. For Mark and Christine, their gift represents an enduring commitment to the people of Muskegon and the Lakeshore.

Recognizing that two important healing spaces — the Healing Garden and the Roger W. Spoelman Conference & Learning Center — are yet to be completed, Mark's and Christine's additional gift of \$200,000 served as a match challenge. Steve & Deb Olsen and Mike & Kay Olthoff joined them, each making additional \$25,000 pledges, for a combined matching gift challenge of \$250,000. This match gift was pledged with the hope that our community, medical staff and colleagues would participate. Thanks to these families, for investing in our community. We are humbled by the outpouring of support we continue to receive.

Gifts can be made by using the enclosed remit envelope, contacting the Office of Philanthropy at 231-672-4890, emailing MHPPhilanthropy@MercyHealth.com or online at [MercyHealth.com/Momentum](https://www.MercyHealth.com/Momentum).

Meet Mark and Christine Fazakerley



Christine and Mark Fazakerley

In 1979, when Mark Fazakerley first co-founded Eagle Alloy, Inc., a steel-casting company in Muskegon, he did not envision company growth that would allow him, in the future, to make a significant difference in the community through philanthropic support.

In the late 1970s, after returning from a tour of duty during the Vietnam War as a member of the United States Navy, Mark was working at a large retail chain when he realized he was not sure about his future.

He took a plumbing apprenticeship test, enrolled in metallurgy classes at Muskegon Community College and, at the urging of high school friend Wayne Jarvis decided to take a job at a local steel casting company.

He was offered a plumbing apprenticeship, but he turned it down realizing he was intrigued with the transformational process of metallurgy.

At twenty-nine, Mark, together with Wayne, took a leap of faith and built a 3,000-square-foot building, which would become the first of five Eagle Alloy locations.

To make ends meet, he mortgaged the home he had built, took out a Small Business Association loan and sold a second family car and a snowmobile. The co-founders hired one employee, Mark's brother, and Christine lent herself to learning how to make castings.

By the third month in business, the start-up company was profitable, and by 2014 Eagle Alloy had several locations, now employing 500 people and running shifts around the clock.

Looking back, Mark and Christine marvel at the life they have built.

With her metal casting days long behind her, Christine takes pride in their three daughters — Mardi, Megan and Kendal — and their grandchildren who nearly all still reside on Wolf Lake, where Mark and Christine spent their own childhoods. Together, they run a family farm, raising Friesian and miniature horses, as well as Olde English 'Babydoll' Southdown sheep.

Several years ago, Christine noted a critical need for health care for students at Oakridge Public Schools. She worked with the district to develop a school-based health center that opened in December 2015. Christine remains dedicated to this work and a health center that now serves hundreds of students with medical, dental and behavioral health care each year.

Mark has been a member of the Mercy Health Muskegon board for many years. He now serves as the Philanthropy Council chairperson and helps to lead the capital campaign efforts for the new medical center.

Mark and Christine see a bright future — a healthy future for their family, business and community — and a continuation of the remarkable care the new medical center represents to them. They often express their gratitude for the compassionate care they, their parents, family members and employees have received at Mercy Health over the years.

"Everyone should support Mercy Health and the work they are doing because, at some point, we will all need a hospital," said Mark.

Christine added, "We are so incredibly blessed to be able to make such a meaningful difference at Mercy Health and in our community. We encourage anyone who can to join us."

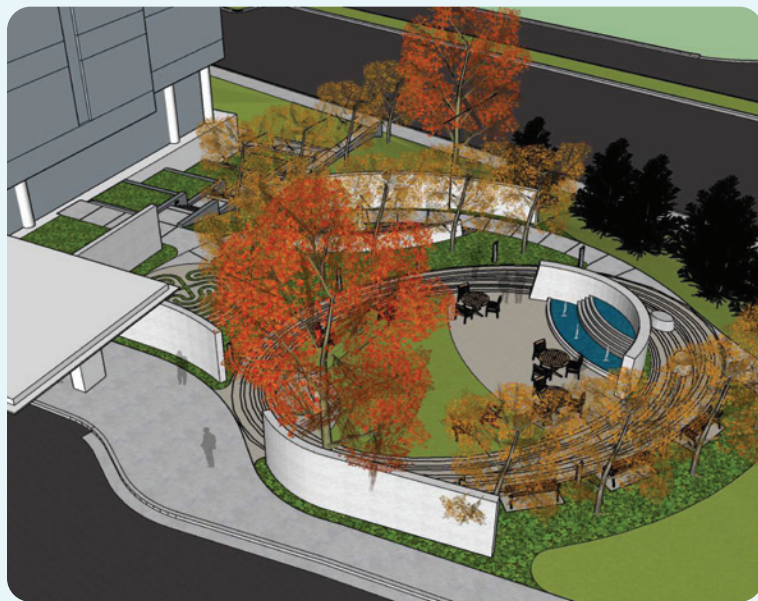
Our Future Healing Spaces

The Roger W. Spoelman Conference & Learning Center and the Healing Garden
Construction of the Healing Spaces is slated to begin this summer.

Roger W. Spoelman Conference & Learning Center

Located in the Garden Level, the Conference & Learning Center will be an 8,059 sq. ft. facility for department meetings, patient education, support groups, educational events, professional conferences and much more. Named for past president and CEO, Roger W. Spoelman, the space honors his firm belief in the importance of innovation and continuous learning.

This project, from start to completion, is estimated to take six to seven months.



Healing Garden

The Healing Garden will be a four-season, accessible place to walk, reflect and find solace in a natural setting without leaving the hospital grounds. Located along the hospital's main entrance, it will feature a 6,200 sq. ft. common area with an additional lawn and meadow area with walking paths. The Healing Garden will signal to patients, family members, staff and visitors that they are in a place of healing that attends to the whole person — body, mind and spirit.

This project, from start to completion, is estimated to take four months.

Gifts to the Roger W. Spoelman Conference & Learning Center and the Healing Garden are welcome.

The Office of Philanthropy offers a myriad of personalized donation opportunities. From commemorative gifts that honor a loved one to gifts that create an inspiring family legacy. We invite participation in a way that supports your charitable goals or is most meaningful to you.

All gifts are recognized, regardless of size, in thoughtful ways. To learn more, contact Claudine Weber, Chief Philanthropy Officer, at 231-672-3896 or weberch@mercyhealth.com.

Building Momentum – Imagining a Healthier Future for Our Community

We are deeply grateful for the following supporters who inspire us to live out our mission every day. Thank you to these individuals, businesses, organizations and foundations that have made gifts to the Building Momentum campaign. Through their generous support, our new medical center will serve the needs of our community for years to come.

Gifts and Pledges Received as of May 31, 2021

Note: Gifts from our health system family members under \$5,000 are recognized in the subsequent Sociati Sanare and Team Club lists.

\$2.5 Million and above

Mark & Christine Fazakerley

\$1 Million-\$2.499 Million

Osteopathic Foundation of
West Michigan

\$500,000-\$999,999

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Mike & Kay Olthoff
Sociati Sanare
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\$250,000-\$499,999

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\$100,000-\$249,999

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\$25,000-\$49,999

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Clifford Buck Construction Company, Inc.
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Michael & Betty Gusho

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Mercy Health Family of Supporters

Sociate Sanare

The following, physicians, pharmacists and advanced practice providers actively support the Mercy Health Muskegon medical center through charitable giving to the Building Momentum campaign. Beyond all they already contribute to the care of our patients, they extend their mission of caring through their gifts to Mercy Health. Together, their support comprises one of the largest gifts to the new medical center. Gifts received as of May 31, 2021.

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The following individuals are Mercy Health colleagues and volunteers who are supporting the new medical center campaign. Since the campaign began in 2016, together our colleagues and volunteers have contributed substantially for the medical center, making theirs one of the largest gifts to the campaign. We are grateful for the generosity and compassion of each of the following colleagues and volunteers. Gifts received as of May 31, 2021.

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Names are listed according to donor preference. If we have made an error or omission on these supporter lists, please let us know and accept our sincere apology.

Corporate Supporters & Sponsors

Shape Corp.

Shortly after the pandemic began, and again at Christmastime, Shape Corp. stepped forward with 1,000+ "survival kits" for our colleagues on the front lines. The idea sprang from their Community Outreach Committee that wanted to make a difference. Shape Corp. employees volunteered to assemble the kits containing candy, snacks, hand cream, sports drinks, water and other items that gave our colleagues a much-needed lift. Our colleagues from Grand Haven to Ludington were delighted to receive them. Thank you, Shape Corp.!



Chick-fil-A

The new Chick-fil-A restaurant in Norton Shores created lots of buzz at Mercy Health during their opening! In place of their traditional events, they donated 100 free Chick-fil-A for-a-year gift cards! Special thanks to Matt Lewis, independent franchise owner/operator and the entire Chick-fil-A team for presenting our heroes with such a special gift!

Herman Miller and Herman Miller Cares

Herman Miller has been helping us keep our patients and staff safe by tapping into the energy and talents of their sewing specialists, retirees and volunteers to make thousands of washable face masks that met hospital needs. They also donated vitally important 3D-printed face shields. Thanks to Herman Miller Cares, our colleagues received countless meals due to a generous gift to the COVID-19 Response Fund.





Pure Protective Equipment

Pure Protective Equipment donated a device that emits UV-C ultraviolet light energy, called UV-C Lightforce, that is scientifically proven to eliminate 99.9% of the pathogens the light reaches, including MRSA and viruses like COVID-19. Thanks to their generous gift, it is now used in our operating rooms, adding extra protection from infectious disease. Donations to our COVID-19 Response Fund supported the purchase of a second device enabling all twenty surgical suites to benefit daily from this added protection.

Tim Hortons

What a big difference sweet treats from Tim Hortons can make! Just weeks after the COVID-19 pandemic hit, Tim Hortons baked up a new idea — the United Donut Initiative! The initiative resulted in an astounding \$10,061 gift to Mercy Health Muskegon for our COVID-19 Response Fund and our colleagues who tirelessly care for our patients. Since then, Tim Hortons' efforts have resulted in two additional gifts totaling \$9,773 for our new medical center healing spaces. Tim Hortons, thank you for partnering with us!



Remarkable Community Partners



Cards of Encouragement

Throughout the pandemic, local school children created thousands of encouraging cards and letters for our staff. Schools and organizations included Muskegon High School National Honor Society, West Michigan Christian Middle School, Rosy Mound Elementary (Grand Haven), Shettler Elementary (Fruitport), Lakeshore Elementary (Holland), Saint Mary's School of Spring Lake, Pennsylvania Elementary (Reeths Puffer), Brownie Troop #8310 of Spring Lake and many others.

Boy Scout Benjamin Hayes

Boy Scout Benjamin Hayes of Whitehall, our youngest and most loyal supporter, has been on a mission to care for our front-line colleagues. Ben does odd jobs to raise funds to purchase snack bags and treats for those on the front lines. Since the pandemic began, he has made four deliveries of 125+ snack bags filled with loads of healthy foods. Ben ensures these gifts will nourish our colleagues who might not otherwise be able to take a break. Thank you, Ben!



Pints & Quarts

Through Pints & Quarts' initiative, they and their customers encouraged our colleagues with deliveries of delicious meals. For every meal a customer donated, Pints & Quarts matched it. Together, they have provided nearly 1,300 meals for our colleagues! Pints & Quarts owner, Fred Scharmer, and his staff, said, "We really enjoy giving back." Thank you, Pints & Quarts, for steadily supporting our health care heroes!

Many Ways You Can Give

Mercy Health Muskegon welcomes these special gift types—many of which allow you to be generous and tax-smart.



Emma Peterson
Director of Philanthropy

IRA Charitable Rollover

If you are 70 1/2 or older, gifting all or part of your required minimum distribution reduces your tax burden even if you don't itemize.

Appreciated Investments

When your investments are doing well, gifting them directly to a charity may help avoid capital gains tax.

Donor Advised Fund (DAF)

Whether it is with a local community foundation or a commercial fund, a grant from your DAF can support your area of interest at Mercy Health Muskegon.

Estate Gift

Leave a lasting impact on our community and a legacy for your family. Planning a future gift is easy! It can be done through a beneficiary designation on an investment, retirement or insurance account or written into a will or trust. Having a conversation now about your future planned gift allows us to be sure we have a clear understanding of your wishes.

And, if you've already made plans to leave an estate gift, we'd love for you to tell us so that we can thank you and invite you to be a part of our Heritage Society!

Is one of these right for you? Learn more by contacting Emma Peterson, Director of Philanthropy, at 231.676.4814 or emma.torresen@mercyhealth.com.

Mercy Health Muskegon is a qualified 501(c)(3) not-for-profit organization. Gifts are tax-deductible as allowed by state and federal law. Tax ID: 38-2589966

Local Board, Philanthropy Council and Staff

Mercy Health Muskegon is fortunate to have the support of these dedicated leaders, providers and colleagues whose diverse experiences and connections to the communities we serve are foundational to our mission of healing. The Local Board leads our health system. The Philanthropy Council is dedicated to securing philanthropic support and leading the capital campaign for our new medical center.

Local Board Members

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Jerry Evans, MD
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Gregory LaPres
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Courtney Wakefield
Manager, Philanthropy Services & Prospect Development
Megan Akselberg
Stewardship & Donor Relations Officer
Ann Pendery
Executive Assistant

Mercy Health Muskegon Office of Philanthropy is dedicated to enhancing the superior care provided by our health system through financial support from the community that supports our mission to be a compassionate healing presence in the communities we serve.

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OFFICE OF PHILANTHROPY



Mercy Health Office of Philanthropy

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Muskegon, MI 49444

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For more information, please contact us:

Mercy Health Muskegon
Office of Philanthropy
1500 E. Sherman Blvd.
Muskegon, MI 49444
231-672-4890

If you do not wish to receive information from Mercy Health Muskegon Office of Philanthropy in the future, please call 231-672-4890.
MHPPhilanthropy@MercyHealth.com

MercyHealthMuskegonGiving.com

BeRemarkable.

OUR MISSION

We serve together in the spirit of the Gospel as a compassionate and transforming healing presence within our communities.

OUR CORE VALUES

REVERENCE - We honor the sacredness and dignity of every person.

COMMITMENT TO THOSE WHO ARE POOR - We stand with and serve those who are poor, especially those most vulnerable.

JUSTICE - We foster right relationships to promote the common good, including sustainability of earth.

STEWARDSHIP - We honor our heritage and hold ourselves accountable for the human, financial and natural resources entrusted to our care.

INTEGRITY - We are faithful to who we say we are.

SAFETY - We embrace a culture that prevents harm and nurtures a healing, safe environment for all.



Mercy Health Muskegon is a CMS 5-Star Organization

For the 4th year in a row, Mercy Health Muskegon has been named a 5-star organization by the Centers for Medicare and Medicaid Services (CMS). CMS assigns star ratings to hospitals nationwide based on their performance across five quality categories.